

## Administrative Rules

### Rule 1.4.2 – Customer Service

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*Approved*

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#### Overview and General Rules

##### I. PURPOSE

The Deschutes Public Library District is dedicated to the provision of excellent customer service. The Library is committed to the concept that every request for information or reading material is important, and that every library customer is entitled to quality library service as described in this administrative rule.

##### II. OBJECTIVE

To describe the Library's commitments to customer service and to provide guidelines for service expectations.

##### III. RULES AND REGULATIONS

A. As Library employees, we are committed to:

1. Enriching lives through the highest standard of public library service
2. Achieving customer satisfaction
3. Evaluating and updating standards of customer service
4. Continuous improvement of programs and services.

B. Customers may expect:

1. Hours of service appropriate to community needs
2. Resourceful staff who serve each customer's needs with courtesy, attentiveness, efficiency and confidentiality.
3. Physical access to the public portions of Library premises
4. Recognition of, and respect for, the needs and rights of all individuals
5. Access to a wide range of library and information services
6. Opportunities for research and instruction about resources and services
7. Accountability for any tax dollars used to provide library services
8. Current and authoritative sources to satisfy information needs or advice on where to find them.
9. An easy to navigate, well-organized collection housed in a clean, comfortable environment.

##### C. APPEALS PROCESS

Customers are directed to Managers, or designee, if they believe that they have not been accorded their rights under this rule. Decisions of the Manager can be appealed to the District Library Director.