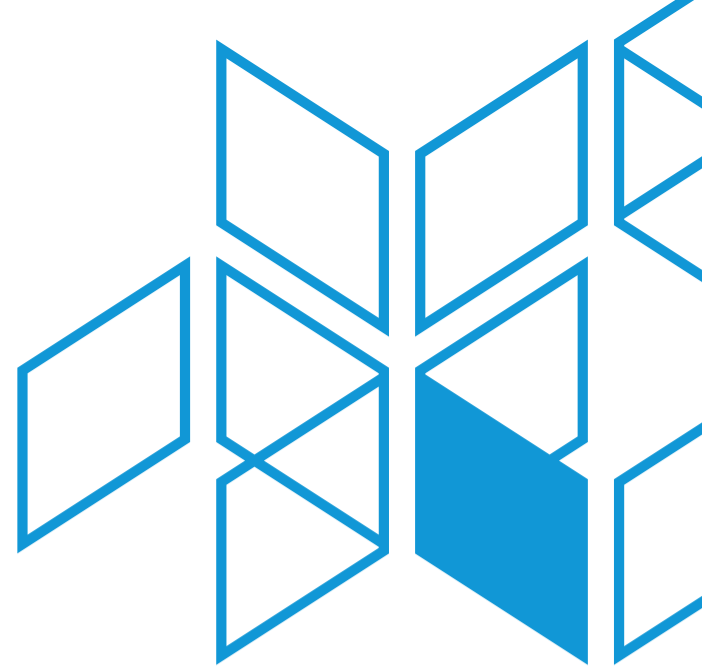


# OUR SERVICE COMMITMENT TO YOU

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## VISION

A STRONG, VIBRANT, CONNECTED COMMUNITY:

- Enriched by reading
- Empowered by learning
- Inspired by information and ideas.

PEOPLE  
COMMUNITY  
READ  
LEARN  
GROW

GEELONG REGIONAL LIBRARY CORPORATION STRIVES FOR EXCELLENCE AND WILL PROVIDE THE HIGHEST STANDARD OF SERVICE FOR OUR COMMUNITY.

We are dedicated to achieving the following:

- An efficient service delivered by courteous, confident and committed staff.
- Easy access to resources and services that are inclusive and that respect our community's diversity.
- Resources and services that respond to individual and community needs.
- Library spaces that are inviting, accessible, safe, comfortable and well designed.
- A timely response to service requests.
- Provision of current information about the latest programs, services and events.

## MISSION

We will create opportunities for our community to read, learn and connect with each other and the world:

- By delivering innovative and exemplary library services
- By facilitating equitable access to information and technology
- Through our library staff's knowledge, expertise and encouragement.

## OUR GOAL

We strive to enrich, empower, enlighten and inspire the community we serve – providing library services, programs, collections, spaces and experiences that create opportunities for our community to read, learn and connect with each other and the world.

## OUR VALUES

- Intellectual freedom
- Equity and access
- Community focus & engagement
- Innovation
- Collaboration
- Workforce support & development
- Integrity & service excellence
- Good Governance.

## HOW YOU CAN HELP

By supporting an environment of mutual courtesy and respect of staff and other library users.

## TELL US

Your feedback is valuable and encouraged. You can contact us in the following ways:

**In person:** at your local library

**Via the website:** [www.grlc.vic.gov.au](http://www.grlc.vic.gov.au)

**By email:** [info@grlc.vic.gov.au](mailto:info@grlc.vic.gov.au)

**By mail:** 51 Little Malop St, Geelong Vic 3220

**By telephone:** 4201 0500

GEELONG  
REGIONAL  
LIBRARIES

