

## Mission, Vision and Values

### Mission

To be a focal point of our communities by providing welcoming and inclusive spaces that enrich the lives of those we serve through relevant and up-to-date collections, innovative technologies, and programs and services designed to “make a difference.”

### Vision

A place to connect, discover, share and become.

### Values

- 1. Service Excellence – 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. Responsiveness – We will be responsive to the 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. Lifelong learning – We will encourage and support lifelong learning.**  
The library will strive to provide the resources required to bring the world of information and learning to residents of Oxford County. Within the limits of the acquisitions budget and in accordance with the Collection Development Policy, we will entertain customer requests for specific materials.
- 4. Inclusiveness – We will value individual needs, experiences and differences.**  
The library 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. Innovation and Tradition – We will value tradition and pursue innovation.**  
Library services are constantly evolving and our customers need the library to maintain a position on the leading edge of new technologies and services. Library staff need to be trained and comfortable with navigating new and emerging technologies in order to facilitate access to information.

At the same time, the communities we serve are each unique and many of our customers place great value on traditional library services.



With both Innovation and Tradition in mind, we will maintain the library as “place,” continuing to value personal connections, individualized services, and the blending of the traditional library services with new services and technologies.

**6. Continuous Improvement – 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. Intellectual Freedom – We value intellectual freedom in an atmosphere of tolerance and respect.**

We will work to facilitate freedom of expression and the free exchange of information and ideas as expected in a democratic society, and respecting the individual’s right to privacy.

The Oxford County Library Board has adopted the Canadian Federation of Library Associations’ *Statement on Intellectual Freedom and Libraries* (2019) and the Ontario Library Association’s *Statement on Intellectual Freedom and the Intellectual Rights of the Individual* (2020).