

## **Syracuse University Library Public Services Principles**

Public Services in the Syracuse University Library will foster a highly user-centered culture. The following principles guide the development and management of all Public Services offerings and support broader Library policies, procedures, and decisions:

- Deliver consistently excellent service in response to our users' changing needs.
- Educate and inform our users about the Library's resources, services, and policies.
- Provide services and supporting resources in a manner that is sensitive to the diversity of our users' abilities and needs.
- Collaborate with other library departments to acquire, manage, and make accessible the information resources needed by our users.
- Utilize current technology and resource sharing, and employ innovative strategies in the delivery of our services.
- Create a welcoming and comfortable University Center that fosters intellectual work, study, research, and cultural engagement.
- Continually assess our services and resources and welcome feedback from our users.

Revised April 25, 2003  
Public Service Goals Drafting Team