

## **Jefferson County Public Library Basic Library Service Policy**

### **Policy Statement**

The mission of Jefferson County Public Library is to enrich the quality of life for all people in Jefferson County by providing resources for information, education and recreation.

Colorado Library Law (CRS 24-90-1) affirms that it is the policy of the state, as part of its provision for public education, to promote the establishment and development of all types of publicly-supported free library service to ensure equal access to information. The statute defines a public library as “a library which is established, operated, and maintained in whole or part with money derived from taxation, and which is for the free use of the public...”

As such, basic library service is available free of charge to all Jefferson County residents, regardless of age, who observe the rules and policies of the Library. Basic library service includes, but is not necessarily limited to:

- Physical access to all libraries
- The right to possess a library card
- Tools and resources to locate and access collections and materials
- Checkout of circulating library materials
- Reference and informational assistance from trained and knowledgeable staff
- Online reference services and electronic resources
- Library sponsored/produced programs and/or classes
- Access to circulating collections at other libraries
- Use of Library computers, equipment and technology

The Library Board of Trustees expects that all Jefferson County residents will receive or have access to:

- Free and equally accessible service
- Assurance of confidentiality in the use of the Library and its resources
- Convenient and accommodating hours of operation that meet different needs
- Library facilities that are organized, ADA accessible, safe and clean
- Prompt and courteous service from competent, well-trained staff
- Customer service that meets the patron’s need for assistance and independent use
- Continually perfected customer service
- A collection of materials in different formats that are relevant, up-to-date and represent a variety of views
- A program of library service that promotes lifelong learning
- Educational, recreational and informational assistance via collections, programs or classes
- Promotional and informational materials about the Library and its programs and services
- Library services that reflect, accommodate, adapt and embrace newer technologies for the delivery of programs of service
- Library services that meet changes in society’s informational needs and use