



Library Service Commitment

New or Revised: New
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Overview

At Courtright Memorial Library, our users are important. Our goal is to connect students, staff, faculty, and community members with relevant tools or resources as well as to teach users how to navigate a wide range of information. We provide instruction in multiple settings to help users build stronger information-seeking skills for the future. We also serve as a space for independent work, creativity, and collaboration, and we extend our work beyond the library building through support services to academic and administrative departments.

Our goals as a library are to:

- *Provide personal, friendly, and accurate assistance;*
- *Guard the right to privacy, protect the freedom to read, and support intellectual freedom;*
- *Identify, acquire, organize, preserve, and provide access to recorded knowledge in all formats regardless of ownership through an effective, collaborative collection development and management program to support the instructional, informational, research, scholarship, curricular, and co-curricular needs of the college;*
- *Offer a multifaceted information literacy program to stimulate intellectual curiosity and to provide students with life-long learning, informational skills and competencies in their pursuit of successful careers, productive citizenship, and quality of life;*
- *Raise awareness and promote communication and collaboration with campus organizations, other libraries, and educational institutions locally and internationally to increase intellectual access, complement instructional activities, and promote resource sharing;*
- *Provide physical facilities to foster individual and collaborative teaching and learning, for intellectual exchange and cultural enrichment, for the exploration of technologies, and for long-term planned growth; and*
- *Collect, preserve, and provide access to materials relating to the history of Otterbein University and the United Brethren/Evangelical United Brethren Church.*

Public Services Commitment

Pieces of this section are drawn from the library's [Diversity, Equity, & Inclusion Statement](#)

Courtright Memorial Library commits to follow professional standards for our field while continuously examining how we can better create a welcoming and inclusive library environment that promotes mutual respect and an opportunity for students, staff, faculty, and community members to learn. As our Diversity, Equity, & Inclusion statement outlines, we are committed to upholding “a space where people feel valued, respected, and heard, and where people are fully able to contribute, opposing any speech or action that threatens the safety, equity, or dignity of any member of our community.”

Courtright Memorial Library upholds the University’s Mission, Vision, and Values. As a member of the Ohio Private Academic Libraries and OhioLINK consortiums, we also abide by OPAL’s Culture Statement and Add OhioLINK’s Vision, Commitment, and Values. We seek to implement these principles in our interactions with library users and our service to the campus community.

We model our public service practices after the recommendations in [RUSA’s Guidelines for Behavioral Performance of Reference and Information Service Providers](#). This includes commitments to

- Be visible and available during operational hours and to welcome questions.
- Engage with requests in a kind, non-judgmental manner.
- Listen and inquire to understand a user’s need.
- Explain library and research processes so that users can better navigate them in the future.
- Resolve questions to the best of our ability or make appropriate referrals to parties who can better help.

Open and welcoming service will be provided to all Otterbein students, staff, faculty, and community members on an equal basis, without discrimination based on age, race, gender, disability, socio-economic class, sexual orientation, ethnicity, religion, or position within the university.

In order to create and maintain a positive environment for our users, if someone is in violation of the [User Code of Conduct](#), library staff have the right to ask the user to

correct their behavior or to leave. Library staff are committed to following de-escalation techniques in such scenarios.

Disability Accommodations

In accordance with the Americans with Disabilities Act (ADA) and the American Library Association's (ALA) Library Bill of Rights,

“Library staff should never presuppose a person’s limits based on disability. Libraries are committed to providing equal access to collections, services, and facilities for all library users. When this is not possible, reasonable accommodations and timely remediation should be employed to provide an equivalent experience to people with disabilities. Libraries should comply with all applicable laws, including the standards and requirements of ADA and state or local disability accessibility guidelines. Libraries should consult legal counsel to determine their responsibilities under law.”

You can find the information above and read more about library services to people with disabilities under the ALA’s [“Services to People with Disabilities: An Interpretation of the Library Bill of Rights.”](#)

Courtright Memorial Library also complies with Otterbein University’s Disability Accommodation policies as detailed in sections 103a and 103c of the [University Policies](#). The library also abides by the current Digital Accessibility Policy (section 123).

Employees of the Courtright Memorial Library also value users’ confidentiality and are to comply with [FERPA guidelines](#) and other confidentiality standards as indicated by the [ALA Library Bill of Rights](#), Section VII: “All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people’s privacy, safeguarding all library use data, including personally identifiable information.”

In some cases, library staff may be required to report information in accordance with [Title IX](#) or the [Campus Life Handbook](#)]

How Are We Doing?

If you have feedback regarding library services and facilities or your experience at Courtright Memorial Library, you may submit comments [using this feedback form](#). The form gives the option to include contact information or remain anonymous. You may also email libraryfeedback@otterbein.edu; these comments will not be anonymous, and comments or concerns will be referred to the staff member best suited to address your feedback.

To be revised by Public Services Librarian every two years or as needed.
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Previous Revisions (All known will be listed): Click here or tap to enter a date (N/A)

