



## Customer Service Standards

We are committed to making the Fayetteville Public Library a welcoming and accessible destination for every member of our community. Customers can expect courteous and complete attention to all of their inquiries and suggestions, as well as accurate and timely service. Our customers can also expect diverse and balanced collections, cutting-edge technology, and broadly themed programming, all of which make our library a leader in the enrichment of our community.

### Professionalism

- Each employee will display a welcoming, courteous, respectful and professional attitude to all of our customers.
- Each employee will take every action in their power to uphold the confidentiality of customer records and the American Library Association's Library Bill of Rights.
- Each employee will continuously strive to learn more about issues, practices, and philosophies within our profession, in order to provide the best service to our entire community.
- Each employee will help maintain a clean and safe environment for our customers.

### Access

- Each employee will be a potential access point for customer assistance, but will offer customers the privacy that they might require for independent research.
- Each employee will assist customers through their own expertise or by quickly locating the appropriate staff member who can assist with their inquiry.
- Each employee will ensure that materials are accessible to our customers and can be found in their proper location.
- Our staff will continuously work to improve our collections, maintaining balanced selections and offering material that serves all members of our community.
- Our staff will research the latest technologies and employ those that will most benefit our community.
- Our staff will offer broadly themed and diverse programming to enhance and enrich our community.

### Service

- Our staff will respond to customer inquiries with thorough and accurate information.
- Our staff will actively solicit customer feedback and will constantly work to streamline services to improve customer convenience.
- Our service desk staff will answer telephone inquiries promptly and return any telephone messages within one business day.

- Our service desk staff will check for customer emails at least twice per day, so no inquiry goes unanswered for longer than one business day.
- Our staff will return telephone and email messages left on personal library extensions and email accounts during their next scheduled work shift.
- Our staff will acknowledge written requests and correspondence within 7 business days.
- Our staff will have the newest books processed for circulation within 3 business days and the newest media within 7 business days.
- Our staff will have returned materials shelved within 2 business days.

Our customers' interests are the foundation of our existence, so we continually strive for their complete satisfaction. If you have a comment, concern, or suggestion, then we encourage you to contact us.

### **Contact Information**

- Address: Fayetteville Public Library  
401 W. Mountain St.  
Fayetteville, AR 72701
- Telephone: (479) 856-7000
- Fax: (479) 571-0222
- Email: [questions@faylib.org](mailto:questions@faylib.org)