

COMMUNICATING

Public Library Core Values

This document provides alternative ways to express the core values of public libraries and includes responses to common questions. Its aim is to equip library staff with clear and consistent messaging that emphasizes the importance of public libraries in their communities.



ALTERNATE PHRASES FOR PUBLIC LIBRARY VALUES

Access	Equal opportunity, connection
Community engagement	Civic participation, local involvement
Confidentiality	Data protection, information privacy
Diversity	Variety of perspectives, range of viewpoints
Education	Traditional learning, classic education
Equity	Fairness, equal treatment
Inclusion	Fostering unity
Intellectual freedom	Freedom of thought and expression
Lifelong learning	Ongoing education, continuous personal development
Privacy	Individual liberty, personal freedom
Service	Civic duty, community responsibility
Sustainability	Stewardship, responsible management

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RESPONSES TO DIFFICULT QUESTIONS

Q. There's nothing in the library for me! Why do the librarians only purchase items that support their views and opinions?

Library staff are highly trained professionals, possessing specialized knowledge and skills in materials selection. They evaluate resources based on criteria such as accuracy, relevance, and quality to ensure that library collections meet the wide-ranging needs of the community they serve. Libraries also have robust collection development policies that guide these decisions, establishing clear guidelines for acquiring, maintaining, and culling resources. These policies not only support the library's mission and goals but also ensure that collections remain dynamic and responsive to the evolving interests and information needs of the public.

Q: A police officer or ICE agent visits the library and requests the records of specific individuals, including contact information. How do you respond?

I cannot provide that information because library records are protected by privacy law, unless there is a court order.

Q: Your staff member or board member is approached at the grocery store by a community member that is upset that XYZ is in the library's collection. How do you respond?

Thank you for your input. The library has a policy and procedure for handling this concern. Please contact our director during usual business hours and s/he can discuss your concern and explain the library's procedure to you.

Q: Why does the library have XYZ?

Libraries support lifelong learning by offering resources and programs that encourage continuous personal and professional development. As a taxpayer-funded organization, public libraries are committed to providing equal access to resources and services, ensuring that every individual receives fair treatment and has the chance to succeed.

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HELPFUL PHRASES

Libraries foster a sense of community by encouraging civic participation and local involvement. They serve as hubs for connection, bringing people together from all walks of life.

Libraries champion the importance of a wide range of viewpoints on various topics to promote open-mindedness and critical thinking.

By providing access to traditional learning materials and classic educational resources, libraries honor the value of timeless knowledge.

Libraries play a crucial role in fostering unity within communities, bridging gaps between different groups and promoting a harmonious social environment.

Respecting individual liberty and personal freedom, libraries provide a space where people can pursue their interests and passions independently.

Libraries emphasize the importance of civic duty and community responsibility, encouraging patrons to engage actively in the betterment of society.

Libraries are dedicated to the responsible management of resources, ensuring sustainability and effective stewardship for future generations.

Upholding the principles of data protection and information privacy is paramount. Libraries ensure that patrons' personal information is safeguarded against unauthorized access.



**NICOLET FEDERATED
LIBRARY SYSTEM**

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