

Policy Statement

Public service is the reason the library exists. Meeting the needs and expectations of the residents of the library district whenever possible is our top priority.

Regulations

1. Customers will be treated promptly and respectfully without regard to age, gender, sexual orientation, gender identity, race, ethnicity, disability, language proficiency, social or economic status.
 2. Staff members are expected to deliver excellent customer service and are empowered to make decisions that will ensure a successful outcome for individual customers while balancing the overall needs of customers throughout the district.
 3. When answering the phone, a library employee will identify him or herself and the department in which (s)he works. All staff will wear name tags so that customers can recognize them as library employees.
 4. Staff will assist customers on a first come, first served basis to the extent possible without infringing on the service needs of other customers.
 5. Staff members will enable successful library use by assisting customers with the library's resources and equipment.
 6. 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.
 7. 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: July 20, 2016

Clinton-Macomb Public Library Board of Trustees