



HILLSDALE FREE PUBLIC LIBRARY

509 Hillsdale Avenue, Hillsdale, NJ 07642

CUSTOMER SERVICE STANDARDS

The Library's commitment:

Each member of the Hillsdale Library staff is a representative of the Library. The first priority of the Staff is to offer a gracious and welcoming attitude to all, beginning with fellow employees and extending to every patron who visits or contacts the Library. Library staff strives to reflect the highest community standards.

Our Customer Service Standards are the foundation for all staff interactions with the public and with each other. All Library policies should be interpreted in light of these guidelines.

The Board of Trustees endorses the following policies and procedures:

- The Hillsdale Library shall offer outstanding customer service to patrons of all ages and cultures. All patrons shall be treated with respect and dignity. All patrons shall be greeted with warmth and smiles.
- The Library first and foremost supports its home community. Hillsdale residents may be given priority for Library events, programs and services, at the Library's discretion.
- Patrons have the right to an educated, knowledgeable and professional staff. Staff members shall be familiar with Library policies and be able to explain them in a positive light.
- Staff shall be flexible, discreet and non-judgmental in providing patrons with information, services and library materials. All patron interactions and transactions are considered confidential.
- Staff shall use creativity and initiative in meeting patron needs and finding solutions. Patrons shall be offered an alternative if a staff member is unable to comply with a request.
- Patron complaints shall be handled with courtesy and an open mind. Patrons shall be given the benefit of the doubt whenever reasonable.

Approved by the Hillsdale Free Public Library Board of Trustees on April 8, 2013.

(We credit the Ridgewood Public Library for the majority of this policy language)