



Our shared values are a reflection of who we are and what we believe as an organization. They are expression of our passionate commitment to share information, ideas, knowledge and expertise with everyone. Our shared values describe, define and inspire us.

## Customer Focused

We are real people who put others first. We are compassionate and empathetic. We have diverse experiences, interests and passions and we bring these to work every day. We accept everyone and adapt to every unique situation and need. We are welcoming, flexible and accessible. We go out of our way to serve Edmontonians.

## Innovative

We are progressive and original. We experiment and we create. We push the boundaries of the modern library. We try new things out and create new services to spur imagination and inspire learning.

## Knowledge Seekers

We are lifelong learners and a key component of a learning city. We foster a learning environment both for our customers and our staff. Through us knowledge is discovered and shared, people changed and shaped, and community is nurtured and grown.

## One Library/One Team

We are one library, with one staff and one collection. We collaborate to serve the unique needs of our customers and our communities, and deliver an exceptional customer experience. Together we are stronger.

## Idea Champions

Unfiltered, uncensored and judgement-free, we are excited by ideals, ideas and conversations. We encourage forward thinking and build bridges by bringing diverse groups together. We promote dialogue, increasing understanding and inspiring change. We stand up for ideas but don't judge or discriminate. We champion the right for all ideas to be heard.

## Responsible

We act with integrity and honesty. We are responsible stewards of public funds. We do what we say and are accountable to each other, our partners and our community. We do big things without big budgets. We work tirelessly to provide a lot for very little, and we offer it to everyone.