



ECKHART PUBLIC
LIBRARY

Code of Service

Adopted by Library Board November 10, 2021

Service

All Library patrons are entitled to attentive, effective, and courteous service by knowledgeable employees.

- All patrons are welcome and will be served equitably.
- Library employees greet patrons warmly and appropriately.
- Employees are consistently trained for Library-wide procedures and processes that impact service.
- Employees demonstrate a general understanding of Library organization, Library events, and collection locations.
- Employees uphold Library policies in a professional manner.
- Employees communicate effectively in a variety of ways.
- Employees know whom to contact for special service needs whether within the Library or larger community.
- Employees listen carefully to patrons' questions or concerns and, if applicable, refer them to the next appropriate level.
- Employees work to the best of their ability to provide positive solutions to patrons' service requests.
- Employees follow up with patrons so that their needs have been met and acknowledge when patrons leave.
- Patron interactions are properly documented and consistently communicated.

Facilities

All Library patrons are entitled to multi-use facilities able to meet their needs.

- Library spaces are clean, well-maintained, welcoming, and safe.
- Spaces, collections, programs, and services are easily accessible.
- Collections are organized and well maintained.