

OUR CORE PURPOSE

VISION

MISSION

VALUES

*Core Purpose: To inspire people to explore the pathways
to the world*

Te Ara Whanui o Te Ao



Our Vision

Close your eyes



and imagine a traditional library that is a **still, formal** place full of rows of shelves and a rarified, **outrageous silence.**

Now, open your eyes



and breathe the **vibrancy**, the **colour**, the **life** that is **the Palmerston North City Library** - the most outstanding Library in New Zealand.

Our

vision

portrays

the

Palmerston

North

City

Library

of

the

future.

Our Mission

- **Strive** to provide exemplary customer service at all times;
- **Create** a point of difference through our branding as the “Living Room of the City”;
- **Connect** to our community by providing services and programmes that will excite, surprise and motivate the residents of Palmerston North to explore the pathways to the world;
- **Develop** collections that support lifelong learning;
- **Continually improve** accessibility to, and vibrancy of, well used public spaces;
- **Adopt** new technologies that facilitate easier access to global digital information beyond library walls, and provide the support for end users of new technologies;
- **Provide** free, easy and equitable access to public library services that meet the changing needs of the residents of Palmerston North;
- **Build** effective partnerships that enhance library service & provide support to groups in our community.



*Our
mission
describes
our
role
within
the
community
and
our
service
philosophy.*

Our Values



Accountable

Creative & innovative

Empowering

Everyone's right to know

Manaakitanga

Navigators not gatekeepers

Participatory

Reliable

Respect for the individual

Service over self-interest

The Palmerston North City Library staff are guided by these values in their provision of exemplary customer service.