

The Hudson Library and Historical Society

Customer Service Policy

Adopted 12/2013

I. Statement of Policy:

The Hudson Library and Historical Society strives to provide the highest quality customer service to its community. To achieve this goal the Library requires staff act in the following manner.

II. Regulation:

During interactions with library staff, customers can expect to:

- Be acknowledged appropriately
- Be treated with respect and courtesy
- Receive the same high standard of service regardless of race, age, ethnicity, religion, gender, physical challenges, or any other criteria
- Receive prompt and timely service
- Receive professional and knowledgeable assistance from all staff
- Have their privacy and confidentiality respected