

Madison Public Library Customer Service Standards

These Customer Service Standards are the foundation of our work and interactions with the public. The Madison Public Library has the following service standards that can be expected by our patrons:

Prompt, friendly, courteous and respectful service at all times.

Courtesy and efficiency in resolving complaints.

Provision of accurate, timely and useful information.

Clearly identified library procedures and services.

A staff knowledgeable in library policies and services and a willingness to work on a creative solution to all patron inquiries.

A quiet and orderly atmosphere conducive to every patron's use of the facilities.

Opportunity for the public to submit suggestions, comments and concerns.

All patron interactions and transactions are conducted in accordance with our Patron Records Policy.

The Madison Public Library is supported by the Borough of Madison through residential and commercial real estate taxes as well as support in kind. Substantial monetary support is provided by gifts and contributions of citizens and users of the Library, the Friends of the Library, and the Endowment. Therefore, the Library's primary goal is to support the people of Madison. At the Library's discretion, Madison residents may be given priority for some Library events and services. Patrons should recognize that library staffing and services may be affected by budget constraints. Accordingly, our services may have to be limited and may impact on individual requests.

Each staff member is a representative of the Library and is expected to offer a gracious and welcoming attitude to the Library's patrons. In return, we ask our patrons to treat our staff with respect.

Approved by the Library Board of Trustees
June 9, 2010