



**With these five values as our guide,
the Library delivers exceptional benefits to our community,
matched by professional pride in the organization.**

1. Intellectual Freedom – *To offer unrestricted access to the world of ideas, we:*

- respect confidentiality
- encourage curiosity, and respond to all information requests
- focus on objectivity, and refrain from polarizing discussion
- respectfully acknowledge multiple viewpoints
- provide an impartial setting for every individual to pursue their interests

2. Community – *To create connections as a village convener and gathering place, we:*

- welcome everyone
- build partnerships that strengthen community
- enable all people to solve problems, and achieve collective goals
- facilitate resource-sharing with our neighbors and friends
- create civic engagement opportunities and participate in civic celebrations

3. Hospitality & Service – *To provide service excellence in a welcoming environment, we:*

- inspire confidence
- provide assertive hospitality
- help patrons feel smart
- convey sincere empathy and respect
- look for ways to surprise and delight

4. Teamwork – *To ensure a respectful workplace and cooperative culture, we:*

- maintain collegial relationships
- listen and communicate courteously
- refrain from gossip and address issues directly
- value each individual's unique contribution to our common goals
- find humor and laugh daily

5. Professionalism – *To demonstrate integrity in all we do, we:*

- deliver results, and use paid work time effectively
- make efficient use of taxpayer and donor funds
- accept responsibility for our own actions and job performance
- take the initiative to find resolutions when we make mistakes
- are reliable, sincere, competent, and caring