



# OUR PROMISE TO YOU

## Client Service Charter

This Client Service Charter guides our interactions with you. We value you as our client and have introduced this Charter as an expression of our firm commitment to provide a consistent, high standard of service.

To ensure we continuously improve our service delivery we welcome your feedback. This Charter provides information about how you can comment on our performance against these standards.

## Our Commitment to You

| Customer Service Values  | Standards  |
|--|--|
| <p>We will treat you with <b>courtesy and respect</b>.</p> <ul style="list-style-type: none"> <li>You can expect polite, friendly and attentive staff.</li> <li>Staff are visible and identifiable.</li> <li>We are considerate and professional.</li> <li>We are committed to fair and equitable access to services, programs and resources.</li> </ul> | <p>We acknowledge each client. This could include a smile, eye contact, a nod or a greeting.<br/>We provide you with our focused attention.</p> <p>All staff wear badges.<br/>We are located at designated service points and will circulate throughout the facility.</p> <p>We respect client privacy regarding personal information, requests or borrowing history.<br/>We will offer assistance.<br/>We will ask if all your needs have been met.<br/>We are open and honest in our communication.</p> <p>All clients are treated equitably. Every client and their need is important to us.<br/>Most of our services are offered at no charge.<br/>Clients have equitable access to our collections, programs and services.<br/>We provide multiple ways to access information and services – in person, by phone or online.</p> |



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## The Library is **convenient and accessible**.

- We have convenient hours of operation.
- We make the library easy to use.
- We have facilities that are physically accessible, comfortable, clean and safe.
- We aim to be available anytime, anyplace.

Hours reflect patterns of use.  
At least one location will regularly be open Sundays.  
Evening and weekend service is a priority.

We have staff available to assist you.  
Collections are browseable and clearly labeled.  
We simplify our procedures so they are easy for clients to understand.  
For those who want to serve themselves, signage and instructional guides are provided to help you.  
Our website meets accessibility standards.

We have spaces to meet your individual or group needs including quiet study rooms, comfortable seating areas, room rentals, and group study areas.  
We have staff dedicated to ensuring that we adhere to standards of accessibility.  
We are trained to handle emergencies.  
We make sure our facilities are clean and in good repair.  
We have a Personal Conduct Policy for client library use. (<http://www.picnet.org/node/196>)

We bring the library to the community through programming, home visits, and special events.  
We have online and mobile services available 24/7.  
Our staffing levels will reflect client patterns of use.

## We work at **connecting**.

- We build relationships to ensure that your library experience is positive.

We try to grow relationships with members of our community.

- We build partnerships with outside agencies and community groups.
- We continuously work to understand the community so that our services meet the needs of the community.

We understand that every situation is unique and we will do our best to accommodate our clients' needs.  
 We solve problems as quickly as possible.  
 We handle complaints with dignity, poise and an open mind.

We co-sponsor programs.  
 We work with schools, government agencies, and community organizations.  
 We are present at community events.  
 We participate in community initiatives.

We welcome feedback and review all comments, complaints and suggestions.  
 We conduct surveys to understand how we can serve our community better.  
 We undertake a continuous analysis of the community, our materials, programs and staffing to ensure that we make changes to our services.

**We share.**

- We are passionate about what we do and we share our knowledge, experiences, collections, ideas and programs.
- We support you in the use of the library, including the latest technology.

We respond quickly to requests for help and we offer relevant information when interacting with our clients.  
 When appropriate, we will refer you to outside organizations and agencies that can answer your question.  
 We will recommend material for you that matches your needs and interests.  
 We develop programs that are of interest to our clients.  
 We offer print and online resources to keep you informed of our services, collections and programs.

We explore new ideas and adopt change to enhance service to our clients.  
 We have trained staff to assist you with your technology needs.



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- We will work with you to solve problems or inform you of options.

We find the answers to your questions in the library, on-line or in the community. If we cannot solve your problem, we will attempt to find someone who can. We will be flexible and creative in solving problems, and provide solutions in a calm and resourceful manner.

## We are **responsive**.

- Staff have the necessary skills to assist you.

We have trained staff available to answer your questions. Many staff have special knowledge, skills and responsibilities. If they are not available to assist you, we will take your contact information and have a staff member follow-up with you.

- We will respond in a timely manner.

We will acknowledge receipt of your email to [help@picnet.org](mailto:help@picnet.org) and [circ@picnet.org](mailto:circ@picnet.org) within one business day.

In person, we will serve clients on a first-come, first-served basis and when possible will engage additional staff.

If you require extended or special service, we can book an appointment for you.

We can answer most inquiries immediately. If we need additional time to respond, we will tell you when you can expect an answer.

## We **communicate**.

- We use clear, accessible language.

We use language that is easy to understand verbally and in publications. We use common symbols to depict services.

- Our public policies are conveniently available.

We can explain library policies and procedures.

Our public policies are available on the library website at [www.picnet.org](http://www.picnet.org) and available in print form.

- We are receptive to feedback.



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We welcome all comments and consider all suggestions.  
If you indicate that you wish to be contacted about your comment or concern, we will do so.

## How You Can Help Us

- Inform us if you have any special needs so we can accommodate them.
- Treat our staff and other clients with courtesy and respect.
- Be aware that we have Public Policies to govern library operations. These are available at: <http://www.picnet.org/node/196>
- Let us know when we do not meet these Service Standards. We will investigate and inform you of how it has been corrected.
- Whenever you have advice, suggestions and ideas on how our services can be improved, please let us know.

We will be pleased to hear from you because **your satisfaction is our success.**

## How to Contact Us

### For general inquiries:

905-831-6265 ext. 6243  
[help@picnet.org](mailto:help@picnet.org)

### To discuss a suggestion or concern:

Christy Harper, Manager of Client Services  
Pickering Public Library  
One the Esplanade  
Pickering, ON  
L1V 2R6

905-831-6265 x6233  
[christyh@picnet.org](mailto:christyh@picnet.org)

Kathy Williams, Director of Public Services  
OR Pickering Public Library  
One the Esplanade  
Pickering, ON  
L1V 2R6

905-831-6265 ext. 6251  
[kathyw@picnet.org](mailto:kathyw@picnet.org)



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If you call, fax or email us, we will be in touch the next standard business day.  
If you write to us, we will reply to you in ten working days of receipt.

Fax: 905-831-6927  
TTY: 905-831-2789

Get in on the conversation:

