

## **Culture Statement**

**Powered by Service** - We are committed to providing exceptional service to our patrons and each other. We strive to give our patrons a great customer service experience and want everyone to feel welcome and heard.

**Inclusion** - We are a safe, welcoming space for all. We celebrate differences, include everyone and work to remove barriers. The Rochester Public Library District, through its collections, services, programs, and policies, aspires to be an equitable, diverse, inclusive community resource that strives to meet the needs of all community members. We are committed to ensuring that every library patron, visitor, volunteer, staff and Board member is welcomed to a comfortable, safe and supportive Library by being treated with respect and dignity.

**Innovation** - We are empowered to serve each other and our patrons using creative innovative and adaptable strategies. We embrace innovation as essential to evolve with the needs of the community. We look for solutions in our procedures and practices.

**Lifelong Learning** - Exploring together builds connections with our community and each other. We encourage colleagues to learn and grow every day. We are constantly encouraging a love for literacy while encouraging connection with community members. We strive to always discover new ways to better our community and applying creativity to solve problems and solutions for everyone.

**Collaboration** - We have a safe work space and supportive colleagues that encourage staff to work together. We are stronger when we work together toward the same goals.

### **Community Involvement/Engagement**

We strive to work with the community and surrounding areas to create a welcoming, engaging, and encouraging environment for growth and development. Through outreach efforts we create a resource of trust for all library users both on site and off.