

Logan Library Policy Manual

These are Logan Library Policies that have been approved by the Logan Library Board of Trustees.

1.00 General

1.03 Role Statements

Logan Library

Approved: 21 August 2001

Revised and Approved: 14 June 2016

Role statements, in this context, are profiles of what a public library chooses to emphasize in providing services to the community. Role statements are useful in determining what the library is striving to accomplish and how to do so.

Following discussion among library staff and its administrative team, the Logan Library Board has approved the following role statements for the Logan Library. As all are seen as equally important, they are listed here in alphabetical order:

- Access to Information and Services
- Collection of Materials
- Community Gathering Place
- Creativity
- Diversity
- Learning and Literacy
- Outreach
- Staff and Volunteer Development and Mentoring

1.03.01 Access to Information and Services

Description. The library provides access to information and services by actively and purposely thinking of patrons and their needs. This role can also be described as one that focuses on removing barriers to patrons acquiring information and receiving services. Examples of how the library may fulfill this role include:

- Respectful and high-quality customer service to all
- Provide physical and technological tools, means and methods intended to assist and empower patrons to use the library and its services, i.e. desktop and laptop computers, electronic reading devices, software applications, walkers or stabilizing equipment for those with physical disabilities

- Removing physical barriers that may hinder or prevent patrons from using the library and its services
- Encourage patron feedback regarding ways to improve access to the library and its services

1.03.02 Collection of Materials

Description. The library provides a collection of materials in a variety of mainstream formats and makes them readily available for patrons to use. These collections include items intended for educational and informational purposes, as well as those intended for recreational and pleasurable purposes, and popular or "in-demand" items or anything in-between. Conscientious and deliberate efforts will be made to provide a myriad of ideas and opposing viewpoints and to fight against censorship of the same. Examples of how the library may fulfill this role include:

- Print/monograph books and periodicals
- Audio-visual materials
- Electronic content/format materials
- Online databases
- Online, active learning services
- New, as yet undiscovered formats, as they become mainstream

1.03.03 Community Gathering Place

Description. The library encourages its use as a community gathering place and focal point by creating and maintaining a warm, inviting, comfortable, neutrally "safe" and unbiased space for individuals and groups to study, read, reflect and create independently or to meet with others in order to create, to discuss, to exchange ideas, to learn, to share, to teach or perhaps to simply "escape." The intent is that the library serves as a place away from home and away from work or school, which patrons can utilize as their "third place" and feel comfortable to do any of the things listed above. Examples of how the library may fulfill this role include:

- Provide ample comfortable seating and study space and furniture for individuals and groups to utilize while in the library
- Provide public meeting rooms for groups to schedule and use, including "after hours" when the general library is closed
- Provide small group study rooms for impromptu or unscheduled meetings or discussions to be conducted in
- Provide "quiet zones" within the library where patrons can resort to for that type of library experience

1.03.04 Creativity

Description. The library strives to provide a collection of materials, and programs, space and "tools" in the facility that allow, encourage and promote creativity by members of the community. Examples of how the library may fulfill this role include:

- Develop collections and resources that teach and inform how one may be creative in a myriad of ways
- Provide programming that teaches and stimulates thoughts, ideas and expression, i.e. writing workshops, afterschool activities that support school curricula, "how-to" workshops in the various arts and sciences
- Provide dedicated space for hands-on learning and creation activities, i.e. "maker-spaces"
- Encourage all library staff members and especially the management team to be creative, to engage in self-improvement, learning and to create new ideas of how to assist and stimulate the same in library patrons

1.03.05 Diversity

Description. The library welcomes, encourages and actively promotes use of its facility and services by all members of the community. The library desires and strives to be "everyone's library," no matter their age, ethnicity, gender, political or religious affiliation, sexual orientation, ability or disability level, or reading or viewing preferences. Examples of how the library may fulfill this role include:

- Seek input and advice from different segments of the community regarding current and potentially new aspects of services provided, including through the establishment of advisory councils
- Actively promote and defend the library's position as being open and inviting to all members of the community
- Encourage and host programs and events that represent different aspects of various cultures that are represented in the community.

1.03.06 Learning and Literacy

Description. The library plays an essential role in teaching and promoting learning and literacy. From early learning and literacy in the very young, to the developing minds of elementary age children, through the sometimes-turbulent years of adolescence, and the life-long learning needs and desires of adults and "senior citizens," the library will continue to promote learning, reading and overall literacy - including digital literacy - within each person in the community. Examples of how the library may fulfill this role include:

- Children's storytime programs for the young and very young
- Teen programs for those of adolescent age
- Adult that promote usage and life-long learning by this demographic
- Tailored programs that appeal to "senior citizens"
- Summer reading programs that promote learning and literacy in school age children and teens between school sessions
- Various seasonal reading programs that promote learning and literacy among adults
- Classes, programs and series of programs that provide learning of topics that community members need and/or desire, i.e. basic computer and software skills, digital literacy, maker-space activities, various forms of the arts, book clubs, social issues, college type lectures and presentations

1.03.07 Outreach

Description. The library will not simply wait for members of the community to use it. Rather, the library will actively consider what aspects of the community are not utilizing its services and strategically strive to reach out to those persons in order to inform and invite them. The library will also actively seek community partners that can help it accomplish this role. Examples of how the library may fulfill this role include:

- Formulate and implement an ongoing, vibrant marketing plan
- Take services and programs to offsite locations, where feasible, i.e. senior care centers, programs in city parks
- Engage in offsite promotional opportunities, i.e. informational booths at community events, including schools, fairs and other educational events
- Partner with other organizations to pursue "win-win" scenarios with them
- Utilize new and creative means to inform and help excite the public about what the library has to offer, including new technologies and ways to connect with people, i.e. social media

1.03.08 Staff and Volunteer Development and Mentoring

Description. The library highly values the efforts and dedication of its paid staff and dependable volunteers, including the Library Board of Trustees. Efforts will be made to provide a variety of training opportunities and an environment of mutual respect among all who help to assist the library in accomplishing its mission. Examples of how the library may fulfill this role include:

- Allocate library funds for travel and training of staff to belong to and attend local and state library association conferences and workshops whenever feasible

- Foster an environment of openness to new ideas and perspectives in how library services may be provided, always keeping in mind the needs of library patrons first and foremost
- Provide inclusive training opportunities for library volunteers whenever feasible for the good of the volunteers and of the library in general