

Service Philosophy

As staff of the Mahomet Public Library, we will do our best to meet the needs of our patrons using the guidelines listed here.

Provide Access: We want our services, as much as possible, to be available to all.

Provide Positive Experiences: We want every patron's trip to the library to be a positive experience.

Put Patrons First: When we are faced with difficult decisions, we seek to choose the option that is most beneficial to patrons.

Remove Barriers: We seek ways to remove or reduce barriers to library use.

Strive for YES: While we cannot be all things for all people, we will strive to say YES to patron requests as much as possible.

Trust our Patrons: The majority of patrons are trustworthy. We will avoid rules that make library use more difficult for the majority when trying to prevent rare instances of misbehavior by the minority.

Limit Negative Consequences: When we must extend negative consequences, we will limit the consequences to what is necessary. We will communicate with the patron and treat them respectfully.

Believe, but Record: When a patron insists that they are not responsible for a negative consequence, we will take them at their word the first time and record the incident in their account. Patrons who repeat this behavior will be asked to take responsibility for subsequent incidents.

Listen to our Patrons: We seek ways to encourage patron input on library policies and services and to consider their ideas and concerns.