

HOOVER PUBLIC LIBRARY SERVICE POLICIES

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SECTION I INTRODUCTION TO LIBRARY SERVICES

OUR MISSION

The Hoover Public Library seeks to reinvent the way communities view libraries. As the heart and soul of the Hoover community, we are more than just a library. We're the place you come to meet your friends, experience live theater, peruse art, listen to music, entertain your children, learn about new technology, seek job searching assistance, explore your interests, find good book recommendations and much, much more. We seek to grow our patronage by offering an unparalleled customer experience. When you have a question, we want the library to be the first thing that comes to mind.

OUR VALUES

We embrace diversity.

Everyone is welcome at the Hoover Public Library. We welcome everyone regardless of race, religion, social class, political thought or economic status. The only entrance requirement is curiosity. Just like our community, our collection is rich in diversity and we strive to have something for everyone. If you don't find what you're looking for, let us know! We value suggestions.

We put people first.

We love books, but we love people more. Public service is what drives our organization. Everything we do, from purchasing materials to planning programs, is aimed at offering our patrons the ultimate customer experience. Our policies are intended to enhance, not restrict, your experience. You are the reason we're here in the first place.

We act with integrity.

You can count on us. Whatever you need, we are here to assist you. We understand that our help is only valuable if you trust us. We vow to always consult a credible source, never let our bias affect our answers and treat sensitive questions with tact.

We value teamwork.

We believe our staff is the secret to our success and we take hiring and training seriously. It's important to us to foster creativity, teamwork, respect and pride in our workplace. We want our

employees to be knowledgeable and feel empowered to do their best job possible. Our end goal is to create a positive atmosphere for both patrons and staff.

OUR GOALS

Engage our patrons

Our patrons count on the Hoover Public Library to entertain, enlighten, inform and ignite the community by offering a wide variety of relevant resources and original programs. They value innovation and are proud to have a library that redefines the role of the traditional library. They want to be “WOWED.” We are committed to offering new and exciting materials, services and programs.

Offer convenient services

In a convenience-oriented society, our patrons need their library to be easy to use. They desire intuitive technology, longer hours, convenient branches and book drops, as well as policies that provide a frictionless customer experience. We are committed to offering the most convenient library services possible.

Provide gathering spaces

Our patrons consider the Hoover Public Library their community center. Our patrons need spaces to meet, study, converse, gather, collaborate, work and unwind. They expect the library to be clean, inviting and comfortable and they’d really love more unique spaces throughout the library. We are committed to offering unique gathering spaces to our patrons.

Raise library awareness

Our patrons need to know what’s happening at their library. Our library offers many programs and services that most people would never expect. Our patrons need us to develop a comprehensive marketing plan that will ensure our citizens are informed.

Provide extraordinary customer service

Our patrons expect exceptional customer service from our employees, regardless of their rank in the organization. They want assistance from well-trained, well-informed staff members who are empowered to make decisions. They expect service to be friendly and accurate.