



## CUSTOMER SERVICE POLICY

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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, Values and Vision Statements.

- We will be welcoming, compassionate and respectful in all of our professional encounters.
- We will provide prompt, responsive and resourceful services.
- We will be attentive and helpful while providing accurate information.
- We will provide a consistent and equitable experience with accessibility for all patrons.
- We will make an effort to listen to and understand all patrons.
- We will demonstrate patience and make a reasonable effort to assist with all patron inquiries that fall within the scope of the services we provide.
- We will offer a safe, clean, organized and inviting environment for patrons.

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**Approved by the Novi Public Library Board of Trustees:** May 23, 2019

**Amended:** July 25, 2024

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