

Library Service Policy

The Goodnow Library provides convenient and effective direct and remote access to a wide array of print and electronic resources, individual and group programs and services, and facilities that are responsive to the diverse recreational, informational, educational, social and cultural interests of the community. To achieve this, the library will maintain the following standards of service.

In order to give the best possible service to our users, Goodnow Library staff will:

- Uphold the confidentiality of records and Intellectual Freedom's Bill of Rights of all patrons
- Know, understand, and correctly implement library policies
- Be at their workstations when scheduled
- Create a cooperative work environment
- Exhibit respect for all patrons and co-workers.
- Help create a welcoming atmosphere in the library
- Make each patron's call or visit to the library a high quality experience
- Meet the needs of patrons and co-workers (both informational needs and the need to physically access materials)
- Verify with the patron or co-worker that their needs have been met
- Avoid communicating personal value judgments when interacting with patrons or co-workers
- Provide service to the public above personal activities or interests
- Be knowledgeable, courteous and responsive when communicating by telephone or e-mail and in speaking and/or writing