

# OUR PROMISE TO YOU

## YOU ARE WELCOME AT THE LIBRARY.

Everyone should feel at ease in the library. You are part of our diverse community and will be treated fairly and with respect. We strive to be flexible and accessible to all.

## YOU ARE IMPORTANT.

Library services are designed for you. Ask questions. Tell us what you need and we will get it to you as efficiently as possible. We are never too busy to listen to you.

## YOU ARE UNIQUE.

Each of you has distinct study and research needs that will require different approaches at different times. We try to accommodate those needs with our flexible decision making to arrive at the best solution for you.

## YOU WILL RECEIVE OUR BEST SERVICE.

You can use the library, online or in person, to study, gather information, and learn new skills. You can rely on us to share our expertise in research and information skills to empower you to find what you want.



# LET'S DO THIS TOGETHER

## WE WANT TO HELP.

We want you to thrive. If there is a barrier to your success, we will work together to figure something out. We are happy to discuss options for paying fines, getting a refresh on a library class, or giving you access to the information you need. Just ask us.

## WE NEED YOU.

Your participation in feedback sessions, events, and classes makes us better because you give us valuable information that can be used to help us improve. We try to anticipate what you need through our continual communication with you.

## WE WILL EXPLAIN WHAT WE DO AND WHY WE DO IT.

We try to keep our rules to a minimum. Please respect the ones we do have. They are created to provide a welcoming space for everyone, maintain fairness, and protect the integrity of the library. You can help us make the library a comfortable shared place by treating others with respect, whether online or in the physical library.

## WE WANT YOU TO SPREAD THE WORD.

We all like to know when we've done something right or helped someone out. Please tell others about library services. Just like you, we appreciate when our hard work is recognized.

