



# Bettendorf Public Library Information Center Board of Trustees—General Policy Statement

## **PURPOSE OF THE GENERAL POLICY STATEMENT**

The purpose of this policy is to define the general responsibilities of library trustees, library administration, and library staff in the governance and operation of the Bettendorf Public Library Information Center.

## **LIBRARY MISSION, VISION, AND VALUES**

### *Mission Statement*

The Bettendorf Public Library Information Center is committed to providing access to information and ideas for all.

### *Vision Statement*

The Bettendorf Public Library Information Center will be a recognized community resource, serving as a gateway to life-long learning which offers a diverse spectrum of innovative services, materials, and programming in support of:

- the pursuit of knowledge and information;
- the joy of reading and importance of literacy;
- social, educational, and cultural activities experienced within inviting gathering spaces;
- active engagement and collaboration with the City, schools, and organizations;

### *Value Statement*

The Bettendorf Public Library Information Center, Board of Trustees, staff and volunteers are committed to the following values:

- Access- We value free and equal access to information and a high quality collection of resources, library programs, and services provided within welcoming and comfortable spaces.
- Learning- We value literacy, the joy of reading and life-long learning for users of all ages.
- Community- We value the library as a public forum and community meeting space encouraging open communication on a wide range of diverse ideas and information.
- Engagement- We value active engagement and collaboration with residents and community groups, enhancing the quality of life for Bettendorf residents.
- Service- We value high quality customer service, providing equal, respectful, accurate and friendly service to all. Our customers by responding to them with equal, respectful, accurate and friendly service to all.
- Intellectual Freedom-- We value the privacy of our library users to freely access library resources while keeping user transactions and personal information confidential.



# Bettendorf Public Library Information Center Board of Trustees—General Policy Statement

## POLICY GUIDELINES

### I. *Library Board of Trustees*

The Library Board of Trustees is a seven (7) member volunteer board, appointed by the Mayor of Bettendorf, IA, and charged with statutory governance of the public library in accordance with Iowa Code and library industry standards. As effective representatives of the City, library trustees are well informed of the Library's mission, budget, operations, services, and the present and future needs of the Library and the community it serves. One of a trustee's most valuable assets is his/her opportunity to serve as a sounding board for community feedback.

#### Five Primary Roles of Iowa Public Library Boards

- *Advocacy*- Stays informed of the library's activities, needs, and concerns; advocates for the library within the local/state/national community; advocates for the community's need for services to library and city staff.
- *Strategic Planning*- Plans for the future of the library in response to community needs.
- *Policy*- Adopts library policies which ensure the provision of equitable, efficient, and effective library services. Once adopted by the Board, library staff administers policies on a day-to-day basis.
- *Oversight*- Broadly monitors and evaluates the overall effectiveness of library finances and operations; reviews monthly financial reports and approves bills for payment; helps determine public satisfaction with library service; and provides feedback to library administration and city government.
- *Hire and Evaluate the Library Director*. The Board hires and evaluates a qualified director to manage the day-to-day operations and develop and administer effective library services.

From: Iowa Library Trustees Handbook- State Library of Iowa (2021)

### II. *Library Director and Staff*

The Board delegates all library management responsibility to the library director. The director is responsible to the Board as a whole.

The trustees recognize outstanding customer service and patron satisfaction as key elements of excellent library services, reflecting the mission, vision, and values of the Library and the City of Bettendorf.



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Library staff is hired and overseen by the library director and/or division designees. Library staff reports to library administration and management. Library staff members are city employees and observe city policy and procedure, as applicable.

### III. *Library/City Relationship*

The Library is a city administrative agency and a department of the City of Bettendorf, as defined by city ordinance and Iowa Code 392.1.

### IV. *Library Union Relationship*

The Library Board of Trustees supports collaboration between library administration and library union representatives, balancing the provision of optimum library services, patron needs, and staff well-being.

### V. *State Library of Iowa and Public Library Accreditation*

The Library Board of Trustees recognizes and supports accreditation processes and best practices for Iowa public libraries established by the State Library of Iowa, as applicable to the needs of the local community.

### VI. *Schools and Home-school Relationship*

The Bettendorf Public Library Information Center supports collaboration with school libraries, educators, and home-school families, within the City of Bettendorf to encourage and promote youth literacy.

### VII. *Library Support Organizations*

The Board of Trustees recognizes and supports the Friends of the Bettendorf Public Library and the Bettendorf Public Library Foundation, as organizations which conduct fundraising and volunteer activities, in collaboration with library administration, and in support of the mission of the Bettendorf Public Library Information Center.

### VIII. *Library Policy and Procedure*

#### A. Policies

Library *policies* are written standards for the effective and equitable provision of service to all users, as approved by the Library Board of Trustees, in accordance with the Library's mission and local, state, and federal law. Once adopted, library staff carries out the policies until otherwise amended by the Board of Trustees.



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## B. Procedures

Library *procedures* are developed by the library director or his/her designee(s), in accordance with library policy. Procedures serve as staff guidelines established to facilitate the smooth operation of the Library and the efficient delivery of services. Library procedures are considered guidelines under ordinary circumstances. As such, procedures are changeable as circumstances warrant, as approved by the library director or their designee.

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Revised 11/12/20  
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