



Policy

PUBLIC

P23: Customer Service

The Library will use the following quality standards as the operating priorities to guide the consistency of our customer service. These quality standards will provide parameters for making quality decisions when delivering service. They will also provide support for the Library's Mission, Motto, Values, and Vision Statements.

1. We will be approachable, friendly, and respectful in all of our professional encounters.
2. We will provide prompt, responsive, and resourceful services.
3. We will be attentive and helpful while providing accurate information.
4. We will provide a convenient and uniform experience with accessibility for all.
5. We will maintain a clean, organized and comfortable environment for people to enjoy.

Approved: May 23, 2019

Signed:

A handwritten signature in cursive script that reads "Melissa Agosta".

Melissa Agosta

President

Novi Public Library Board of Trustees