

## **Customer Service Policy**

The Meriden Public Library strives to offer excellent library services to all. In addition to the quality of the facility and the collection, it is equally important that the library staff provide accurate, efficient and friendly service at all times. Although we often view the patron as the “clientele,” it is important to remember that the patron, as voter and taxpayer, is also the ultimate “boss.” The customer services policy is the foundation for all staff interactions with the general public. All other library policies should be interpreted in light of the principles outlined below.

The library should offer the same quality of services to all regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria which may be the source of discrimination.

Patrons should be treated as if they are the most important people in the world. They are!

Judgment calls should always be made in the patron’s favor. If you make a mistake, it should always be to the patron’s advantage. You will not be penalized for errors made in good faith pursuit of this policy.

Patrons should never be left without an alternative if a staff member is unable to comply with their request.

Staff members should be familiar with and able to articulate library policies as well as explain the rationale behind them.