Shorewood-Troy Public Library

Culture Statement

Approved 3/11/21; Reviewed 4/8/21

This document explains who we are and defines our values for serving our community and supporting each other in our work.

- We are here to serve our community. We serve all members of our community equally, regardless of age, gender, race, languages spoken, religion, sexual orientation or gender expression, or economic class. All patrons, all people, are valuable to our community and our library, and we seek to provide everyone with quality library services.
- We strive to be open and aware of our environment that surrounds us and our patrons. We are aware if patrons appear to need help, even if they do not approach us for assistance. We proactively seek out opportunities to make the library a welcoming, safe place. If we observe something that concerns us, we communicate with patrons and our coworkers to make the situation right.
- We value our patron's privacy as they utilize our physical spaces, materials and virtual content.
- We observe and quantify how patrons use our services, spaces, equipment, and resources. We respond when we see opportunities to change, improve, enhance, or simplify their experience.
- We actively partner with people and organizations to improve our community.
- We begin, and always operate, with a belief that others' intentions are good. We are committed to direct, open-minded communication with our coworkers, members of the public, and people who work in our partner agencies.
- We employ a positive staff that is proud to work here. Everyone is a library ambassador.
- We respect, value, and encourage each other in our work.
- We actively seek solutions to challenges and work with others to overcome obstacles.
- We value our fellow coworkers for what they contribute to the Library, in whatever role that may be.
- All of us are generous with our time, talent and resources. We are committed to making our library the best place in Shorewood to be, and we recognize that we are all working towards a common goal.
- We recognize that every one of us has a life away from work. We commit to working hard when we are at work, and respecting our fellow employees' time away from work. Life is about balance.
- We share a passion for libraries and the work that we do. We are constantly striving to be creative in engaging our community with our shared passion.
- We leave room to experience joy in our library. We celebrate each other's successes and life-events. We are not family, but neither are we strangers to each other.