

AMERICAN LI

AMERICAN LIBRARY ASSOCIATION
PERSONNEL POLICY MANUAL

Item Number R

Page of

GUIDELINES FOR HANDLING INFORMATION REQUESTS

Revised ▼▼

When you transfer a call

Tell the caller to whom you are transferring the call, why you are transferring the call, and the person's extension number in case they want to call the original.

Never leave the caller with voice mail unless you have determined this is the caller's preference.

Before being disconnected, every caller should have either an answer or an indication of who will call the caller back with an answer and when they expect the call.

Mail, including E-Mail Requests

Handle mail requests promptly according to these guidelines:

Determine if the request falls within your unit's responsibility. If not, forward to the appropriate unit.

Answer Mail requests within one week of their receipt. If you receive a letter that already has been returned and the request is outside your unit's purview or you know it won't be answered that day, write or call the person and explain who will respond and when the inquirer can expect an answer.

In Person Requests

Switchboard and reception staff should coordinate persons who come to ALA Headquarters according to Administrative Services procedures.

Routine Requests

Develop information sheets you can easily fill on topics: Td T R R Td Td T dR

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Item	Number	Revised	Page	of
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