

POLICY

Category: Governance & Administration

Number: A.06

Title: **Code of Service**

Effective Date: June 5, 2008

Authorized By: CFL Board of Trustees

Last Revision or Review: New

The Cudahy Family Library's *Code of Service* identifies our service commitments to the users of the Library. It also communicates the Library's expectations of customer service to its employees. The principles of the Code represent the values of the Library and with its implementation the Cudahy Family Library endeavors to provide every patron with a positive library experience.

CODE OF SERVICE

1. Library patrons of all ages will find easily accessible library collections in a clean, safe, organized, and appropriate environment staffed with professional employees.
2. All library patrons, whether in person, on the phone, or through the Internet, will be welcomed, graciously and impartially, without discrimination, and will be treated at all times with courtesy and respect.
3. The confidentiality rights of all patrons will be upheld.
4. Prompt, helpful service to the public is the Library's top priority and takes precedence over the Library staff's internal work and interpersonal communications.
5. All information given to the public will be based on current sources, which will be communicated clearly, privately, and in a timely manner, without discrimination, comments, or value judgements.
6. Comments, suggestions, and complaints about the Cudahy Family Library and its services are welcome and will be dealt with promptly.