

# Who We Are and What We Value

## EPL Shared Values Statement

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### **We share.**

We are alive with ideas and purpose. Our greatest passion is creating connections that help, grow, foster, inspire and change.

We share stories, ideas and experiences. We share with our customers, our communities, and ourselves. We are Edmonton's largest lender of all manner of information and entertainment.

We're proud to provide the most incredible content to our community. We take you beyond Google. We are expert navigators, with the knowledge, discernment and desire to point the way to today's most relevant databases, current digital content, dynamic audio-visual resources, the latest hard-cover sensations, historic print materials, and priceless collections. It's everything you could want, pre-searched, pre-sorted and delivered with responsive, personal service.

We're trained experts. We're smart, professional and experienced. We educate, excite, enlighten and entertain. We're always growing and improving what we do and who we are.

We're progressive and original. We look for new ways to do things better, like improving usability and catalogue searching online, to more efficient check outs, to library programs for all ages, to new services and collections. We're fresh, fun, modern and innovative.

We provide a lot for very little. And we offer it to everyone. We deliver this incredible value to you in person, to your computers or handheld devices and in some cases, right to your door! We are bigger than our buildings.

We're open. We accept everyone and adapt to every unique need and situation. We're flexible and always friendly.

We are unbiased. We're excited by ideals, ideas and conversations. We don't judge and we don't discriminate! Through us, knowledge is discovered and shared, people changed and shaped, partnerships made, and neighbourhoods nurtured and grown. We touch lives every day. We are a catalyst for promoting dialogue and inspiring change. We are your conduit to the past, present and future ways of seeing the world.

At our core, we're human. We're people who put other people first. And we go the extra distance to make a difference.

We provide a caring, humane, customer-centered experience, incredible content, unparalleled access, and unrivalled value that cannot be bought for any price anywhere else. We are essential to our city, our communities, and our customers. We want all of Edmonton to know who we are, what we do and how we can help.

### **SPREAD THE WORDS**

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