

### **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.

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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 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 (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 a customer is being referred to insure that the information, material or equipment needed is available.
6. A customer 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.

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Approved: January 14, 2008  
Rochester Hills Public Library Board of Trustees