

**ROGERS FREE LIBRARY  
525 HOPE STREET  
BRISTOL, RHODE ISLAND**

**SERVICE POLICY**

High quality “customer service” is an essential element of Rogers Free Library’s mission. As a consequence of that, patrons can expect to:

- Be treated with courtesy and respect at all times by all staff
- Receive a high standard of professional service irrespective of their age, race, gender, religion, ethnicity, physical/mental limitations, political affiliation, or sexual orientation
- Expect and receive prompt/timely service (in person, on the phone, or by email)
- Have open access to traditional/non-traditional resources of information provided by appropriately trained staff
- Have their privacy/confidentiality protected by staff as well as by the administration and library Board of Trustees

Finally, excellent service will occasionally involve “judgment calls” which should always be made in the patron’s favor.

If mistakes are made, they should ALWAYS be to the patron’s advantage.

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