



Customer Service Policy

The Hiawatha Public Library puts the highest value on excellent customer service and expects staff to exemplify this standard. Toward this end, we recognize the American Library Association's (ALA) Code of Ethics.

It is the policy of the Hiawatha Public Library that all staff:

- A. Put service to the public above personal activities or interests
- B. Exhibit respect for all patrons
- C. Create a welcoming atmosphere in the library
- D. Make each patron's contact with the library a high quality experience
- E. Correctly meet the needs of patrons
- F. Verify with patrons that their needs have been met
- G. Avoid communicating personal value judgments when interacting with patrons
- H. Uphold the confidentiality of records and Intellectual Freedom's Bill of Rights

Adopted 6/10/14

Reviewed 10/28/21