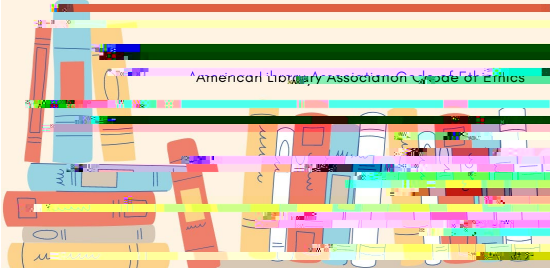






WE PROVIDE THE HIGHEST QUALITY SERVICE TO ALL LIBRARY USERS THROUGH APPROPRIATE AND USEFULLY CURATED COLLECTIONS, FEASIBLE OPERATIONAL POLICIES, PROCEDURES, AND COURTEOUS RESPONSES TO ALL REQUESTS.

American Library Association Code of Ethics



WE AFFIRM THE INHERENT EQUALITY AND RIGHTS OF EVERY PERSON. WE WORK TO RECOGNIZE AND DISMANTLE SYSTEMIC AND INDIVIDUAL BIASES, TO CONFRONT INEQUITY AND OPPRESSION, TO ENHANCE DIVERSITY AND INCLUSION, AND TO ADVANCE SOCIAL JUSTICE IN OUR LIBRARIES, COMMUNITIES, PROFESSION, AND ASSOCIATION. WE PROMOTE EDUCATION, ADVOCACY, INFORMATION COLLABORATION, SERVICES, AND ALLOCATION OF RESOURCES AND SPACES.



American Library Association









Equity based policy - the library tries not to ban patrons

Security Guards: non-confrontational, invite and engage with people, the uniform is a red jacket, not a “typical” security uniform, they work with team, and provide resources to patrons -





Digital access- to ensure that patrons can adequately use all of the digital services at the library, schedules and staffing are structured so that they can assist patrons with longer transactions

No appointment is needed, which for the homeless population is important

Desks have been moved so that staff can assist patrons with computer needs

Bilingual staff are always available





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59-63. <http://www.iosrjournals.org/iosr-jhss/papers/Vol19-issue12/Version-4/J0191245963.pdf>

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