



Service Philosophy Statement

In support of Swarthmore Public Library's mission to empower our community to read, meet, discover, and grow, our staff and volunteers are dedicated to providing outstanding service based on respect and empathy for the diverse backgrounds and needs of our community. Staff and volunteers work as a team to provide positive, consistent, and helpful service.

Service Values

Swarthmore Public Library staff and volunteers strive to:

Build Relationships

- Be friendly and approachable to everyone
- Personalize service by gauging member reactions and responding accordingly
- Pursue the reconciliation of the relationship, not just the issue
- Offer material, programs, and services that meet the needs of our community

Empower our community

- Be mindful during each interaction and pay attention to details
- Exercise professional judgement in every situation
- Be flexible, yet consistent in approach to resolving problems
- Take each opportunity to make a positive experience
- Empower our members by inviting questions and offering information and resources

Be Accountable

- Keep up to date on knowledge of tools, products, services, collection, events, and programs
- Address mistakes and make them right
- Maintain professionalism and positivity under external pressures
- Admit to limitations and recognize when to ask for help
- Share information with other staff members and volunteers so they are prepared to help
- Regularly review goals, priorities, services, processes, and policies to ensure responsiveness to our community's evolving needs

Communicate with Respect

- Be sincere and honest in every interaction
- Listen actively and use open-ended questions
- Respect the privacy of members, as well as co-workers and volunteers
- Balance fairness and equality with reasonable accommodation

Support Curiosity, Learning, & Growth

- Spark curiosity and wonder by sharing enthusiasm with members
- Draw from the best quality resources and offer instruction in their uses
- Anticipate future needs by proactively looking for service opportunities
- Pursue opportunities for continuous learning

Advocate for Accessibility and Diversity

- Invite members to ask questions and get involved
- Provide access and information about traditional and innovative resources
- Get to know every corner of our community
- Provide the same quality of service to all regardless of age, race, gender, religion, ethnicity, educational background, sexual orientation, physical limitations, or any other criteria