

Service Policy Hope Library

- Hope Library follows the ALA Library Bill of Rights in making its collections accessible to all, regardless of age, gender, race, color, religion, national origin, political affiliation or physical characteristics.
- Hope Library will provide a safe, clean, organized and appropriate environment staffed with friendly, professional and courteous people.
- Service to the public will take precedence over the library's internal paperwork and internal communications.
- Information given to the library public will be based on verifiable current sources, clearly communicated, given in a timely manner, and without discrimination, comments or value judgments.
- Confidentiality rights of all library patrons will be upheld as provided in the ALA Code of Ethics.
- In keeping with its mission statement, the Hope Library, in purchasing materials, will provide a variety of formats and subjects that are recreational, informational, educational and leisure in nature.

➤ Approved by Board of Trustees, June, 2015.