

## **Morrison-Talbott Library Customer Service Policy**

### **Purpose:**

To accomplish our mission, excellent customer service is our top priority. We strive to provide a rewarding library experience for our community. Every staff member must present a positive image of the library at all times, and must strive to meet the diverse needs of our community with respect and empathy. At Morrison-Talbott Library, we work as a team to provide helpful, reliable and consistent service.

### **Our customer service goals are to:**

- Fulfill our patrons' information needs.
- Respect and protect our patrons' privacy.
- Listen actively to understand our patrons' needs.
- Resolve issues with solutions or options in a timely manner.
- Provide responsive service equitably to all.
- Develop innovative opportunities for patron and community growth.
- Cultivate an environment of open communication.
- Build relationships with and among our community.
- Continually improve our processes and enhance our knowledge.

### **We accomplish these goals through:**

- Friendly faces of skilled staff.
- Inclusive service.
- Superior facilities.
- Well-balanced, diverse collection.
- Accountable staff.
- Continual improvement.