

## **POLICY MANUAL**

### **MISSION**

It is the mission of the Pinckney Community Public Library to support people of all ages of our community by actively providing easily accessible information, be it intellectual, recreational or vocational. The Library promotes the free exchange of ideas in an inviting, comfortable atmosphere to foster in its users a lifelong habit of reading. The commitment of Library service is given to all who want it regardless of race, creed, color, occupation, religion, sex, physical condition, and social or financial position.

### **AREA OF SERVICE**

The Pinckney Community Public Library will serve all residents of the Village of Pinckney and Putnam Township. However there are no fees for residents outside of this area.

### **USE OF THE LIBRARY**

The use of the Library or its service shall be limited when excessive demands of a group of individuals tend to curtail services to the general public.

The use of the Library or its services may be denied for due cause, such as failure to pay penalties, stealing of Library property, destruction of Library property, or illegal conduct which interferes with the normal operation of the Library.

The rights of an individual should not be abridged or denied. A patron has the right to undisturbed contemplation or study of Library materials without interference by other patrons in the Library. To guarantee these rights for all persons anyone on Library premises will be expected to conduct themselves in a matter appropriate for a Library.

### **PUBLIC SERVICE VALUES**

One of our Library's strengths has always been identified as our "approach to public service." The following values have been identified as the public service philosophy of our Library. These values are non-negotiable; they reinforce our Mission Statement.

Public Service Values:

- Satisfy the Patron's needs.
- Make informed decisions.
- Commit to providing a high quality of service.
- Respond with accurate, timely information.
- Be friendly, courteous and respectful.
- Keep a positive attitude.

Goal: Every person using the Library leaves satisfied.