

Customer Service Standards



Each member of Ridgewood Public Library's (RPL) staff is a representative of the library. The first priority of the staff is to offer a gracious and welcoming attitude to all, beginning with fellow employees and extending to every patron who visits or contacts the library. Library staff strives to reflect the highest community standards.

Our customer service standards are the foundation for all staff interactions with the public and with each other. All library policies should be interpreted in light of these guidelines.

The Board of Library Trustees endorses the following policies and procedures:

- RPL shall offer outstanding customer service to patrons of all ages and cultures. Patrons shall be treated with respect and dignity.
- The library first and foremost supports its home community. Ridgewood residents may be given priority for library events, programs and services, at the library's discretion.
- Patrons have the right to an educated, knowledgeable, and professional staff. Staff members shall be familiar with library policies and able to explain them in a positive light.
- Staff shall be flexible, discreet, and non-judgmental in providing patrons with information, services, and library materials. All patron interactions and transactions are considered confidential.
- Staff shall use creativity and initiative in meeting patron needs and finding solutions. Patrons shall be offered an alternative if a staff member is unable to comply with a request.
- Patron complaints shall be handled with courtesy and an open mind. Patrons shall be given the benefit of the doubt whenever reasonable.