

BOARD POLICIES

CODE OF SERVICE

Category: Operational

Approved: December 8, 1993

Revised: April 29, 2026

1. The library serves every member of the public with respect, without regard to circumstance, background, or the nature of their request.
2. The library affirms the freedom to read, the right to inquiry without judgment, and every person's right to seek information without interference — and treats these as non-negotiable, regardless of social pressure or political climate.
3. Equitable access to materials, technology, space, and staff expertise is not a courtesy; it is the library's core responsibility.
4. The library is a civic institution. Its staff are stewards of a public trust, and all internal operations exist in support of the public obligation — not in competition with it.
5. Staff engage patrons as collaborative partners. Every interaction is handled with confidence, competence, care, and the clear, direct communication those things require.
6. The library takes active ownership of the quality of its patron interactions, its physical spaces, and the professional conduct of its staff.
7. Patron privacy and confidentiality are protected in accordance with applicable law and professional ethics.
8. Internal service — how staff treat and support one another — is held to the same standard as external service, because the quality of one directly influences the quality of the other.
9. Staff are empowered through training, development, and a culture of support for their well-being.
10. The library ensures that the values named in its policies are visible in its daily practice.

These standards are supported through the thoughtful and proficient use of technology and other professional tools that enable and enhance collaboration and communication.