

LIBRARY PUBLIC SERVICE STATEMENT

The Peabody Institute Library attempts to provide quality library services to all. It is important that the Library Staff provide accurate, efficient and friendly service at all times.

All staff interactions with the general public should be guided by the philosophy of the statement. Other Library policies should be interpreted using the following principles:

1. The library staff will offer the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria that may be a source of discrimination.
2. Patrons will be treated with dignity and respect.
3. Judgment calls will always be made to the patron's favor.
4. Patrons will never be left without an alternative if a staff member is unable to comply with their request.
5. Staff members will be familiar with and able to articulate Library policies as well as explain the rationale behind them.

As approved by the Board of Library Trustees the 3rd day of November, 2003.