



Oxford County Library Values Statement

1. We will provide excellent service in a welcoming environment.

Customer service is our top priority. We will treat all customers equitably and fairly, and our services and facilities will be inclusive, ensuring accessibility for all. We will strive to provide a personal touch.

2. We will be responsive to community needs.

The community is the reason we exist. We will continually assess community needs in relation to our services, and keep them front and centre in annual planning exercises. We will actively engage the community.

3. We will encourage and support lifelong learning.

The library is there for the individual throughout his or her lifetime. Through early literacy programming, family programming, juvenile and young adult collections and programs, parenting resources, adult literacy resources, popular reading collections and comprehensive non-fiction resources either electronic or in print, we will strive to provide the resources required to bring the world of information to residents of Oxford County. Within the limits of the acquisitions budget and in accordance with the Collection Policy, we will entertain customer requests for specific materials.

4. We will value individual needs, experiences, and differences in a non-partisan, non-judgmental manner.

The public library is an inclusive, non-partisan institution and strives to remove barriers to access, including both physical and attitudinal barriers. Our customers deserve to be treated fairly, without judgment, without prejudice, and we will be respectful of their right to privacy.

5. We will value tradition and pursue innovation.

Library services, human communications and the nature of the printed word are constantly evolving, and our customers need us to maintain a position on the leading edge of new technologies and services. We need to be able to assist our customers with navigating new technologies in order to facilitate access to information. Our communities are unique, and

many of our customers place great value on traditional library service. We will maintain the library as “place”, continuing to value personal connections, individual service and the role of the community library as community space. As much as is possible, given the space limitations of our smaller branches, we will work to ensure that customers requiring a quiet place to read or study can do so, while accommodating customers needing a place to work together.

6. We will continuously build and foster a skilled and knowledgeable staff.

While our customers are the reason we exist, our staff, both paid and volunteer, are our best resource. We will assess our staff’s training and development needs and provide that either in-house or using external resources. We will encourage staff to pursue additional training and will strive to offer mentoring opportunities as well as cross-training opportunities within the library system. We will base our training and skills assessment on competencies and provide staff with ongoing performance evaluation and input.

7. We value intellectual freedom in an atmosphere of tolerance and respect.

The Oxford County Library Board has adopted the Canadian Library Association Statement on Intellectual Freedom and the Ontario Library Association Statement on the Intellectual Rights of the Individual.

This Values Statement was reviewed and revised by the Library Board in October, 2016.