

## **Policy Statement**

Customer service is a top priority of the library. All library customers will be treated promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, social or economic status.

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## **Regulations**

1. Staff members are responsible for providing the best customer service possible and are empowered to make decisions that will ensure the best experience for each customer while balancing the needs of the individual with the overall needs of library customers throughout Montclair.
2. When answering the telephone, library employees will identify themselves and the department in which they work.
3. All staff will wear name tags so they can be identified as library employees by customers.
4. Staff will assist customers on a first come, first served basis to the extent possible without infringing on the service needs of other customers.
5. Staff members will enable successful library use by assisting customers with the library's resources and equipment.
6. Staff will respect the privacy and confidentiality of customers use of the library.
7. In cases where the library's resources are not sufficient to meet customer demand, staff will offer interlibrary loan service or refer customers to other libraries with more appropriate collections. Whenever possible staff will contact the agency to which a customer is being referred to insure that the information, material or equipment needed is available.
8. A customer with complaints about the service received or about library policy shall be referred to their department head or the Assistant Director or Director. The business cards of Department Heads and Executive staff are available at all service desks.
9. Library staff will comply with the New Jersey Law Against Discrimination<sup>1</sup> and other relevant laws.

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Approved: November 26, 2018  
Montclair Public Library Board of Trustees

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<sup>1</sup> NJSA §10:5-12