



Customer Service Policy

The Roeliff Jansen Community 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. 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 and respect to all regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria that may be a source of discrimination.
- Employees should create an environment in which everyone feels welcome. They should refrain from discussion of politics or other divisive subjects with patrons.
- Judgment calls should always be made in the patron's favor.
- 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.

Adopted by the Board of Trustees, August 8, 2017
Reviewed and Approved, September 21, 2021
Reviewed and Amended, April 19, 2022