

# NFLS Service Standards

## Customer Service

1. We respond to voice mails received within 24 hours on Monday-Friday, unless staff is out of the office. If we are out of the office, we will indicate this on our voice mail greeting.
2. We respond to emails within 24 hours on Monday-Friday, unless staff is out of the office. If we are out of the office, we will indicate this on the staff calendar on our website.
3. We set a follow-up timeline for outstanding communications with our member libraries.
4. We communicate service outages or office closures as soon as possible and prioritize their resolution above other tasks.
5. We respect the confidentiality of information received from our member libraries.
6. We make sure our work is accurate, take responsibility for our mistakes, and learn from them.
7. We meet every other month with our member library directors either online or in person.

## Work Standards

1. We determine and include appropriate member libraries in each project and service.
2. We arrive to meetings prepared and on time.
3. We set and meet deadlines.
4. If we cannot meet these standards, we will communicate that information to all stakeholders as soon as possible.
5. We produce and maintain documentation of procedures, decisions, and significant communications.
6. We will maintain our website with accuracy and timeliness.

## Strengthen NFLS

1. We work as a supportive team and maintain a culture of mutual respect.
2. We meet as a staff on a monthly basis at a minimum.
3. We provide ongoing opportunities for our member libraries and solicit feedback on specific projects and services.
4. We evaluate ongoing projects and goals at every staff meeting to ensure they align with our mission, vision and strategic plan.
5. We proactively review and update information we have about our member libraries and information we send to our member libraries.