

Code of Service

Employees of the High Point Public Library endorse these principles as our code of service to our customers, our co-workers in the library, and our colleagues in other City departments. This code applies to all library employees wherever they are representing the library in our community.

- A positive library experience requires a competent, courteous staff; current, attractive, and relevant collections that are easily accessible; and a safe, clean, and attractive environment.
- We will endeavor to provide every library customer with a positive experience by focusing on meeting or exceeding the individual needs of each customer without discrimination.
- Library policies and procedures are tools to help us meet the needs of library customers. Policies and procedures should not become barriers to providing good service.
- Every library customer deserves a prompt, friendly greeting and an offer of assistance.
- Serving library customers is more important than internal paperwork and communications.
- Information provided to library customers must be accurate, and based on verifiable, current sources. Information will be communicated clearly, privately, and provided in a timely manner.

Approved by the Library Board of Trustees
10/17/2001