



Round Lake Area Public Library
906 Hart Road
Round Lake, IL 60073
847-546-7060
www.rlalibrary.org

Customer Service Policy

In fulfilling its mission, the Round Lake Area Library strives to provide excellent customer service at all times. Educated and knowledgeable staff are ready to assist patrons in finding the materials and services they want and need. Staff will offer services in a fair manner that treats everyone with courtesy and respect at all times and asks for courtesy and respect in return. The ultimate goal of library service is to meet patron's expectation for service while fulfilling the library's mission. In addition, the following principles apply:

- The library will offer the same quality of services to all patrons regardless of race, creed, color, national origin, religion, marital status, sexual orientation, gender, gender identity/expression, physical appearance, physical or mental ability, socioeconomic level, education level and any other legally protected characteristics of the patron.
- Courtesy and attention to the needs of the library patron will be the key to all interactions. Patrons will be treated politely, promptly, and with helpful attention.
- Staff will be flexible in meeting patron's needs. Whenever possible, staff will strive to make judgements in the patron's favor.
- Skilled library staff will use their knowledge of library resources to fulfil requests in a timely manner or present alternate options, such as an interlibrary loan or referrals to other agencies, when requests cannot be met immediately.
- Library policies and procedures exist to make library resources available on an equitable basis. Staff members will be familiar with library policies, procedures, and services and able to provide an explanation to the patron or else refer the question to the Library Director.
- Staff recognize the need to enforce policies and procedures and that some patrons may find this disagreeable. Staff will be patient, respectful and helpful while being firm about library rules.
- The library will be a clean, safe, accessible, and reasonably quiet environment with appropriate facilities to support services.
- All interactions and transactions between a library patron or group of patrons and the Library are considered confidential and will be discussed only in a professional context.

Approved: April 27, 2022