101: Mission, Vision, & Values Statements

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# MISSION

The Northbrook Public Library nurtures community and stimulates lifelong learning through innovative, responsive programming, partnerships, resources, and services. We deliver excellent customer service to our patrons to create a welcoming, inclusive environment.

# VISION

Our patron-focused organization will create a more connected, inclusive, and engaged community in Northbrook.

## *How we envision this…*

Northbrook Public Library is a place where community happens; where patrons are welcomed; where learning enriches lives. We provide library services tailored to our patrons, inside the library and out, meeting patrons where they are.

Our staff continuously build the skills and knowledge to design convenient, patron-focused experiences. Everything we do reflects our commitment to provide value and quality to our patrons.

We are a cohesive, effective and inclusive organization that seeks out passionate, engaged partners and supporters to help us achieve common goals.

# VALUES

## Innovation

We value creative approaches to new and familiar problems and find innovative ways to provide value to our community.

## Inclusion

We create a welcoming environment for everyone and express our respect for differences in our service and resources

## Customer-focus

We listen to and learn from our patrons to provide them the best customer service and experience possible.

## Lifelong Learning

We value lifelong learning, curiosity, and growth and learn alongside our patrons.

## Collaboration

We value collaborative work in the library and form sustained partnerships with valuable community partners.