**The McHenry Public Library**

**About**

Our overall library mission is to be “a welcoming place that 'enriches the quality of individual and community life through responsive library services that promote lifelong learning opportunities and recreational interests.” ***furthermore, the Youth Dept. has a developed mission of*** fostering the well-rounded child by serving the educational, information and recreational needs of children from birth to age 20 by providing age-appropriate programs, resources, collections and facilities in a welcoming and accepting environment.

**Motto**

***Yesterday's wisdom; today's knowledge; tomorrow's dreams***

Basically this means that we strive to merge traditional public library services and collections with various new technology, services and new ways of thinking – being focused and driven by local community demand and available content/resources.

**Staff Values Translate into Service Excellence**

Our library staff has a set of values that guide how we serve the community and should be reflected in everything we do, say and publish. We want to create a culture of positivity using 5 principles: Actions speak louder than words; Fairness; Warmth and Friendliness; Courtesy; and Trust; and Excellence in stewardship of public funds (efficiency, economy)

**Key Beliefs**

1) Every patron is a CUSTOMER because, in this area, they do have a choice as to their library/services.

2) Get the CUSTOMER what s/he wants, how s/he wants it, on time and do it with courtesy and a smile.

3) Display a positive, friendly, open and communicative attitude to all STAFF and CUSTOMERS.

4) Follow the Golden Rule. Always 'treat STAFF and CUSTOMERS as YOU would wish to be treated' – with integrity, respect and courtesy.

5) Everything you do in front of the CUSTOMER means something (whether you mean it or not).

6) Be SOLUTION oriented – don't use the rules of the library as artificial barriers to service; go the extra mile in assisting CUSTOMERS; give equitable service proportional to individual circumstances.

7) Use cooperation and teamwork, both inter and intra-departmentally, when assisting CUSTOMERS or accomplishing tasks and follow-through on all activities; value each other's time.

8) Be responsible and proactive for your own training, understanding your job and understanding you place in the library.

**Embodying Our Mission, Values and Beliefs**

Our staff and Board of Trustees feel that we must live our mission, values and beliefs everyday, providing the highest quality of service to all users and that a free public library is essential in our modern world. While freedom of information and free access to that information is paramount to our beliefs, we also believe that all library users have the right to privacy, confidentiality and intellectual freedom within the library as it relates to access to our resources and activities.