

VALLEY COTTAGE LIBRARY

110 Route 303, Valley Cottage, New York 10989 • 845.268.7700 • www.valleycottagelibrary.org



Customer Service Policy

Excellent customer service is a top priority for Valley Cottage Library and we will strive to create a rewarding library experience for our community. It is the responsibility of all staff to present a positive image of the library at all times.

- **We** greet patrons warmly and take ownership of their needs including escorting them to needed resources, places, or people to satisfy their inquiry.
- **We** provide courteous, responsive, high-quality service to our patrons at all times.
- **We** continually work to improve ourselves, our service, and our commitment to our diverse community.
- **We** respect privacy and we act with integrity.
- **We** listen to our patrons and to each other.
- **We** empower our staff to be problem solvers in the best interest of the library.

These are our CORE VALUES:

- Integrity
- Fairness
- Discretion
- Service
- Trust
- Respect

Adopted April 2019