



Adopting a Values Statements

With increased scrutiny on corporate boards, many directors are taking time to identify the *core principles* (values) for which to govern and manage the organization.

The values statement reflects the wisdom of the board and guides future organization leaders and staff. [Adopting values is not cause for amending the bylaws or mission statement.]

A values statement is usually bulleted, easy to read and understand.

The most appropriate time for adopting a values statement is during the strategic planning process. Alternatively, an appointed task force could recommend a values statement for the board's consideration.

Typically, the membership does not have to approve adoption or changes to a values statement.

[Do not confuse it with the *value proposition* relating to membership return on investment - ROI.]

To promote the organization's values, create a brand platform¹ (one page) that includes the organization's mission, vision, values, tag line and logo.

¹ Synonymous with "corporate image." Usually a one-page document for volunteers to better understand and promote the organization.

CFA Institute

Chartered Financial Analyst®

Our values foster an environment of interpersonal and professional growth and development.

1. Commitment to excellence, innovation, and continuous improvement.
2. Stewardship of our reputation.
3. Open and honest communication.
4. Teamwork – a collaborative and inclusive environment.
5. Mutual trust built from respect and fair dealing.
6. Accountability for our actions.

American Library Association

Core Values Task Force II Report

The foundation of modern librarianship rests on an essential set of core values, which define, inform, and guide our professional practice.

These values reflect the history and ongoing development of the profession and have been advanced, expanded and refined by numerous policy statements of the American Library Association. Among these are:

- Access
- Confidentiality/Privacy
- Democracy
- Diversity
- Education and Lifelong Learning
- Intellectual Freedom
- Preservation
- The Public Good
- Professionalism
- Service
- Social Responsibility

It would be difficult, if not impossible, to express our values more eloquently than ALA already has in the Freedom to Read statement, the Library Bill of Rights, the ALA Mission Statement, Libraries: an American Value and other documents. These policies have been carefully thought out, articulated, debated, and approved by the ALA council. They are interpreted, revised or expanded when necessary. Over time, the values embodied in these policies have been embraced by the majority of librarians as the foundations of their practice.

Excerpts from ALA Policy

Following are some representative excerpts from ALA policy expressing the values listed above. These selections are direct quotes from the ALA Policy Manual. Please note that many of these statements express the interrelationship of these values.

A more extensive index of ALA policies compiled by CVTFII is available on the ALA web site.

ACCESS

All information resources that are provided directly or indirectly by the library, regardless of technology, format, or methods of delivery, should be readily, equally, and equitably accessible to all library users. *ALA Policy Manual 53.1.14 (Free Access to Information)*

CONFIDENTIALITY/PRIVACY

Protecting user privacy and confidentiality is necessary for intellectual freedom and fundamental to the ethics and practice of librarianship. *ALA Policy Manual 53.1.16 (Library Bill of Rights)*

DEMOCRACY

A democracy presupposes an informed citizenry. The First Amendment mandates the right of all persons to free expression, and the corollary right to receive the constitutionally protected expression of others. The publicly supported library provides free and equal access to information for all people of the community the library serves. *Interpretations of the Library Bill of Rights, Economic Barriers to Information Access*

DIVERSITY

We value our nation's diversity and strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve. *ALA Policy Manual 53.8 (Libraries: An American Value)*

EDUCATION AND LIFELONG LEARNING

ALA promotes the creation, maintenance, and enhancement of a learning society, encouraging its members to work with educators, government officials, and organizations in coalitions to initiate and support comprehensive efforts to ensure that school, public, academic, and special libraries in every community cooperate to provide lifelong learning services to all. *ALA Policy Manual 1.1 (Mission, Priority Areas, Goals)*

INTELLECTUAL FREEDOM

We uphold the principles of intellectual freedom and resist all efforts to censor library resources. *ALA Policy Manual, 54.16 (ALA Code of Ethics, Article II)*

THE PUBLIC GOOD

ALA reaffirms the following fundamental values of libraries in the context of discussing outsourcing and privatization of library services. These values include that libraries are an essential public good and are fundamental institutions in democratic societies. *1998-99 CD#24.1, Motion #1*

PRESERVATION

The Association supports the preservation of information published in all media and formats. The association affirms that the preservation of information resources is central to libraries and librarianship. *ALA Policy Manual 52.2.1 (Preservation Policy)*

PROFESSIONALISM

The American Library Association supports the provision of library services by professionally qualified personnel who have been educated in graduate programs within institutions of higher education. It is of vital importance that there be professional education available to meet the social needs and goals of library services. *ALA Policy Manual 56.1 (Graduate Programs in Library Education)*

SERVICE

We provide the highest level of service to all library users ...We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession. *ALA Policy Manual 54.16 (Statement of Professional Ethics)*

SOCIAL RESPONSIBILITY

ALA recognizes its broad social responsibilities. The broad social responsibilities of the American Library Association are defined in terms of the contribution that librarianship can make in ameliorating or solving the critical problems of society; support for efforts to help inform and educate the people of the United States on these problems and to encourage them to examine the many views on and the facts regarding each problem; and the willingness of ALA to take a position on current critical issues with the relationship to libraries and library service set forth in the position statement. *ALA Policy Manual, 1.1 (Mission, Priority Areas, Goals)*

National Association of Housing Co-ops

Staff Values

- In solving problems among ourselves, we focus on the situation, issue, or behavior, and avoid focusing on the person.
- We strive to maintain constructive relationships with co-workers.
- Each of us will take the initiative to make things better.
- In interactions with each other, we act to maintain the self-confidence and self-esteem of co-workers.
- We practice leadership by example.
- We are not the owners of NAHC; we are here to help the volunteer leadership serve the member-owners.

Business Practice Pledges

- We will meet customers' needs courteously and efficiently.
- We will be ethical in our dealings with vendors and business partners, and in our relationship with NAHC.
- We will strive to understand members and anticipate their needs.
- We will treat member information confidentially.

Applying Skills to the Job

- Whenever we can, we use technology to improve service to members and make ourselves more productive.
- We increase our skills every day by listening, initiating, sharing, delegating, taking risks, and questioning our own methods and existing understandings.

- We are good financial stewards for the organization by spending wisely, looking for longer term benefits and solutions, and charging a fair price for services.
- We communicate constantly, among ourselves, and with members, so that the value of our work is widely known.
- We welcome feedback. We actively seek it and use it to improve our work and relationships.
- Our day to day work is done with the strategic plan in mind.

American Academy of Family Physicians

The AAFP and its members are committed to care that is...

- Equitable for all people;
- Centered on the whole person within the context of family and community;
- Based on science, technology, and best available evidence;
- Supported by lifelong professional learning; and
- Grounded in respect and compassion for the individual.

Values Statement (Note: This group has categorized values for the primary audience [consumer] and for the board and staff [the organization].)

The following core values will guide the board and staff in governing and managing [REDACTED] (name of organization.)

The Consumer

- Quality of Life
- Self-Determination,
- Independence
- Dignity

The Organization

- Diversity
- Collaboration
- Integrity
- Accountability



About ACHE

Information Links:

ACHE Strategic Plan: 2004-2006

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- [American College of Healthcare Executives Bylaws](#) (PDF)
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American College of Healthcare Executives Strategic Plan: 2004-2006

For information about ACHE's strategic planning process, [click here](#).
For the most recent Progress Report, [click here](#).

Vision

To be the premier professional society for healthcare leaders by providing exceptional value to our members.

Mission

To advance our members and healthcare management excellence through high ethical standards, pertinent knowledge, and a relevant credentialing program.

Values

As healthcare leaders and members of the American College of Healthcare Executives, we are committed to promoting the following values:

Integrity

We advocate and emulate high ethical conduct in all we do.

Lifelong Learning

We recognize lifelong learning is essential to our ability to innovate and continually improve ourselves, our organizations, and our profession.

[American College of Healthcare Executives](#)

[Bylaws](#) (PDF)

- [Regulations Governing Admission, Advancement, and Recertification](#) (PDF)
- [Past Chairmen of ACHE](#)
- [Past Chief Executive Officers of ACHE](#)

ACHE News:

- [Governance Update](#)
- [2004 Annual Report](#)
- [News Releases](#)
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Leadership

We lead through example and mentoring, and recognize caring must be a cornerstone of our professional interactions.

Diversity

We advocate inclusion and embrace the differences of those with whom we work and the communities we serve.

Goal Areas

Goal Area 1: Membership

To exceed our members' expectations through enhancements to our credentialing program, support of chapter development, and other programmatic changes that add value.

Initiatives

1. Implement an effective chapter structure and program delivery process.
Target Completion Date (Interim): First chapters will be chartered in June 2004
Target Completion Date: Chapters will be chartered throughout the United States by December 2006
2. Study the role of students, faculty, and programs in health administration within ACHE to adjust the services available and to maximize benefits to them and to ACHE.
Target Completion Date: March 2005
3. Evaluate and recommend enhancements to the current credentialing program that will encourage more members to become credentialed.
Target Completion Date: March 2006

Goal Area 2: Knowledge

To provide our members with the information they need to execute their professional responsibilities exceptionally.

Initiatives

1. Evaluate ACHE's publications program to determine how to best serve our members.
Target Completion Date: December 2004
2. Establish a mechanism to disseminate best practices to our members.
Target Completion Date: December 2004