



SCOPE

At MRCPL, the SCOPE of our service is to identify your needs, work proactively to meet those needs, and then to exceed your expectations! Here is how we intend to do this:

S

Service Oriented

Service to our customers is at the core of everything we do. When you visit any MRCPL location, you will be greeted with a warm welcome, and any staff member you interact with will give you their full attention and work to meet your needs as fully as possible. Our service-oriented approach puts you and your needs at the forefront of our motivations.

C

Communication

At MRCPL, we value communication highly because excellent communication leads to the best quality service to our customers. We will learn and use a wide range of communication skills to ensure that we are fully understanding our customers' needs and wants, and we will work to provide the answers or resources to satisfy those needs.

O

Open to All

As a public library, we feel it is our mission to provide our entire community with access to a wide array of resources and materials and to connect our customers with the information or resources they are searching for. We will serve our customers and community with equity and inclusiveness in mind at all times. Open To All is at the core of all we do and motivates the service we provide to our customers and community.

P

Problem Solving

We are problem solvers! When a customer comes to us with a problem or a question, we will work to find the solution or answer and we will exhaust all resources to do so. MRCPL prides itself on our ability to access a vast collection of services, materials, and resources of all types to fulfill the needs of our customers.

E

Ethical

Our most important core values and principles include protecting the privacy and confidentiality of our customers, upholding the ideals of Intellectual Freedom, and following the ethical guidelines from the state of Ohio. We will strive to learn, understand, and embody each of these at all times.