

<b>Code</b>	<i>OPS-007</i>	
<b>Policy Title</b>	Customer Service Policy	
<b>Category</b>	Operational & Facility Policies (OPS)	
<b>Cross-Reference</b>	OPS-005 Complaints Policy OPS-018 Patron Code of Conduct Policy	Page 44 Page 82
<b>Appendix</b>	--	
<b>Date Adopted</b>	January 2026	
<b>Date Reviewed</b>	--	

**Policy Statement**

The Robert R. Jones Public Library District is committed to providing friendly, professional, and efficient service to all patrons. This Customer Service Policy establishes standards and expectations for library staff and volunteers to ensure that everyone who visits, contacts, or interacts with the library experiences courteous, helpful, and equitable service.

The library is dedicated to creating a welcoming environment where all patrons feel respected and valued. Staff and volunteers are expected to provide service that is responsive, accessible, and consistent with the library’s mission to connect people with information, ideas, and experiences.

**PROCEDURE**

**Informal Resolution of Concerns**

The library encourages the timely and respectful resolution of patron concerns at the lowest possible level.

- Patrons are encouraged to first discuss their concern with the staff member directly involved, when appropriate.
- Staff should listen attentively, communicate clearly, and make reasonable efforts to resolve concerns promptly and professionally.
- If a concern cannot be resolved informally, or if the patron requests further review, the patron may ask to speak with the Library Director or the Director’s designee. Many concerns can be resolved through discussion and clarification at this stage.

Concerns that remain unresolved may be addressed through the library’s formal Complaints Policy.

**Standards of Service**

## 1. Professional Conduct

- Library staff and volunteers will interact with patrons in a respectful, courteous, and professional manner at all times.
- Staff will communicate clearly, listen attentively, and respond appropriately to questions or concerns.

## 2. Equitable Access

- All patrons shall receive equal service regardless of age, race, ethnicity, gender, disability, religion, sexual orientation, or socioeconomic status.
- Staff will provide assistance to ensure that library services, programs, and resources are accessible to **everyone**.

## 3. Responsiveness

- Staff will respond promptly to patron inquiries, requests, or complaints.
- Issues that cannot be resolved immediately will be referred to the appropriate staff member for follow-up or the Library Director.

## 4. Accuracy and Reliability

- Staff will provide accurate, current, and reliable information to patrons.
- Staff will guide patrons in using library resources and technology effectively, including digital databases, online catalogs, and library programs.

## 5. Privacy and Confidentiality

- Staff will respect patron privacy and confidentiality in accordance with the Illinois Library Records Confidentiality Act (75 ILCS 70/1).
- Personal information and circulation records will not be disclosed without proper authorization, except as required by law.

## 6. Problem Resolution

- Patrons with complaints or concerns should be treated respectfully and professionally.
- Informal resolution will be attempted whenever appropriate. Unresolved concerns will be addressed in accordance with the library's Complaints Policy to ensure fair, consistent, and timely resolution.

## 7. Continuous Improvement

- Staff are encouraged to participate in training and professional development to enhance customer service skills.
- Feedback from patrons will be used to identify areas for improvement in library services and programs.

## Patron Expectations

Patrons are expected to treat library staff, volunteers, and fellow patrons with courtesy and respect. Disruptive or abusive behavior may result in the application of the library's Patron Code of Conduct Policy.