

## **CUS-1: Customer Service Policy**

Adopted: 3/20/2014; Last Revised: 2/15/2018

### **Policy Statement**

Customer service is a top priority of the Orion Township Public Library (OTPL). 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.

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### **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 patron while balancing the needs of the individual with the overall needs of library patrons throughout the library service area.
2. When answering the phone, a library employee will identify the department in which he/she 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, including all material formats, digital and physical resources
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 the library director are available at all service desks.
7. A patron who lives in the library service area who wishes to challenge a library policy or any portion of a library policy should follow procedures as outlined in MGT-15: Appeals Process Policy.