

**Customer Service Policy**(Approved Dec. 2007)

The Staff and Library Board recognize our obligation to provide the best possible service to all individuals who use the library. The library has developed policies and procedures that assure fairness and consistency.

It is the goal of the Messenger Public Library of North Aurora to provide access to print and non-print material that satisfies the diverse informational, educational and recreational interests of our patrons. The purpose of the Customer Service Policy is to ensure the greatest degree of access to library material by the largest number of patrons while maintaining the necessary management of the library's resources.

When patrons visit or call the library they will be greeted in a friendly and welcoming manner by staff. Staff members will provide a positive public service experience, a thorough understanding of the library and its services, common sense, problem solving skills, and flexibility. Library service will be prompt, accurate, and thorough. If a service issue cannot be resolved immediately, the staff will determine who and what is required to provide a response. Staff will contact patrons in a timely manner with a response.

Library patrons will enter a safe, comfortable, clean, and accessible environment, where equipment is in working order and materials are displayed in an attractive, spacious, and organized manner. The library will have appropriate signage and other directional assistance to make patron experiences productive. Materials and/or information is provided to meet patron needs, most often on the initial visit, or retrieved from other locations in a timely manner.

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