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Policy name	Mission, Vision, and Values
Policy number	10.01
Approved by	Penticton Public Library Staff, Leadership team, and Library Board
Original approval (YYYY-MM)	1998-10
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Version history	1998, 2014, 2015, 2019, 2021, 2022
Next review (YYYY)	2023
Related documents	Penticton Public Library Strategic Framework
Superseded policies	

## 10.01 MISSION, VISION, AND VALUES:

### **Mission Statement:**

Our library is a thriving presence, responsive and connected to our diverse community through innovative services, outreach, and partnerships.

### **Vision Statement:**

Penticton Public Library continues to be a welcoming and thriving gathering place, engaging with our diverse community, and encouraging all ages in their pursuit of learning and personal growth.

### **Values:**

The Penticton Public Library Board and Staff Value:

- *Access & Learning:* The Library is open to all, supporting lifelong learning in our community.
- *Community & Connections:* The Library fosters connections between people, organizations, and ideas to build community.
- *Equity, Diversity & Inclusion:* The Library strives to provide a welcoming and respectful environment for the whole community.
- *Service & Accountability:* The Library is committed to providing relevant, respectful, and innovative service.

### 10.01.01 Strategic Directions:

The Strategic Directions of Penticton Public Library are:

#### **Service & Accountability**

The Library is committed to providing relevant, respectful, and innovative service.

We will actively work to:

- empower staff to ensure the best experience for each patron regardless of their needs.
- remain current to meet changing community needs through continual reviewing assessment.
- identify and address systemic barriers to participation.
- provide excellence in our service offerings.
- demonstrate accountability to our members, donors, and the community at large.



### **Access & Learning:**

The Library is open and accessible to all, supporting lifelong learning in our community.

To ensure this we will:

- Provide free and equitable access to library services.
- Promote literacy in all its forms to support the joy of learning in our patrons and staff.
- Offer access to a broad range of ideas and opinions.
- Provide information that is credible and trustworthy.
- Empower individuals to develop their own creative voices.
- Help people thrive as active and engaged citizens of our community and the world.

### **Community & Connections:**

Meeting our community's needs is the central focus of our planning and services. We foster connections between people, organizations, and ideas.

To do this we will:

- Facilitate sharing of community skills and resources.
- Pursue partnerships that build and strengthen relationships.
- Make responsible, evidence-based decisions.
- Innovate to meet community needs.
- Be a sustainable resource for our community that operates with financial integrity.
- Connect with underserved and marginalized communities to learn about their needs and work with them to find solutions and opportunities.

### **Equity, Diversity, and Inclusion:**

The Library strives to provide a welcoming and respectful environment for the whole community.

We will work to:

- Create equitable access to all our core services.
- Inspire a feeling of belonging in all the library's spaces, whether physical or virtual.
- Celebrate diversity and a respectful exchange of ideas.
- Create an environment that values inclusion.
- Foster awareness of diversity in our community and beyond.



Policy name	Intellectual Freedom
Policy number	10.02
Approved by	Penticton Public Library Staff, Policy Committee, and Library Board
Original approval (YYYY-MM)	2017-06
Current approval (YYYY-MM)	2023-02
Version history	2017
Next review (YYYY)	2024
Related documents	Penticton Public Library Strategic Framework
Superseded Policies	30.01 Canadian Library Association Statement on Intellectual Freedom (1998, 2008, 2011) Superseded in 2017 30.02 BC Library Association Statement of Intellectual Freedom (1998) Superseded in 2017

## 10.02 CFLA STATEMENT ON INTELLECTUAL FREEDOM

The Penticton Public Library Board supports and upholds the Canadian Federation of Library Association’s Statement on Intellectual Freedom:

### Statement on Intellectual Freedom and Libraries

Approval History: ~ June 27, 1974 Amended November 17, 1983; November 18, 1985; and September 27, 2015

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals



and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.



Policy name	Commitment to Diversity, Equity, and Inclusion
Policy number	10.03
Approved by	Penticton Public Library Staff, Policy Committee, and Library Board
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Version history	
Next review (YYYY)	2024
Related documents	Penticton Public Library Strategic Framework Canadian Charter of Rights and Freedoms Universal Declaration of Human Rights BC Human Rights Code
Superseded Policies	

## 10.03 COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

### Goal:

To ensure that the Penticton Public Library recognizes and affirms the dignity of those it serves and works with, regardless of heritage, education, beliefs, race, income, religion, gender, age, sexual orientation, gender identity, gender expression, physical or mental abilities.

### Policy Statements

It is the responsibility of Canadian public institutions, including libraries, to support a society that respects diversity and fosters social inclusion. The Penticton Public Library is responsible for working with its communities to create services that diverse communities identify as respectful, inclusive, and accessible.

The Penticton Public Library is committed to fostering an environment of understanding and respect. As a public library we support everyone’s learning regardless of their backgrounds or personal beliefs. Our belief in the inherent dignity of all individuals is grounded in the United Nation’s [Universal Declaration of Human Rights](#), Canada’s [Charter of Rights and Freedoms](#) and British Columbia’s [Human Rights Code](#). The Penticton Public Library Board endorses the [Statement on Diversity and Inclusion](#) as set out by the **Canadian Federation of Library Associations (CFLA)**.

### ***CFLA Position Statement on Diversity & Inclusion***

The Canadian Federation of Library Associations (CFLA-FCAB) believes that a diverse and pluralistic society is central to our country’s identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.

Libraries strive to deliver inclusive service. Canada’s libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.

Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs, or beliefs.



## Key Points

The Penticton Public Library is committed to fostering an environment of understanding and respect. As a public library we support everyone's learning regardless of their backgrounds or personal beliefs.

The Penticton Public Library acts to ensure that people can enjoy services free from attempts by others to impose values, customs, or beliefs.

The Penticton Public Library pursues mutual respect, inclusion, and celebrations of differences by embracing cultural humility as a key foundation to our approach.

The Penticton Public Library makes **equity, diversity, and inclusion** a priority in planning and decision making for staffing, collections, training, and service development. We strive to develop services and programs in partnership with others. As we deliver our services, we embrace the fact that we have much to learn from those we work with.

We work with our city's many communities to develop inclusive consultation and engagement processes and to develop services in appropriate ways. We seek to understand how diverse community groups define and describe themselves and we listen directly with communities rather than relying on indirect sources.

In the spirit of diversity and inclusion for all members, the Penticton Public Library welcomes the exhibit of displays and provision of programs that fit into the location's communities at the appropriate times (e.g. seasonal Christmas displays, menorahs displayed during Hanukkah, programs celebrating other cultures or religious backgrounds)

## Definitions

**Cultural Humility:** The process of self-reflection to understand personal and systemic biases and to develop and maintain respectful processes and relationships based on mutual trust.

**Diversity:** the range of human differences, including but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, national origin, and political beliefs.

**Equity-** Definitions of equity can vary but all focus on the ideals of justice and fairness. Social equity has traditionally focused on ensuring the administration of services are delivered equitably. The key difference with equality is that equity requires taking into account historical and current inequalities among groups and individuals.

**Inclusion:** is the act of creating environments in which any individual or group can feel welcomed, valued, respected, supported and can fully participate. An inclusive and welcoming climate embraces differences and offers respect in words and actions for all people.