

Mission Statement & Service Standard

I. Mission Statement

The Hauppauge Public Library strives to meet the educational, informational and entertainment needs of the residents of the Islip Town portion of the Hauppauge School District. The library meets these needs by providing popular materials and high interest services, in a variety of formats, on a wide array of topics of both general and specific interest to community residents.

II. Service Standard

- 1) *Safety First* – the objective of the Library is for its guests to be and feel safe, secure and included (as individuals and for their families) when they visit and use the library's services.
- 2) *Privacy and Respect* – our guests must feel confident that their privacy will be maintained and that their concerns and beliefs will be respected.
- 3) *Courtesy* – each of our guests should be treated like a VIP, a very important and very individual person.
- 4) *Accuracy* – the library will always strive to provide Guests with the most accurate answer to their inquiry. This does not insure an immediate response but it does help insure the right one.

Amended: October 20, 2005

Reviewed: July 15, 2010

Amended: September 17, 2020; June 2021