

## **CUSTOMER SERVICE**

Rockford Public Library staff seeks to provide courteous, responsive, quality service to citizens by creating a respectful, positive, and enjoyable work environment. In order to best achieve our commitment to provide a wide range of quality services, we support a philosophy of customer service which is embodied in the following statements:

- Staff attitudes are reflected in friendly, respectful, professional, responsible, confidential and positive service.
- Staff cares about our customers and believes in providing courteous and attentive service.
- Staff seeks innovative approaches to serve our citizens in the best way possible.
- Staff believes in meeting our customers' informational needs by providing accurate, complete, up-to-date information.
- Staff believes that customers are entitled to efficient service from staff who are knowledgeable and motivated to provide customer satisfaction.
- Staff believes in listening to our customers and responding to their ideas and concerns.
- Staff values teamwork within and between departments and recognizes that all staff are important to quality service.