



BARRY-LAWRENCE REGIONAL LIBRARY

CODE OF ETHICS

1. Library personnel should exercise their best possible judgment on behalf of all library customers.
 - Provide the highest level of service through an appropriate and usefully organized collection, fair and equitable circulation, and service policies.
 - When information is requested, make every effort to determine exactly what the request is and to supply the needed information in a timely fashion.
 - Give accurate, unbiased and courteous responses to all requests for assistance.
 - Keep confidential all patron information obtained during the reference interview.

2. Library personnel will behave in an exemplary manner, be friendly, courteous and aware that you are representing the library at all times.
 - Observe good manners and professional etiquette. Be courteous to customers and to other staff members at all times. Staff members will work cooperatively to provide the best library service possible.
 - Avoid personal conversations in public areas.
 - React immediately to library customers, acknowledge their presence, smile, look them in the eye, greet them and offer assistance.
 - Avoid using the library as an instrument for the advancement of your own personal beliefs or causes.
 - Avoid situations in which financial benefits are gained at the expense of library customers, fellow staff, or the library.
 - Be aware of the community and join community service organizations when appropriate.

3. Library personnel will avoid even the appearance of incompetence.
 - Make every effort to provide the information requested by library customers. Seek expert assistance from professional librarians and from outside sources whenever necessary.
 - Give reliable information. When necessary, borrow sources through the regional library system and interlibrary loan statewide and nationwide. Consult experts to provide accurate information.

4. Library personnel shall work to improve library services to the public.
 - If possible, professional personnel will be members of the state library association and national library association.
 - Attempt to improve your knowledge and qualifications and those of support personnel through continuing education in the form of relevant courses, seminars, and workshops.
 - Have an awareness of current and innovation library practices and relevant research; evaluating, interpreting and applying such research or practices to the local library situation, if such will enhance service to our customers.

Code of Ethics (continued)

5. Library personnel shall create and maintain an atmosphere that is conducive to study and scholarship, freedom of inquiry, thought and the expression of ideas.
 - Ensure that access to library collections and services is available to everyone in need of information.
 - It at all possible, avoid bias when selecting materials for the collection.
 - Encourage free flow of information between libraries and librarians.
 - Use established procedures when there is threat of censorship to library materials.

6. Confidentiality of library user records is a basic principle of librarianship. The policies governing the Barry-Lawrence Regional Library outline our policy relative to confidentiality.
 - Library personnel will not give out borrower information to anyone. Staff members approached by any law enforcement agent should obtain identification and refer the agent to the library administrator.
 - Titles of interlibrary loan or reserve requests should not be given over the telephone to family members.
 - The freedom to read and to consider all types of information without fear of government, community, or family reprisal is crucial to the preservation of a free democratic society.
 - The library is a central resource where information and differing points of view are available. Library users must be free to use the library, its resources and services without interference.

