

## **CUSTOMER SERVICE**

### **POLICY STATEMENT**

Manhattan Public Library staff strive at all times to provide the best personal service and a clean and welcoming facility for all library users. Staff offers services in a fair and professional manner that treat everyone with courtesy and respect. The MPL customer service experience educates, entertains, and informs.

### **OUR CUSTOMER SERVICE PROMISES**

Since our customers are our first priority:

1. We will treat every customer with equal respect and every request with equal importance.
2. We will offer the same quality of service to everyone, honoring cultural and other personal differences.
3. We will offer the same quality of service regardless of how customers make their requests: in-person, via phone, e-mail, mail, or chat/text.
4. We will be courteous, patient, and attentive, so that all our customers have a positive experience at MPL.
5. We will remain calm and maintain a professional demeanor in all situations.
6. Our skilled staff will use their knowledge of library resources to fulfill requests in a timely manner or present alternatives when requests cannot be met immediately.
7. We will regard all interactions and transactions between ourselves and our customers as confidential and will discuss them only in a professional context.
8. We will be familiar with and be able to present or explain library policies.