Louisville Public Library
Code of Service

Revised and re-adopted by the Louisville Public Library Board of Trustees,
January 17, 2019.

In accordance with the Louisville Public Library’s mission to inform, involve, and inspire those we serve, Library users of all ages may expect to be treated promptly, professionally, and courteously, whether in person, by phone, or electronically. In addition, Library users may expect:

- A welcoming environment that is clean, safe, and well organized
- Helpful and respectful service from approachable, knowledgeable staff
- Accessible library materials that are current and relevant
- Access to the Internet, electronic resources, downloadable content, and emerging technologies
- Virtual access to electronic resources, Library information, and account status
- Programming, including outreach, that informs and entertains, extending the boundaries of traditional library resources
- Protection of the confidentiality of individual’s library account information and borrowing history, as provided by the Colorado Library Law (CRS, 24-90-119)