



Town of Banff
Public Library

Policy: General
Title: Code of Service
Motion No. 2014/02/19-07
Reviewed: February 19, 2014

References: Replaced Original Approved May 17, 2000

The public is entitled to easily accessible library collections and information resources in a safe, clean, organized, and appropriate environment staffed with friendly, courteous people.

Each member of the public is to be welcomed fairly and courteously, without discrimination.

Service to the public takes precedence over the Library's internal paperwork and internal communications.

Information given to the public will be based on verifiable current sources, clearly communicated, and given in a timely manner.