

Policy: 400
Subject: Quality Service Policy
Reviewed: 04/05/2010
Approved: 08/19/1996
Revised:

- 1) The Milford Public Library believes that customer service is at the heart of the Library's mission. Our expectation is that every person using the library will leave satisfied. The work of every staff member is viewed as an important contribution to the goal of providing first-class customer service. Every employee is essential to the Library's success.
- 2) The Quality Service Policy assumes that all MPL employees demonstrate excellent public service values to meet patrons' needs. This is accomplished by:
 - a) Providing service of the highest quality
 - b) Satisfying patrons' requests with accurate, timely information
 - c) Making informed decisions
 - d) Maintaining a positive attitude
 - e) Treating colleagues and patrons in a friendly, courteous, and respectful manner