

GREENVILLE PUBLIC LIBRARY MISSION STATEMENT

Working cooperatively with other libraries and agencies, the mission of the Greenville Public Library is to provide comprehensive library services to the residents of Smithfield and surrounding areas, with emphasis on providing a common meeting place, general reference, and lifelong learning.

SERVICE POLICY

LIBRARY USERS:

- Have the right to expect quality service
- Are treated with respect, in a friendly manner
- Will have their unique individual needs met
- Can expect transactions to be confidential
- Will have issues resolved at the lowest possible level
- Will receive personal attention when needed

LIBRARY STAFF WILL:

- Share information and resources to fill the patron's needs
- Escort a patron to another staff member if his or her skills are needed
- Cooperate with other agencies to obtain and provide information
- Make use of the latest technologies to obtain and share information

WE ARE COMMITTED TO:

- Maintaining a collection that meets community needs
- Making library resources accessible
- Providing programs that are informative and entertaining for people of all ages
- Having skilled staff who can respond to a variety of information needs
- Utilizing new technologies to best serve the public
- Having processes and systems that are user-friendly