MISSION STATEMENT

Almonte
- Good message
- Don't like "make" maybe "help"
- Encourage people
- Community
- Encourage learning
- Coming to do something – accidently smarter
- Coming to enrich their lives
- Making people's lives better
- Learning from the community while we learn from them
- Sharing our knowledge is caring
- Empowerment
- Empowering a smarter community

Midwest City
- Facilitate is better than make
- Make has baggage
- Smart is limited – only academic – condescending
- "enrichment" – GOOD
- Starts cheesy and ends condescending
- "strive to"

Ralph Ellison
- Term "smarter" didn't sit well
- Enabling/empowering people's lives
- It sounds self-congratulating
- 70% of people here for entertainment
- They don't come to get smarter
- Entertaining – we need DVDs
- Smarter implies that they are not smart enough
- Options that they don't have –
- Extra step of help that they don't expect elsewhere
- Make them more independent
- We build smarter communities
- Ask the customers to fill in the blanks
- Connect with the community
- Being able to find materials
- Overall enrichment empowering their lives
- Include staff in the mission – staff are customers
- May not include what smarter means
- Referrals – experiential learning

Business Office
- Make people smart –high school and middle school
- Community gathering place
- Library's connection to outside world
- Homeless population
- Entertainment
- "They are not here to get smarter."
- We left segments of the population out.
- People are here for the internet
- We offer connections and knowledge
- Opportunity to expand themselves
- More informed
- Serious about looking for jobs
- People don't know that they can come here
- Mission is easy to remember
- Serve them with our unique services
- Promotion of safe shelter

Downtown 1
- Rather than smarter, "expand intelligence"
- Transition from intelligent _____
- "make" – provide/enable
- Not gate-keeping – empowering
- We enrich community
- Service industry
- Be everything you can be
- We open pathways to the future
- "building" = making smarter

Downtown 2
- As written an assault, an assumption
- Feels derogative
- We enrich the community
- Inspire the community to greatness
- "We make it visible."
- We make it possible – whatever they want
- We open up opportunities
- "Open" is better than "make"
- Open source
- Nothing in mission or vision – open, safe environment – social empowerment to meet and be with people
- "Library" is less investment than "we"

Del City

- Startling! – almost couldn't get to the rest
- Presumptuous? – how can we say that?
- We fill may needs
- Enjoyment/entertainment
- Rings false
- Document was a bit stiff
- More fun than this document
- Amazing programs
- We are human resources
- Teach
- Tech resources
- Books
- Positive and enlightening experiences
- Pathways – multi-faceted resources for all who walk through the doors
- "make" – provide resources
- Safe haven
- A resource like a smart phone – not like a dumb phone
- Challenge ourselves to be resourceful

Capitol Hill

- Connotation is that we weren't smarter before
- We could use it as a tag line but not the mission
- Educate, Entertain, Enrich the members of our community
- "like the idea from the intranet"
- I think we inspire
- We're not teaching people, we are connecting them so they can empower themselves
- We do teach them during programs
- We provide knowledge and opportunity to make people smarter – for them to do it
- Some people don't
- Create opportunities
- Entertainment is definitely a value!

Outreach
- Great, but sounds generic – can't argue with it but bland
- Starting point of a conversation
- It's about choice and options
- It's lacking the "how" – what do we offer that makes them smarter?
- We help MLS truly a public library, including the underserved and unserved
- Connecting with groups of people we would have otherwise missed
- Inclusive
- Also here for the people who don't come to us
- Life-long learning
- Going beyond the actual buildings
- The mission could have been said by any of the tech giants – what can we do that Google and Microsoft can't
- One of the few organizations with family programming – not limited by demographics
- Makes is sound like they weren't smart
- Flippant
- "smarter" might be a barrier
- Access to <u>all</u>
- Library is like a tool – the way a carpenter does his work depends on his tools
- Fast track to success – helps guide and focus

IT
- Wouldn't use smart – elitist
- Expand people's minds and lives
- We don't make them, we equip them
- Facilitate
- Give people a path to their possibilities
- We have the tools
- Some might be offended by smarter
- Everything we do is "given"
- We assist
- They have to want to take the path
- Guide
- "Library" is better than "We"
- Lifelong enrichment is more mission than vision
- Collaborative lifelong enrichment
- They may not come in to get smarter
- People equals family and community
- "People" sounds impersonal

Northwest

- Everyone hated we make people smarter – felt insulted
- I thought it was punchy and neat
- RE came up with action verbs
- IDEAdvance – acronym
- Liked the action verbs
- People's concern was that the responsibility was on us- when it was the customer's responsibility
- Big problems with "smart" – some people with learning disabilities – people think they are not smart – word can be sensitive
- Didn't like "make" either
- We make opportunities happen
- Not just about smart
- Instead of "make" – "invest"
- Like the concept of making people smart – giving them the opportunity to seek and use information
- Really like the word "opportunities" – opportunity for betterment
- We give you the opportunity to be … (whatever it means to the person

Tech Processing

- Implies people aren't smart
- Giving opportunity to improve
- We contribute to their success
- Like that it's direct – short and sweet
- A decision people – we help them learn what they want to learn
- We contribute
- It's too long – nobody will read or look at
- Our members – how are they?
- Smarter – implies
- Informing people – inform vs smarter
- Escapism – they are not here for learning
- Enjoyment – entertainment – socialization – big community thing
- Better citizens
- As long as you are learning, you are growing
- We provide the material and opportunity to enrich your community
- Invite them in to use the library
- "Come along with us."
- Dare to imagine – gives us hopes and dreams
- We are available for people
- Available to assist

Cataloging/ILL

- Internally accurate – maybe shouldn't be public
- Define smarter – elitist
- What about playing video games?
- Some people are done getting smart
- Like hiding veggies in kid's food
- We provide a way to engage people – "we engage people in their world"
- Open doors to what people are looking for to enrich their lives
- We make people better
- We inspire people
- We help people be better
- Discovery – empower to discover
- Cheap entertainment is good, too
- Never think of the library as discovery or smarter – we offer everything you need to do what you need to do
- Give them what they need that couldn't get elsewhere
- The end result is personal – provide opportunity to enhance, empower
- It's about what we offer – the products and the services
- So the public can grow – grow within yourself – to better your circumstances
- Protagonist changes in a novel – they are not the same as in the beginning
- The mission isn't the end result for the user – it's to enable that result to occur
- Smarter is over-reaching
- Smarter is off-putting
- Not what they do with it
- Optimize opportunity for the community

Choctaw
- Wording limits our value/cripples us
- Umbrella statement
- Piece of the answer
- Challenge of make/we make
- Enlighten, enjoy, inform, enrich
- Smarter lacks heart
- Lots of lived enrichment
- I was learning already – needed disconnect time – stimulus – helped with balance
- Lacks conveyance
- Like the simple
- Nobody remembers the current mission
- Part of a series
- A few mention: inspiring, discovery, pathway to possibilities
- Does the customer-base value smarter? If smarter is alienating, can we do the 20 year goal?
- Not their kind of smart
- Enrichment – do people understand it
- Don't get too fancy
- Wording that is plain-spoke

- Providing tools to reach their goals
- You can "out-smart" our customers

Community Libraries
- At first, really catchy
- People could take offense
- We enable
- Smarter leaves out the programs and materials
- Like the "the World" in current – all possibilities
- Limits – not open-ended – what's the customer going to do with it
- We do encourage learning
- People don't make the connection- it's fun – that what they think
- They are getting smarter
- Seems a bit pretentious
- Did we really do it?
- We foster a learning environment
- Refuge for learning – intellectual refuge
- Convey a friendliness
- Take out the intimidation
- Shared better future – doorway to …
- Sharing is where the world is going
- Discover – whatever they want – their choice
- Like to the world – access and connections to the world

Southern Oaks
- We give them information that they may not have had
- Makes it seem that they're not already smart
- It's my choice to be smart
- I don't want to be smarter, just entertained
- We provide materials to enrich people culturally
- We provide resource in order to make people smarter
- I think it's fine – they are learning all the time
- I'm not stupid because I don't
- Connect people – allowing them to be more knowledgeable
- Enriching them
- Providing experiences
- Better informed
- Inspire
- People have become more sensitive
- Like "library system" instead of "we" – it's not one person – the whole system

Human Resources

- It indicates that people aren't smart – or accepting smart
- We make people more knowledgeable
- Smarter means we're going to teach
- The word makes me feel weird
- I think we do it – but do we have to say it?
- Condescending – "I'm smarter than you."
- We can't make everyone smarter
- Inspire people to discover
- Love the RE acronym
- Purpose for being: help people engage with information
- Entertainment
- They may learn but learning may not be why they are here
- If you have a restaurant, you prep food – people come for other reasons
- Is their reason a by-product
- "we" is person personal – more direct– more accountable
- People by their own motivation make themselves smarter
- "we" aren't the building
- I like the word "people" – not exclusive – it's inclusive
- Not just our members – anyone could interact with us
- Even community is vague
- More inclusive than "customers"
- Better decisions – don't care for that – maybe informed decisions

Downtown Offices

- First thought offensive – I'm already smart
- Would like to see: we help people achieve their potential
- Other ways to enrich – fiction novel to relieve stress
- You can make yourself more educated
- People more connected to their community
- Enriching imagination
- The tools I need to be smarter, efficient, effective, what I want to achieve
- Multifaceted: smarter, open-mind, see world differently
- Could be a back-handed compliment
- Broadening opportunities
- Make sure we provide everything they need to get to where they want to go
- Leaves out the opportunities
- Connect with other people – new options
- "We" gives ownership/accountability – personal- not a thing – humanizes – bring the me
- How does this differentiate us?
- Why is it important that we do it?
- Sometimes there is hesitancy - "We strive"…
- "We" can include a lot of "us"
- We serve everyone – open to the community
- Give the community the opportunity to take advantage of resources
- Living vicariously is safer – but can teach you – ex. Holocaust

- Library is a safe environment
- What we provide is without limits

Maintenance

- Agree
- Make them more informed
- Harder to make them smarter
- Read y'all
- Gain more knowledge
- True Okie
- Passive
- "we" makes us take ownership
- Families spend time together
- Quality time
- Updated new technology

Belle Isle/Village/Edmond

- Didn't like smarter
- More informed
- I like it in some ways – to help you meet your goals
- Please don't use empower
- Do they need to be smarter?
- Kids smarter after programs
- The mission is starting to grow on me
- Already smart
- To the point – succinct
- Give people the opportunity to be smarter if they want to – it's up to them
- Focus on action – action verbs
- Inspire
- We inform them
- We help people to be smarter
- Tools to make themselves better
- Help them make informed decisions
- "we" – not "the library"
- Library is a place – we are the people
- Instead of make – help
- Provide information
- Library is a helping organization
- Connect = back and forth - interaction
- Connect people with options and opportunity
- Connect information for/to the community
- We build smarter communities
- We not an assembly line

- We build the foundation but the community needs to be part of it

Warr Acres

- Although positive, narrow compared to the current vision
- Would like to see all aspects of the current vision mentioned
- Would be a great commercial
- Does it apply people are not smart?
- What about those that don't want to be smarter?
- Becoming smart is a personal option
- "we" is us and them
- We sounds warm
- Working together – encouraging – inviting
- We provide the tools for them to make decisions
- They can use our services as they wish
- Continuing knowledge – giving the ability to further their lives
- Expands their world
- Enrich and connect
- Overall wellbeing
- "healthy" instead of smart – caring for all aspects of life
- A like the word community
- Member of more than one community like family
- You can be a member of the community without using the library
- Are we a single community or many communities
- Customer sees us at "their" library – the one they use

Edmond/Village

- First time I read it, I loved it but it's not inclusive
- We can be everything to all
- We are the heart of the community
- We enrich people's lives
- Smarter may be pretentious
- We can't be everything to everyone
- We provide information and access
- Gateway/portal
- Hub
- We're the jumping off point
- I like "we" – I'm involved
- "we" speaks of interaction with the community
- Hub of the community
- We hire people to do programs and they are part of "we"
- We – ownership
- We sounds personal

- "the library" speaks of a community of staff and patrons
- Enlightening people
- Not just residents, non-residents too
- But are non-residents part of the purpose?
- I like the word "community" – encompasses individuals, groups, and businesses
- Citizens
- Each library is a community
- When starting something new, (program/service) I like to look at the mission to see if it fits

Bethany

- It may not express the purpose of what we do – smarter = information
- We make people great/better
- Smarter = education
- Some people think smarter is derogatory
- Simple and direct
- We "empower" people
- Enriching lives – make them self-reliant
- IDEA
- I like the free library of Philadelphia's mission statement
- Gain information to make better decisions
- Library as a starting point
- On road to discovery
- I like the library better than we – gives a visual to think of
- The library is a place where things can and should go on
- Empowering their lives
- Place and purpose
- The library may be on the web, but it's still available

VISION

Almonte
- Really like it
- What we would do and do
- Really like "enrichment"

Midwest City
- Favorite part – lifelong enrichment
- Competitive advantage

Ralph Ellison
- Meeting place (gathering space) for diverse ideas
- Peaceful resolution
- Overlapping perspectives/diverse perspectives
- Enriching each life
- Safe environment
- Problem solving is always creative
- Exchange information and experience – trading ideas
- Competitive advantage – should be advancing the community
- Oasis for the community
- Tools for the community

Business Office
- I like life-long enrichment. It broadens us for what we do.
- We can almost cut out critical thinking and problem solving.
- Life-long enrichment includes critical thinking and problem solving.
- Problems need to be identified to solve.
- Can give the library a bigger role in the community
- Open environment for learning
- Artistic, creative critical thinking – big part of the library

Downtown 1
- Just the verbs – "create, solve, enrich"
- Experience the whole world at your library
- Education and entertainment
- If cut down, keep creating problem solving
- More emphasis on technology and access to technology
- Need to highlight databases
- Hold people's hands until they can walk on their own – guides teachers (genealogy example)
- Entertainment is enrichment
- I like the use of "your" in our current vision – your source for…

- Stepping stone – we help them along
- Facilitation
- Like introducing them to new resources with our blog

Downtown 2
- Like the concept, maybe hard to remember
- Like the focus of being hub of the community
- Different word than hub? – center – focal point – community's resource for … - we are the community's place for…
- Liked "shared better future" – focuses on community – makes the whole community a better place
- Liked the words on the intranet (inspiration, discovery, exploration) – they are about the community
- The community's capitol for critical thinking
- We should have better future in the mission
- Doorway to a shared, better future

Del City
- "I love this library" – that's what I want to hear people say
- I like the sentiment, not the words
- Hub for entertainment and enjoyment
- Innovative advances – always advancing
- We are right there, in the right spot with technology
- I like hub
- I don't like hub – space
- Community's hub for developing critical thinking…
- Different beginning
- "championing people"
- Platform for community and individual success
- Build our relationship to the community and individuals
- We are their library
- Coordinate with education

Capitol Hill
- I really liked it.
- Life-long learning is the key – want them to come back and teach their kids to do it too

Outreach
- I like lifelong enrichment
- People don't always think of entertainment as learning, it is
- Could be shortened to lifelong enrichment
- "to be the community's hub" is the key
- In schools, arts and the library are the first to get cut when budgets get cut
- Open access – access is very important
- Access your potential, access your life

- Possibilities are endless
- Seniors that have and seniors that don't have – need different things
- Social workers on staff
- People don't know what we have
- We provide a welcoming environment

IT

- Sounds great and serious – needs entertainment – add the fun
- Many people use us for fun
- People learn when they have fun
- Seems cold
- From outside, I use the library for entertainment
- Access is different from the content
- Like the emphasis on the community
- It is the center of the community
- Liked "hub"
- As a hub for partnering, provide access to other services
- Communities hub for information needs
- Lifelong enrichment is personal
- Critical thinking and creative problem solving are a part of school and industry

Northwest

- Love the word "hub"
- Has a community feel – the center of the beehive
- Most every class at ALA was about creative problem solving
- Mentioned MS windows 10 commercial
- The best way to advance people's opportunity – interact with others they wouldn't normally
- We should do more of this
- Move away from "we are the library and we do these things for you" to here are things for you – how will you make your life better
- Three totally different concepts
- Everyone has problems to solve – we need to help them – we CAN help
- We make them better critical thinkers – that gives them the ability to make better decisions
- A lot of people just think about the book – it's so much more
- Maybe we should do outreach to teachers/administrators – inservice
- Love it!
- Vision gets at what the mission meant: A platform for community success – instead of making them, we do it with them

Tech Processing
- Implies that you're going out in the community and really fix problems
- Being the "hub" for fixing
- I can't think of a problem that can't be solved with the info in a library
- Take on the community's problems??
- Provide information
- We have the materials - resources

Cataloging/ILL
- This is the modifier of the mission
- In school – mission to get through the door and provide great educational experience
- Our mission to help each person achieve his/her personal vision.
- I like critical thinking – all people need to be able to evaluate information
- We help you be you…who you want to be
- Critical thinking, creative problem solving, enrichment
- I like "hub" can have public discourse
- Liaison librarians – bring the community back into the library for sharing information
- Collaboration/shared experiences that augment online experience
- Slight issue: one-sided package – more for logic brain/creative brain – discovery/inspriration
- Lifelong enrichment could include discovery/inspiration

Choctaw
- Like that lifelong enrichment added
- Like all of it – but add entertainment
- Enrichment may encompass
- Really like platform for community success

Community Libraries
- I like the vision – inviting to all – someone can find their purpose – they can take it as far as they want
- We're not the formal education – leaves people to do it at their own pace – with their own tools
- Like enrichment – covers it all
- Critical thinking/creative problem solving under enrichment
- "Be our community hub..."
- World aspect might apply – can connect them
- Hub makes me think of FedEx – everything goes to the hub and then comes back out
- Sometimes we're the hub right now
- To be a hub, we need to be specialized in specific information
- Info out on the internet – we need to be better at local information
- Connector to partnerships
- Real partnerships – actual organizations working together
- Community partners - to fit a real need

Southern Oaks
- Like lifelong enrichment
- People might not have critical thoughts
- Like creative problem solving
- Like the community hub – hub the place in the community to do things
- Connects with other organizations
- Lifelong enrichment – starts with babies through the most mature customers

Human Resources
- Having "to be" in there was redundant
- Like what Annie Emmons said
- Substitute "people" for community
- Critical thinking/creative problem solving each to understand – enrichment is harder – can mean many things
- This was clear – not ambiguous
- Buzz word – essential services – access to materials on diverse topics – free internet
- Is out vision to be an essential service?
- I like "hub" – may not identify with "essential"
- Essential Community Hub
- Community resource for…
- #1 service for …
- No one else fills those needs – we're the only game in town
- We should stress value – what you get for what you pay
- Maybe the "essential service" is a rationale – not the vision
- Core – epicenter
- "hubs" of service (for each library)
- Representation of the pieces

Downtown Offices
- Bravo – love it
- Lifelong enrichment can include the critical thinking/creative problem solving
- Platform for community success
- Cultural competitive advantage, too
- Mention innovation
- Technology petting zoo
- Removing barriers to access – ex filling out job applications online

Maintenance

- Good statement
- You can find something on anything
- Already see it happening
- Place where you will find everything
- I like community hub
- Community's hub sounds mechanical
- Should be community's home/heart
- Community's hub for information and critical thinking
- Needs something for entertainment/entertaining
- Not many come for research anymore
- Programs are huge
- Computers are big

Belle Isle/Village/Edmond

- Love it
- Community's home
- Critical thinking
- Entertainment factor can fall under enrichment but add enjoyment
- I like hub better than home – offers a connection to the community

Warr Acres

- Change to community's hub for lifelong enrichment
- If we use only lifelong enrichment, it broadens the definition
- Would like reading to be more prominent
- Community/communities
- Don't like "home" – we don't want people living here
- We're not their living room
- Hub – speaks of branching out into the communities

Edmond/Village

- I really like it
- "hub" is critical for success
- Everyone in the better future has the ability to be served by the library
- Would agree with the concept that critical thinking and creative problem solving
- Like linking to schools and economic development – could be less conceptual and more practical
- Reading this statement – this could be any business or organization

Bethany

- I like the vision – it incorporates entertainment, learning, and job prep
- Do we do it or do we help? (critical thinking)
- We give opportunity/exposure to new ideas
- We provide the tools to achieve the vision
- Facilitators of learning
- It's where I live the rest of my life – what moves me to better
- Ideas are people – we need a library so that the community has access to people

20 YEAR GOAL

Almonte
- Question – how
- Big goal – will have to up our game outreach
- Empower them to use the library

Midwest City
- Lofty goal
- Lots of people aren't interested
- TV/commercials – would reach more people – genre-focus sports
- What's a "use"
- What's a "user"
- What's a service
- Every user that can be counted should be counted

Ralph Ellison
- E-content makes it possible
- Connecting people to the information
- Video
- Everyone sees the library as a way to enrich lives
- The percentage of achievement is too high
- Library will touch everyone's life
- The goal changes how we think about providing service

Downtown 1

- Good, it's can do

Downtown 2

- Good step beyond just knowing that the library offers services

Del City

- People use the computers, Wi-Fi
- People haven't been in the library – need marketing/promotion
- More involvement in large community events – Cinderella event – One Book
- Let students know about: "I didn't know the library had that."

Capitol Hill

- Benefit instead of use
- The goal makes us think differently
- Large immigrant population that don't have familiarity with public libraries
- To achieve it, we may have to expand our services – scanner/fax great new service

Outreach

- Sounds like a big goal
- Inspiring
- Every member's experience is important
- New opportunities like juvenile detention center

IT

- Every social and educational aspect of community members will be closely tied to a library service
- What about people who don't want to use the library?
- Cafes in every library
- Real 20 year goal is to define the 20 year goal

Northwest

- Every person is better that every family – family indicates "kids"
- Requires us to know our constituents betters – we have to know what they want
- Being aware of them/their needs means we will stay vital
- We need to tailor to the community
- I think it's really doable- over half of the population has a library card – it's the other half!
- OMG – so huge- that means we have to go out into the community – change perception and educate the public
- I don't want to wait for 20 years to know whether we are achieving – keep people motivated – show how we move the needle
- Using data as promotion – 50 million can't be wrong!

Tech Processing

- Huge
- Ambitious
- What is the community?
- We need to do more advertising about what the library does
- Resource – unused - underused
- Requires us to keep up with technology
- Internet may impact

Cataloging/ILL

- Can't envision the service
- We need to communicate to the public if we want this – they aren't aware
- Everyone is in sales – everyone is in marketing
- Realistic – is some way
- Not easy – expanding population and more diverse
- More locations!

Choctaw

- Good goal
- Is it possible?
- Goal would change how we think of service
- Promotion of library

Community Libraries

- Find it hard to champion a goal that we can't attain
- Need to be able to set targets – new, year to year from now, 3 years, etc.
- Far reaching – encompasses everyone

Southern Oaks

- Partnering with schools? – every kid gets a card
- Retirees – AARP partnering
- Library service
- Library participants
- Advertisements
- How do we dispel the "quiet"

Human Resources

- Should be measureable
- For it to be possible, we'll need to expand our services
- Focus on advertising – in people's way (so they see it)
- Fliers in elementary schools for stuff kids would be interested
- Track people's use… "If you're interested in additional/future programs…email patrons
- Proactive in searching out
- Market differently to different groups
- Reminders about new services
- Staff aren't aware of services
- Survey for each customer
- Reaching out and tracking patrons – makes them think about the library
- We should be the most informed

Downtown Offices

- Concerned about measurability
- Don't think all of our services are measurable
- This could change how we think about things
- Vagueness – we can't set progress report points
- Couldn't we go with "increase"
- We're going to have the data – technology makes it possible
- Apart from the measurement – I like the goal
- Every person would/should know the value of the service

Maintenance

- Pretty easy to do if we communicate with the public about library services
- Unattainable
- It can be attained but it is near impossible
- Instead of increasing users, maybe focus on the customer we already have – make them happier and they will advertise – word of mouth
- (ideas for new services)
- The neighborhoods need awareness of their library

Belle Isle/Village/Edmond

- Liked it
- Make resources better known
- Use the big screens to promote

Warr Acres

- Household instead of individual
- Resident
- Residents are the cake, everyone else is the icing

Edmond/Village

- Lofty goal
- Change use to experience

Bethany

- The library is an indispensable resource
- It's a public utility – like a gas station

VALUES

Almonte
- Customers? – Patrons?
- What's a member?
- Members – liked it
- Always take care of their
- People first
- Need to determine if helping the person is before or policy
- Library card(school id)
- Downtown homeless
- Great pass change our priorities – to allow
- Building an intelligent community

Midwest City
- Community members
- Patron – was liked too
- Need to define the concept but also the term – is
- Respect
- Too much of a focus on education
- Education vs entertainment

Ralph Ellison
- Need to be rewritten
- Mutual integrity and trust
- Training/commitment
- Hiring from values

Downtown 1
- Member = exclusivity
- Not all people can get cards (in Luther, three counties use this library)
- New value: putting community first
- Patron – supporter
- We do have membership levels
- People first

Downtown 2
- Make sounds pretentious
- Members may be exclusive – user
- Reading should be bigger part of the values
- If we are committed to two and a half months of summer reading, then we foster reading success
- Maybe "Respecting" value and "Library Members First" value are one value

Del City

- Reading
- Library members come first – customer service principles
- Learning may not be deepest or most effective – we value learning that is enjoyable
- For growth and development: personal development with organizational support
- Don't use only in the last value

Capitol Hill

- Liked them other than small changes and wording
- "Commitment to enjoyment" – leave off learning
- Need definition of members
- People first
- Commitment to recreation is important

Outreach

- Members means they belong here
- Everyone is a stakeholder

IT

- Change first value to "Person always comes first over policy"
- We're committed to your needs and interests
- Success is hard to define
- New position – an advocate to function as a floor salesperson, walking through the library providing customer service
- The first value should be "Act as the perfect host"
- Not always expected to know the answer, but connect the customer to the right person
- Like the learning as enjoyment
- May not enjoy it, but enjoy the value of it
- The first value should be "Successfully communicate with our customers for an enjoyable experience"

Northwest

- Totally driving the library
- Gives people a baseline of how to behave
- You don't just get to work here – you have to buy in to this
- I get people's attitude towards "members" vs. "non-members" – perhaps we need to preach inclusivity
- I like the concept – what if they don't have a card – "a card member"
- Love that commitment to learning as empowerment – Montessori method
- I like integrity as trust to us and by us – it says more than "mutual" trust and integrity

Tech Processing
- People on the outside won't necessarily know what our definition of "member" is
- Rewrite
- Community first – use common sense
- Library members first – if I'm not a member – no access – inclusivity
- Customer service should be included
- For the customer
- Mutual respect for everyone
- "Respect for each other"
- Commitment to learning as enjoyment – how to "entertain

Cataloging/ILL
- Concept of putting user needs ahead of what would be easier for you – what we do everyday
- Make some shorter – integrity and trust – respect for others
- Last one (growth/development) is about us – maybe it reads differently
- Make read for all
- Like them
- We as an organization – need to work on the last one
- Safety training
- A good value: informed, engaged citizen – part of vision?

Choctaw
- Love the values – we do them, but seeing them in black and white
- Gives the bigger picture
- Members/customers/patrons
- Really like "committed to success"
- Library "users"
- Members sounds anatomical
- Everyone – why use a word
- "need to opt out of membership"
- I like the description of the first value
- Community members
- Love respect
- "provide entertainment" opposed to "entertaining

Community Libraries
- Members – everything has membership
- Patrons sets us apart and we are different
- Library "user" ?
- Patron – a supporter who you need to make happy – there is an obligation to pleasure
- Customer is what we serve – they leave with something
- Client
- How do I get a membership?
- Members – we need the back story

- Members sound nicer that customer – people want to belong
- Need the back story of belonging
- "Mutual" integrity and trust
- I like that we need to respect
- Diversity and commitment to valuing diversity of thoughts, ideas and people
- His/her – individual's highest
- Freedom to discover – instead of learning

Southern Oaks
- Service before self – air force value
- Public library for the patrons – the community university
- Thank you for coming in – what can I do to help
- How can we make them feel they are the luckiest
- Important that staff have confidence in self and library system

Human Resources
- Mutual integrity and trust
- Patrons??

Downtown Offices
- Members – everyone
- Mutual integrity and trust
- Respect – would like for us to show – treat our time and each other's time as value
- Pay attention to who is out there struggling
- Need more respect for people's time – streamline
- I like them all
- They reflect goals – we can always do better
- Members: looked at the term member – implied you had to pay – may be a barrier
- Don't want to scare people away
- Members means involved – need to insure inclusive
- Community member – compound definition – member of a library community

Maintenance

- I like member – it sounds family oriented
- Home and fun like Southwest Air
- Not just constant improvement but continuous improvement too

Belle Isle/Village/Edmond

- I like members
- I have a Macy's card, that doesn't make me a member – I am a library member
- We're a team – members who do things
- Members sounds better than patrons
- It's growing on me – inclusive – members of society
- Serving community/communities first
- Members may have different needs
- They are part of us
- Need to define members for them
- Community first

Warr Acres

- Mutual integrity and trust
- Entertainment and being cordial

Edmond/Village

- Freedom to learn – add "here"
- People identify with patron
- People ask how we become members
- I am a member of the YMCA, even though I haven't worked out in 6 months
- Member indicates interaction vs "watching"

Bethany

- Didn't like "treasure" at first but the example in the dictionary used library
- Add the word service to first value
- Nothing I'm doing is more important than what you need
- Mutual accountability
- Membership = notoriety and ownership
- What do we value – what do expect to bring to the library?
- Need commitment to explaining new services and technology
- Community exchange – discounted rates for college tuition
- Be a community bulletin board