

# CUSTOMER SERVICE POLICY

Marion Public Library

The Marion Public Library puts the highest value on excellent customer service and expects staff to exemplify this standard. Toward this end, we recognize the American Library Association's (ALA's) Code of Ethics (see Appendix G).

It is the policy of the Marion Public Library that all staff:

- 1) Put service to the public above personal activities or interests.
- 2) Exhibit respect for all patrons.
- 3) Create a welcoming atmosphere in the library.
- 4) Make each patron's contact with the library a high quality experience.
- 5) Correctly meet the needs of patrons.
- 6) Verify with patrons that their needs have been met.
- 7) Avoid communicating personal value judgments when interacting with patrons.
- 8) Uphold the confidentiality of records and Intellectual Freedom's Bill of Rights (see Appendix B) of all patrons per Confidentiality of Library Records policy C 3.1.
- 9) Know, understand, and correctly implement library policies.

Adopted by the Board of Trustees 2/13/12  
Reviewed 3/11/13  
Reviewed 4/14/14  
Reviewed 4/13/15  
Reviewed 4/11/16

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