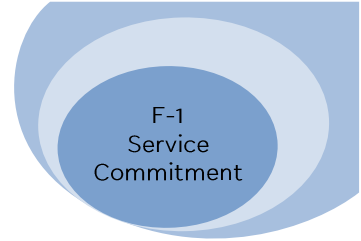


Service Commitment



1. Objective

We have adopted a patron-centered service model to ensure we treat you in a fair, open, courteous, and efficient manner.

2. Our Service Commitment

- a) We treat everyone with courtesy and respect.
- b) We communicate clearly in a personable manner.
- c) We are efficient, effective, and dependable in delivering our services.
- d) We strive to adapt our services to meet varying patron needs.
- e) We welcome your feedback by whatever means you choose.
- f) Our CEO or designate will receive, review, and respond to your comments.
- g) We will use your feedback to continually improve our services.
- h) We respect the confidential nature of our interaction with you.
- i) We rise above personal bias in every patron interaction.
- j) We empower our staff to exercise common sense in implementing our policies and procedures to ensure you have a positive library experience.

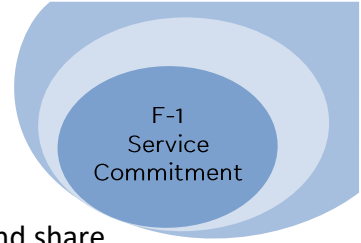
3. Respect and Acknowledgement of Indigenous Peoples

We acknowledge the Indigenous Peoples on whose traditional territories we live and work. We believe that acknowledging territory is a vital part of what we do. We believe it shows recognition of and respect for Indigenous Peoples, both in the past and the present, which is essential to reconciliation and establishing healthy, reciprocal relations.

- a) We post the following Declaration on our website:
We acknowledge that the lands on which our Library operates are the traditional territories of the Anishinaabek, Haudenosaunee as well as the Huron-Wendats.¹

¹ The Anishinaabek includes the Ojibwe, Algonquin, Odawa and the Mississaugas. Haudenosaunee refers to the Six Nations comprising the Mohawk, Oneida, Onondaga, Cayuga, Seneca and Tuscarora Nations.

Service Commitment



- b) We provide welcoming spaces and library services to Indigenous peoples, and share elements of First Nations, Métis, and Inuit culture with non-indigenous persons.