Shorewood-Troy Public Library

Outreach Core Values 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 one another in our approach to outreach initiatives.

- 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, gender expression, or economic class. All patrons, all people, and all organizations are valuable to our community and our library, and we seek to provide everyone with quality library services in and outside the building's walls.

- We actively partner with people and organizations to improve our community.

- We share a passion for libraries and the work that we do. We are constantly striving to be exemplary in our service to those in our community by providing library resources to any individual who may or may not have access to the physical library building, including, children, teens, and adults.

- We strive to be willing to change and be flexible within our approach to community organizations. We are committed to coming alongside our community partners to share our resources, educational material, and staff's skill sets. It is our mission to assist in achieving the goals of our community partners.

- Our mission, in outreach, is to support the partner agency with their internal goals. Our intent is to enhance the partnership agency with assistance by the Library, without striving to put our own goals first.

- We actively seek innovative solutions to challenges and work with others to overcome obstacles.

- We strive to be open and aware of our community's ever changing needs. We use quantitative and qualitative data and information to adapt our approach and processes to tailor our outreach initiatives to each community partners' needs, both with individual outreach patrons and organizations as a whole.

- We are aware that we may be the first or only library ambassador an individual or organization may meet. As such, we strive to be welcoming, respectful, responsive, and professional. We understand that outreach partnerships are a commitment between the library and that organization and conduct ourselves accordingly.

- We take every opportunity possible to promote the library's location, services, and staff to our community.

- We communicate clearly and professionally with the Library's Director, Assistant Director, and other management staff to coordinate outreach initiatives, events, and programs.

- We understand that, due to ever changing circumstances, our outreach services may no longer be needed by our partners. We are always willing to adjust our participation in such instances.