

# **Thomas Crane Public Library**

## **Customer Service Policy**

### **Policy Statement**

The Thomas Crane Public Library strives to consistently exceed customer expectations with friendly, knowledgeable and responsive staff, with balanced, current and accurate resources, and with clean, safe and accessible buildings. We recognize that each customer is important, with unique needs, and we provide equal consideration and respect to all.

### **Definition**

#### *Customer*

A customer is anyone anywhere who uses the Library in person, by phone, mail, or electronically.

### **Regulations**

1. The Library offers the same quality of service to all customers, regardless of age, race, gender, nationality, sexual orientation, educational background, religious affiliation, physical limitations or any other criteria.
2. The Library will provide resources and services in the most equitable and accessible way possible.
3. Library staff will treat all customers in a courteous, friendly and nonjudgmental manner.
4. Customers needing assistance will always take precedence over other library tasks.
5. Library staff will work together to fulfill a customer request or offer a suitable alternative.
6. All interactions and transactions between customers and Library staff are confidential.
7. Customer complaints about the quality of service received will be referred to the appropriate supervisory staff person or to Library administration.

Adopted by Vote of the Library Board of Trustees, June 13, 2005