

Customer Service Policy

Policy Statement

Patron service is a top priority of the library. All library patrons will be treated promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, social or economic status.

Regulations

1. Staff members are responsible for providing the best patron service possible and are empowered to make decisions that will ensure the best experience for each patron while balancing the needs of the individual with the overall needs of library patrons throughout the library district.
2. When answering the phone, a library employee will identify themselves and the department in which (s)he works. All staff will wear name tags so that patrons can recognize them as library employees.
3. Staff will assist patrons on a first come, first served basis to the extent possible without infringing on the service needs of other patrons.
4. Staff members will enable successful library use by assisting patrons with the library's resources and equipment.
5. In cases where the library's resources are not sufficient to meet patron demand, staff will offer interlibrary loan service or refer patrons to other libraries with more appropriate collections. Whenever possible staff will contact the agency to which a patron is being referred to insure that the information, material or equipment needed is available.
6. A patron with complaints about the service received or about library policy shall be referred to the senior staff on duty at the time or to the library director. The business cards of senior staff and the library director are available at all service desks.

Approved: January 14, 2008

Rochester Hills Public Library Board of Trustees