

Berthoud Community Library District

Code of Service

The Berthoud Community Library District (BCLD) will provide users of all ages with accessible curriculum of all formats in a clean, safe, organized environment staffed with courteous people.

BCLD will welcome all users, whether in person, on the phone, or online, in a gracious and impartial manner, without discrimination.

Staff will give precedence to prompt, helpful assistance to users over completing internal assignments and communication. Staff will deliver assistance first to users physically present in the library, and users calling on the phone will be courteously asked to briefly wait for assistance.

BCLD will provide reliable and current curriculum in a variety of formats.

Adopted 8/27/09

Revised 6/8/2016