



## MISSION, VALUES AND ROLES

### ➤ **Mission Statement**

The East Orange Public Library helps people of all ages meet their informational, educational, and recreational needs by acquiring, organizing, and assisting in the use of print and non-print resources.

### ➤ **Values**

A number of core values inform the Library's priorities. These include:

- **The Library is for everyone.** Patrons' interests are not judged. The Library's job is to provide the community with the information and resources that interest them and attract them to use the Library. Once people come to the Library they may discover new areas of interest.
- **Empowerment.** The Library offers resources, and staff train people to use those resources so they have the freedom to rely on themselves and to explore their own interests independently.
- **The Library belongs to patrons.** Their feedback matters. Staff pride themselves in being responsive to patron needs and interests, and will go the extra step to anticipate emerging interests based on social, economic, technological and other trends.
- **High quality services and operations.** To ensure that patrons receive the best possible service the Library supports ongoing professional development for staff, and empowers the staff to make decisions in their areas of responsibility.

### ➤ **Roles**

The Library is an integral, central part of the East Orange community. Residents rely on the Library to serve as:

- **A place to learn and grow.** The Library is a source of intellectual stimulation and a gateway to discovery. At the Library people are exposed to new ideas and experiences that open new horizons for them. Learning encompasses classes, tutoring, self-education, computer/Internet access, arts and crafts, research materials and assistance.
- **A community center and safe haven.** Patrons who come to the Library come for many reasons. For some, the Library is a sanctuary, an oasis. At the Library, people in the community see their community reflected back to them. For newcomers the Library is often their first portal into the community. People come together at the Library to share hobbies and for entertainment and culture. The space is a magnet, offering young and old a place to come together to learn and socialize.
- **An "equalizer."** The Library provides access to resources that other communities may take for granted. Services related to employment – tools for resume writing, assistance with job search and filing for benefits, and special self-help programs such as health fairs, tax preparation and expungement, contribute to the economic empowerment of the community.