



## CUSTOMER SERVICE POLICY

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The Library will use the following quality standards as the operating priorities to guide the consistency of our customer service. These standards will provide parameters for making quality decisions when delivering service. They will also provide support for the Library's Mission, Values and Vision Statements.

Library staff will:

- be welcoming, compassionate and respectful in all of our professional encounters.
- provide prompt, responsive and resourceful services.
- be attentive and helpful while providing accurate information.
- provide a consistent and equitable experience with accessibility for all patrons.
- make an effort to listen to and understand all patrons.
- demonstrate patience and make a reasonable effort to assist with all patron inquiries that fall within the scope of the services we provide.
- offer a safe, clean, organized and inviting environment for patrons.

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**Approved by the Novi Public Library Board of Trustees:** May 23, 2019

**Amended:** July 25, 2024; June 11, 2026

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