

ROSEVILLE PUBLIC LIBRARY

Customer Service Policy

The Roseville 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 a customer, it is important to remember that the patron, as voter and taxpayer, is also the ultimate "boss". The customer service policy is the foundation for staff interactions with the general public. All other library policies should be interpreted in light of the principles outlined below.

- Library employees should offer the same quality of services to all regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria that may be the source of discrimination.
- Patrons should be treated as if they are the most important people in the world because they are!
- Judgment calls should always be made in the patron's favor. If an employee misinterprets a library policy, it should always be to the patron's advantage. You will not be penalized for errors made in good faith pursuant to this policy.
- If a staff member is unable to comply with a patron's request, the patron should be offered an alternative whenever possible.
- Staff members should be familiar with and able to articulate library policies as well as explain the rationale behind them.
- Rather than reacting defensively when a patron complains, staff will accept each complaint as a gift, that is an opportunity to remedy a problem.

Adopted by the Roseville Public Library Commission – October 11, 2004
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