

Policy Statement

Customer service is a top priority of the library. All library customers 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 customer service possible and are empowered to make decisions that will ensure the best experience for each customer while balancing the needs of the individual with the overall needs of library customers throughout the library district.
2. When answering the phone, a library employee will identify him or her self and the department in which he (s)he works. All staff will wear name tags so that customers can recognize them as library employees.
3. Staff will assist customers on a first come, first served basis to the extent possible without infringing on the service needs of other customers.
4. Staff members will enable successful library use by assisting customers with the library's resources and equipment.
5. In cases where the library's resources are not sufficient to meet customer demand, staff will offer interlibrary loan service or refer customers to other libraries with more appropriate collections. Whenever possible staff will contact the agency to which the request was referred.