

# MEMBER SERVICE PRINCIPLES

This library is a member of The Alberta Library, an internationally recognized organization working to promote barrier-free access to information, ideas and culture for all Albertans.

## WE BELIEVE:

- Libraries are an integral part of the information society
- Libraries support social, educational, economic and personal growth
- Access to information, ideas and culture is an essential part of the personal and professional lives of all Albertans in the 21st century
- Libraries cooperate, collaborate and innovate to meet the information needs of all Albertans
- All Albertans have an equal right to information

## WE ARE COMMITTED TO:

- Ensuring Albertans have access to the best resources possible
- Access to information anytime, anywhere
- Library programs and services that meet or exceed Albertans' expectations
- Accountability for the financial resources used to provide services

## WE STRIVE TO PROVIDE:

- Courteous, knowledgeable and confidential service
- Access to a wide range of library and information services
- A well-organized collection housed in an environment responsive to community needs
- Opportunities for instruction about resources and services
- Current and authoritative sources to satisfy information needs, or advice on where to find them
- Growing access to web resources
- Respect for the needs and rights of all individuals
- Hours of service that meet our community's needs
- Physical access to the library and library materials