

Eagle Public Library

Guest Care Policy

Adopted by the Board of Trustees, October 19, 2016

Reviewed and Reaffirmed by the Board of Trustees, November 15, 2023

Eagle Public Library is committed to providing positive and memorable library experiences to all library guests. We want every guest to feel welcome and to think of the library as their favorite place in Eagle.

There are four guiding principles of guest service at the Library.

- **Fairness**, is our desire to treat everyone equally, to not single-out one guest over another for special service. It's also remembering that every request is important to the person who's requesting it. No matter how unimportant it may sound to us – it's important to our guest.
- **Show** is everything our guest sees or experiences. From the appearance of the Library, to the website, to how well the checkout system works, to the books on the shelf, to our interactions with the guest – it's all show. We want our show to be the best.
- **Courtesy** is treating the guest they want to be treated, with recognition and respect for their emotions, abilities, and cultures. A guest may not always be right, but they are *our guest*.
- **Efficiently and Effectively** as stewards of public resources (which is more than just money) comes the responsibility to not waste resources and to meet the needs of guests.

And, we want to be able to find ways to say “Yes.” Each of the four principles can be achieved and amplified by finding a way to say “Yes” to our guest.

Keeping the four principles of Eagle Public Library guest service at the forefront of everything we do, and by remembering the importance of saying “yes” will help provide our guests with the best experience possible.