

<p align="center">State Library of Oregon Policy</p>	
<p align="center">Customer Service</p>	
<p>Approved by: <i>Wendy Cornel</i></p>	<p>Date: 3/31/2025</p>

Policy Statement: The purpose of this policy is to elevate quality customer service in daily operations and ensure responsive communication with Oregonians and State Library business partners.

The State Library delivers accessible, timely and responsive customer service.

Authority:

- [Department of Administrative Services Policy 107-001-040](#) (Enterprise Customer Service Standards)
- [ORS 357.008](#) (State Library duties; free book loans)

Applicability: All State Library employees, board members, volunteers, and contractors.

Attachments: State Library of Oregon Customer Service Standards and Guidelines

Definitions:

- **Customer:** Any individual who interacts with the State Library, internal or external.
- **Customer Service:** Timely, accessible, equitable, and responsive support-based interactions between the State Library and customers.
- **Key Performance Measures (KPM):** Performance measures designed to improve the efficiency and effectiveness of state programs and services.

Policy:

It is the goal of the State Library of Oregon to provide uniform, high-quality service to State Library customers, colleagues, and the general public. High-quality customer service includes:

- Responding to requests quickly;

- Timely completion of tasks;
- Professional and effective communication;
- Operating with integrity;
- Promoting accountability; and
- Assuming positive intent.

These principles are the minimum expectations of all employees, board members, volunteers, and contractors. This policy includes a framework for ensuring excellent customer service. The State Library further outlines its customer service strategy in its “Customer Service Standards and Guidelines” document, available upon request.

The agency’s customers include the following, broken down by division:

Government Information & Library Services

- The general public who are interested in accessing state or federal government publications or other parts of the State Library collection;
- State agency staff; and
- The Oregon State Legislature.

Library Support & Development Services

- Academic, public, school, and special libraries and the nine federally recognized Tribal Nations in Oregon;
- Staff, volunteers, and supporters of local Oregon libraries; and
- The general public who are interested in Oregon libraries or library-related topics.

Talking Book and Braille Library:

- Oregonians who are print-disabled.

Operations

- Internal State Library staff and volunteers;
- The State Library Board;
- Building and conference room users;
- State administrative agencies such as the Department of Administrative Services; and
- The general public through agency communications.

Professional workplace communication is a key element in serving the agency’s diverse customers. Such communication includes the following:

- Using clear and concise language;

- Logically and completely presenting ideas and staying on topic;
- Always considering the purpose of the communication and think about customers' perspectives;
- Actively listening;
- Being friendly, polite, respectful, and confident; and
- Considering customers' knowledge and perspectives.

ACCESSIBILITY

Agency services are available through a variety of methods including phone, email, in-person, and virtually. The State Library Building is open to the public from 8:00 a.m. to 5:00 p.m., Monday through Friday, except state holidays and mandated office closures. State Library staff generally will be available to address inquiries within the same timeframe. The State Library will respond to all queries within one business day. The response will indicate progress and ability to complete the customer request.

As authorized by the State Librarian, the Oregon Talking Book and Braille Library is open to the public from 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. daily. Staff will provide the public with access to other State Library physical collections from 1:00 p.m. to 4:00 p.m. daily by appointment only. Appointments must be made at least 24 hours in advance.

Contact information such as phone numbers and email addresses, the State Library building and mailing address, operating hours, and instructions for scheduling appointments for agency services may be found online at the following address:

<https://www.oregon.gov/library/operations/Pages/Contact-Us.aspx>

The contact information on this page is updated regularly as changes arise.

To ensure accessibility for all customers, the State Library provides access to its services in compliance with the Americans with Disabilities Act, the [EIS E-Government guidance](#), and any further expectations set by statute, administrative rule, or the Oregon Department of Administrative Services.

Some agency services are available in alternate formats and languages other than English. For public meetings, sign language interpretation is provided for the public if requested 48 hours before the meeting; notice 72 hours before the meeting is preferred. Handouts of meeting materials may also be requested in an alternate format 72 hours before the meeting. The Talking

Book and Braille Library provides materials and services in audio and Braille formats, as well as some documents in Spanish.

EVALUATION

The State Library evaluates the strength of its customer service annually using Legislatively established Key Performance Measures (KPMs), as reported in the Annual Performance Progress Report (APPR). Customer service-related KPMs include:

- KPM #7: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information. (Target: 90%)
- KPM #8: Percent of Talking Book users that strongly agree or agree that the Talking Book and Braille Library has added value to their life. (Target: 90%)
- KPM #10: Percent of Oregon library staff that strongly agree or agree that the services and programs offered by Library Support help them provide better library service to their community. (Target: 90%)

The Government Services, Library Support, and Talking Books divisions distribute annual customer satisfaction surveys to assess progress toward these KPMs. Results are reported in the APPR and an annual customer service report. The divisions work to address any deficiencies in customer service identified during the annual survey process.

The most recent APPR and customer service annual report can be found at the following address:

<https://www.oregon.gov/library/Pages/Library-News.aspx>

Questions about this policy may be directed to the State Librarian at statelibrary.administration@slo.oregon.gov or 503-378-4243. A copy of this policy may be requested through those channels or accessed online at <https://www.oregon.gov/library/operations/Pages/Visiting-the-State-Library.aspx>