

Purpose: The Brooks Public Library is a public service facility. The following are expectations regarding how staff present themselves and how they interact with each other and the public.

1. Public Service: The Library Board values the provision of high quality public service. The Board believes that every patron is important and has distinctively specific needs that are to be treated with respect.
  - 1.1. Service is timely, responsive, proactive, and personable.
  - 1.2. Flexibility and resourcefulness within adherence to policies, procedures, and practices should be used to protect the positive service relationship with patrons.
  - 1.3. The library is a non-partisan institution which supplies materials on subjects but offers no personal interpretations.
2. Professional Interaction: The Library Board values a work environment that advances high quality teamwork, co-operation and confidentiality while promoting positive public image.
3. Noncompliance may result in the issue being raised in a performance appraisal and, ultimately, in a disciplinary manner.

Approved by: \_\_\_\_\_

Board Chair

Date Approved: \_\_\_\_\_

July 24<sup>th</sup>  
2017