

MISSION AND VISION STATEMENTS

MISSION STATEMENTS

Windward Community College
Kaneohe, Hawaii

Windward Community College Library is committed to providing exemplary services that foster information literacy and enhance teaching and learning, and to developing, organizing and maintaining resources that provide for diverse perspectives and styles of learning.

Emory and Henry College
Kelly Library
Emory, Virginia

The Emory & Henry College Department of Library and Information Services is a learning environment which responds to the traditional values of a liberal arts education and to the realities of modern technology.

At the intellectual heart of the campus, the Frederick T. Kelly Library is the locus where scholarly information, regardless of format, is gathered, organized and prepared for dissemination to the college community. The Kelly Library provides a place for interaction, collaboration, consultation, study, and reflection. The Kelly Library fosters the pursuit of knowledge, intellectual and ethical integrity, excellence in teaching and learning, respect for inquiry and diverse points of view, and dedication to service. Librarians and staff support the College's educational mission:

- by creating and providing the tools that provide access to universal knowledge
- by teaching library research skills and the critical evaluation and synthesis of information
- by developing, organizing and maintaining a collection of resources supporting the curriculum of the College, intellectual freedom, and cultural exploration
- by offering the College expertise on changing patterns in the creation, organization, and distribution of knowledge
- by cooperating with area and regional libraries in providing information resources to the Appalachian region as well as supporting the intellectual and recreational information needs of the broader community

The mission of the Information Technology Services Department at Emory & Henry College is to provide and support the academic and administrative technology initiatives and needs of the College. We will provide integrated technological support for all College educational, administrative and student support services in a receptive and courteous manner. Via ongoing research and development, the Information Services Department will take the lead in identifying, testing and integrating new technologies and formats for the College community in support of the College's academic mission. Additionally, the Information Services Department will provide ongoing leadership and faculty and staff educational opportunities in instructional technology techniques and initiatives.

THE ACADEMIC LIBRARY MANAGER'S FORMS, POLICIES, AND PROCEDURES HANDBOOK

Tallahassee Community College
Tallahassee Community College Library
Tallahassee, Florida

The library, organized and managed for the user, serves as a learning resource center and, as such, provides the resources and services necessary to support the objectives of the College. The Library program exists to facilitate and improve learning and is an integral part of the instructional program. Its role in relationship to the educational objectives of the College is two-fold: (1) To provide an organized and readily accessible collection of materials and diversified forms of information and supportive equipment needed to meet the institutional, instructional, and individual requirements of the students and faculty. (2) To provide a variety of services to support and expand the instructional capabilities of the College. To accomplish its mission, the Division of Library Services does the following:

- Build collections (acquire, inventory, store, and make available), virtual and traditional, print and non-print materials which serve as resources for the College.
- Participate in networks, consortia and programs which promote resource sharing of collections and services.
- Provide instruction in research and information retrieval skills to prepare patrons for life-long learning.
- Offer services and hours which are responsive to the needs of the Campus community.
- Support the diverse research needs of the Campus community including specialized information services which are responsive to the diverse cultural and physical needs.
- Provide state-of-the-art facilities and other resources which utilize the latest development in instructional and information technology.
- Provide liaison services to faculty and other relevant groups and individuals within the Campus community.
- Serve as a center for life-long learning by providing information, activities and environments for independent study, self-directed, interactive and collaborative learning and professional development.

VISION STATEMENTS

Emory and Henry College
Kelly Library
Emory, Virginia

Our vision is to provide life-long learning, information activities and environments for independent study and self-directed, interactive and collaborative learning. In partnership with the College faculty, we will support academic excellence for current and anticipated instructional programs. We will lead the College in the acquisition and management of information resources and in the creative and effective use of new technologies. We will serve as a student-centered library in which quality services and student success are primary goals recognized and shared by all staff.

Williams College
Williams College Library
Williamstown, Massachusetts

Vision Statement

Our Users:

- It is our goal to meet the educational and research needs of our primary users, Williams students, faculty, college departments and staff.
- We recognize the importance of sustaining mutually supportive relations with our secondary users, members of the community at large.

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- We also recognize the value of nurturing productive reciprocal relationships with other libraries.
- As a depository for federal government publications, we recognize our obligation to make those materials fully accessible to the public.
- We respect the individuality of our users and acknowledge their cultural differences.

Our Collections:

- We value collections that facilitate and stimulate education and research.
- When selecting or retaining resources, we look for quality, utility, accessibility, stability and value.
- What we acquire and retain reflects the current curriculum as well as the selection choices of our predecessors and anticipates future intellectual inquiry.
- We seek to develop selective areas of strength and depth.
- Our collections represent a variety of viewpoints. We have a responsibility to acquire materials from alternative, non-mainstream publishers.
- We seek a balance between print and electronic resources. We understand that our historical print collections must continue to be developed even as we explore ways to best take advantage of electronic resources.
- Given the ever-expanding universe of information and the realities of limited space and budgets, we see shared, inter-institutional collection development and collaborative preservation initiatives as imperatives.

Our Services:

- We prize a welcoming atmosphere that is inviting to researchers and the enquiring community.
- We value the strength and depth of our collections and work proactively to encourage and facilitate their use.
- We want our users to be successful in their research and believe it is our mission to aid them in finding and accessing the information they require, both in our library and beyond.
- We believe in empowering the user—novice to expert—by providing assistance and instruction at the level required.
- We are interested in research as a process, and recognize that it is both a science and an art. We seek to provide the tools, the space and the moment for individuals and groups to pursue that process.
- We believe we should anticipate users' needs, and should take the initiative in informing them about the resources and services that are available.

Ourselves:

- We see ourselves, the library staff, as a vital resource and value personal contact with users.
- We value collaboration and rely on the varied knowledge and experience that individual staff members contribute.
- We strive to respond thoughtfully to innovations. We approach new ventures, systems and methods with an open yet critical mind.
- We seek to provide a physical environment that encourages research, quiet study, and learning.
- We understand the importance of continued learning and growth for all members of the staff. Opportunities for education and development are critical in ensuring that we provide the highest possible level of service.

Horry-Georgetown Technical College
Horry-Georgetown Technical College Library
Conway, South Carolina

Vision Statement

Horry-Georgetown Technical College Library strives to be an approachable, accessible organization that is sensitive to the needs of all users while providing a positive learning experience and fostering excitement in the process of discovery. The Library team of avid learners is highly trained, technologically

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sophisticated, and committed to the intellectual and structural life of the college. The Library promotes enlightenment, innovation and cooperation in the quest for excellence in our organization.

University of California Santa Cruz
University of California Santa Cruz University Library
Santa Cruz, California

UCSC University Library Vision:

The Library, as the primary information provider to the University Community, will provide leadership in information policy development, information technology application and information research.

The Library will maintain an excellent collection that is notable for the depth and breadth of its holdings and will be recognized as a primary regional resource.

The Library will enhance access to knowledge, promote scholarly communication and provide information to the academic community in support of research and instructional programs.

Library users will benefit from inclusive and outstanding instruction, outreach, and public services including access to user-friendly information systems.

The Library's collaborations with university-wide, campus, and community partners will increase intellectual access, complement instructional activities, and promote resource sharing.

The campus community will recognize library staff for their expertise, technological competence, solid traditional library skills, and as leaders in information management.

The University Library's physical facilities will accommodate and protect existing collections and archives, and provide room for long term planned growth, securing space that is conducive to study, research, and the exploration of new technologies.

University of California Berkeley
University of California Berkeley Libraries
Berkeley, California

Collegiality and Cooperation

We work together to build a civil environment. We cooperate and support each other. We appreciate diversity.

We treat co-workers, clientele, subordinates and superiors the way we want to be treated, being mindful to respect cultural differences.

We show respect for each other by communicating in a friendly and courteous manner, listening attentively, encouraging the expression of differing points of view, and staying open to questions and opinions from others.

We work together by taking a library-wide perspective, basing discussions on facts rather than rumor, offering constructive criticism, seeking creative and practical solutions, committing ourselves to follow mutually agreed-upon methods and procedures and meeting agreed-upon deadlines.

Effective Communication

Regular and ongoing open communication occurs throughout the Library.

We are truthful, open and clear in our communication and respect confidentiality when appropriate.

We promptly report final decisions to those affected.

We respond to oral and written requests promptly, mindful that other's work may depend on our response.

We communicate information that is concise and accurate. Whenever possible, we make it available in time for those affected to have input.

We have a clear statement of the Library's ongoing and annual priorities.

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We take responsibility for keeping apprised of what's happening in the Library (through reading committee and council minutes, CU NEWS, etc.).

We provide feedback on those issues that affect us or about which we have particular interest or expertise.

Excellence/Creativity

We pursue excellence and offer quality service within the context of the Library's stated needs and priorities.

We have clearly stated standards of excellence.

We regularly measure our performance against our standards of excellence.

We set realistic priorities among our tasks to ensure that the most important items can be performed to the Library's standards of excellence.

We develop and implement innovative models and standards in response to changes in our environment, providing leadership to the library and information community.

We recommend ways to improve policies and procedures that affect our work.

Fairness

Everyone is important and every part of the Library has an important function.

Within the Library, we seek to administer as equitably as possible the campus-based merit and bonus programs.

We conduct performance evaluations at least annually for all staff.

We evaluate performance based on clearly written standards.

We allocate resources according to the Library's stated priorities.

We expect the same standards of performance from library staff within the same personnel classification regardless of where they work.

We address behaviors inconsistent with the library standards and values in a respectful, constructive and straightforward way.

We have a clear system of appeal within the Library which an employee can use if s/he feels they have been treated unfairly.

Participatory Decision-Making

We value the opportunity to make decisions that directly affect our daily work.

As the environment changes (new projects, changes in personnel or workload, new decisions to be made,) we actively seek input from those who will be affected in order to both frame the problem and brainstorm potential solutions. Whenever possible, we allow time for give-and-take dialog on how best to proceed throughout the process.

We have a right to ask for the rationale behind decisions.

In making changes to workflow and workloads, we work together to adjust the priority on existing work.

Professional Growth and Development

We believe a highly skilled staff who are given opportunities and challenges are happier and more productive.

To support staff in being successful in their assigned duties, we provide training to all staff.

We have a professional development program to encourage all staff to obtain education needed to grow in our library careers.

As opportunities for career growth arise, eligible staff who are interested can apply and we supported their application.

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Recognition

We value a clear and fair rewards policy and a competitive pay structure. We acknowledge each other's successes.

We wholeheartedly acknowledge jobs well done by individuals who excel in their work, regardless of their place in the hierarchy of the system.

We actively pursue a pay structure competitive with the market for all classifications represented in the Library.

We supplement campus compensation programs with celebrations and other forms of recognition to acknowledge outstanding achievements and longstanding contributions to the Library.

Safe, Comfortable and Healthy Work Environment

We provide a safe, comfortable and healthy environment for staff and users.

We have a clearly stated set of guidelines for what constitutes a safe and healthy work environment.

We have a library-wide program to regularly evaluate units and make corrections as needed.

We respond immediately and thoroughly to staff concerns about the work environment, taking action per advice of experts on campus when mitigation is needed.