

## Customer Service Policy

### Policy Statement

Public service is the reason the Van Buren District Library (VBDL) exists. Meeting the needs and expectations of the residents of the library district, whenever possible, is our top priority. Nothing is more important at VBDL than providing excellent customer service. It does not matter what a staff member's title is, or assigned duties are, it is the responsibility of every library staff member to provide outstanding customer service to VBDL's patrons.

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All Van Buren District Library staff members are expected to:

1. Provide excellent customer service in all of their interactions with library patrons, local officials, other VBDL employees. Customer service occurs across many different mediums including in-person, over the telephone, and online via email or chat utilities.
2. Greet all customers in a welcoming manner when they enter the library and to thank patrons for visiting when they leave the library.
3. Treat patrons promptly and respectfully without regard to race, ethnicity, gender, gender identity, disability, language proficiency, age, sexual orientation, or social or economic status. Staff members will refrain from expressing, directly or indirectly, value judgements or opinions regarding library patrons or of the validity of a request or question.
4. Direct patrons as needed. Rather than pointing toward or describing the location of a library resource, be it an item on the shelf or the location of the library restroom, in all instances library staff will personally walk the patron to the location of the resource.
5. Make decisions that will ensure a successful outcome for individual customers, while balancing the overall needs of customers throughout the district.
6. Prioritize customers in a fair and impartial manner. While this is usually first come, first serve, library staff will sometimes have to juggle library resources as efficiently as possible to serve multiple patrons at once.
7. Understand library equipment, resources, and upcoming events and classes. Library staff will direct patrons to the resources appropriate to their needs, and assist with usage when necessary. In cases where the library's resources are not sufficient to meet customer demand, staff will offer interlibrary loan service, if the patron is eligible, or refer customers to other libraries with more appropriate collections. Whenever possible, staff will contact the agency to which a customer is being referred to ensure the information, material or equipment needed is available.
8. Answer the telephone promptly, professionally, and politely. When answering the telephone, a library staff member will adopt a cheerful tone and say "Van Buren District Library, [branch location], may I help you?"
9. Help patrons without distraction. Personal cell phones are not permitted on

public service desks or the public service floor, except when they are used for library business. Personal cell phone usage should be minimal, discreet, and in staff areas only.

10. Enforce all VBDL policies in a fair and positive manner, providing flexibility where appropriate.
11. Safeguard the privacy of library patron records in accordance with the Library Privacy Act<sup>1</sup> and *VBDL's Loan, Renewal, & Replacement Policy CIRC-02*.
12. Make available library restrooms for the use of all members of the public who are in compliance with the library's *Patron Behavior Policy CUS-01*, regardless of VBDL card or library district taxpayer status.
13. Refer customers with complaints about the service received, or about library policy, to the senior staff member on duty at the time, to the Associate Director, or to the Library Director. The business cards of senior staff and the Library Director are available at all library service desks.

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Approved: September 28, 2021  
Van Buren District Library Board of Trustees

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<sup>1</sup> MCL 397.603 *et seq.* Library Privacy Act.