

Service Excellence Plan

OUR COMMITMENT:

The NPPL is committed to providing the community with exceptional customer service striving for individualized patron experiences that are consistent, comfortable and welcoming.

SERVICE STANDARDS: THE FOUR P'S

PROFESSIONAL

We are professional in our service to the community through:

- Warm greetings
- Prompt and polite responses
- Tidy, welcoming spaces
- Consistent communication

PROACTIVE

We are proactive in our service to the community by:

- Establishing a readily accessible presence
- Anticipating and fulfilling community needs
- Offering immediate solutions
- Prioritizing convenience

PROFICIENT

We are proactive in our service to the community by:

- Simplifying navigation of services
- Offering personalized suggestions
- Being informed and connected
- Participating in professional development

PERSONAL

We are personal in our service to the community by:

- Empowering patrons to personalize their experiences
- Tailoring services and spaces for different demographics
- Being attentive to verbal and non-verbal cues

