

POLICY: **LIBRARY SERVICES & HOURS**

POLICY #: **B-OP-16**

COMMITTEE: Library Board
TOPIC: Operating Policies

PASSED: January 22, 2015
AMENDED: 28 January 2016
REVIEW PERIOD: As required

PURPOSE

To describe the service standards for library users when accessing the Library's facilities.

POLICY

Service Standards

The library looks outward to the community when developing and providing services. We hold ourselves to high performance standards while demonstrating our shared values. We strive every day to fulfill our mission and vision knowing that we make a difference to the community we serve.

We adhere to the following in developing and providing services:

- Treating everyone with courtesy and respect and acknowledging them in a welcoming manner
- Working as a friendly and professional team
- Taking responsibility to proactively develop and provide creative solutions
- Creating and maintaining an inviting and easily-navigated environment, both physically and virtually
- Delivering knowledgeable service in a timely manner
- Respecting and securing patron privacy and confidentiality
- Making available and easily accessible a wide range of traditional and innovative resources at each library location, and including through alternative modes of delivery such as Home Library Services and community deposit collections
- Working to understand the needs and wants of the community by purposefully seeking input and new ways to work with community members
- Doing our best to make every library visit a positive and satisfying experience

Library Hours

The Library Board sets the hours of public service for each location. Current hours for all outlets will be found on the Library's website.

RESPONSIBILITIES

The Library Board is responsible for this policy.

The Director of Library Services is responsible for implementing this policy.