

Policy Type: **Foundation**

Policy Number: **F-3**

Policy Title: **Values Statement**

Policy Approved: November 2022

Effective: January 2023 - December 2025

1. PURPOSE

1.1 The Windsor Public Library Board Values Statement outlines the values upon which all Windsor Public Library decisions and actions are based.

2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act, R.S.O.1990, C.P44* as amended 2019, CH14, Sched.12, provides governance and management of public library services in Windsor, and is supported by the Windsor Public Library / City of Windsor Service Agreement (2015), as amended March 21, 2017.

2.2 The Windsor Public Library Board endorses the *Municipal Freedom-of-Information and Protection of Privacy Act (MFIPPA)*, *Copyright Act*, *Canadian Criminal Code*, *Canadian Charter of Rights and Freedoms*, *Ontario Human Rights Code*, *Accessibility for Ontarians with Disabilities Act*, *Accessibility Standards for Customer Service*, *Integrated Accessibility Standards*; and the *CLA Statement on Intellectual Freedom*, *OLA Children's Rights in the Public Library* and *OLA Teen Rights in the Library* statements.

2.3 This policy applies to all Windsor Public Library Board members, employees, volunteers and agents.

3. POLICY

3.1 The following values guide Windsor Public Library decisions and actions:

3.1.1 **Excellent Customer Service**

- Windsor Public Library values and respects its customers, partners, volunteers and employees.
- We are committed to always providing welcoming, courteous and efficient service.

3.1.2 **Lifelong Learning and Literacy**

- Windsor Public Library values intellectual freedom, literacy and access to information for all residents.
- We believe the passion for reading and learning should be shared.

3.1.3 **Community**

- Windsor Public Library values teamwork, partnerships and serving the community.
- We are committed to a strong and healthy Windsor.
- The Windsor Public Library acknowledges the Indigenous Lands upon which we live, work and play.

3.1.4 Accountability

- Windsor Public Library values wise planning and responsible stewardship.
- We are committed to providing efficient use of public funds and resources.

3.1.5 Integrity

- Windsor Public Library values direct and honest communications and actions.
- We are committed to conducting business in an ethical and transparent manner.
- We are committed to eliminating racism and social inequity.

3.1.6 Growth and Innovation

- Windsor Public Library values intellectual curiosity and innovation.
- We are constantly recalibrating and capitalizing on opportunities to improve.