

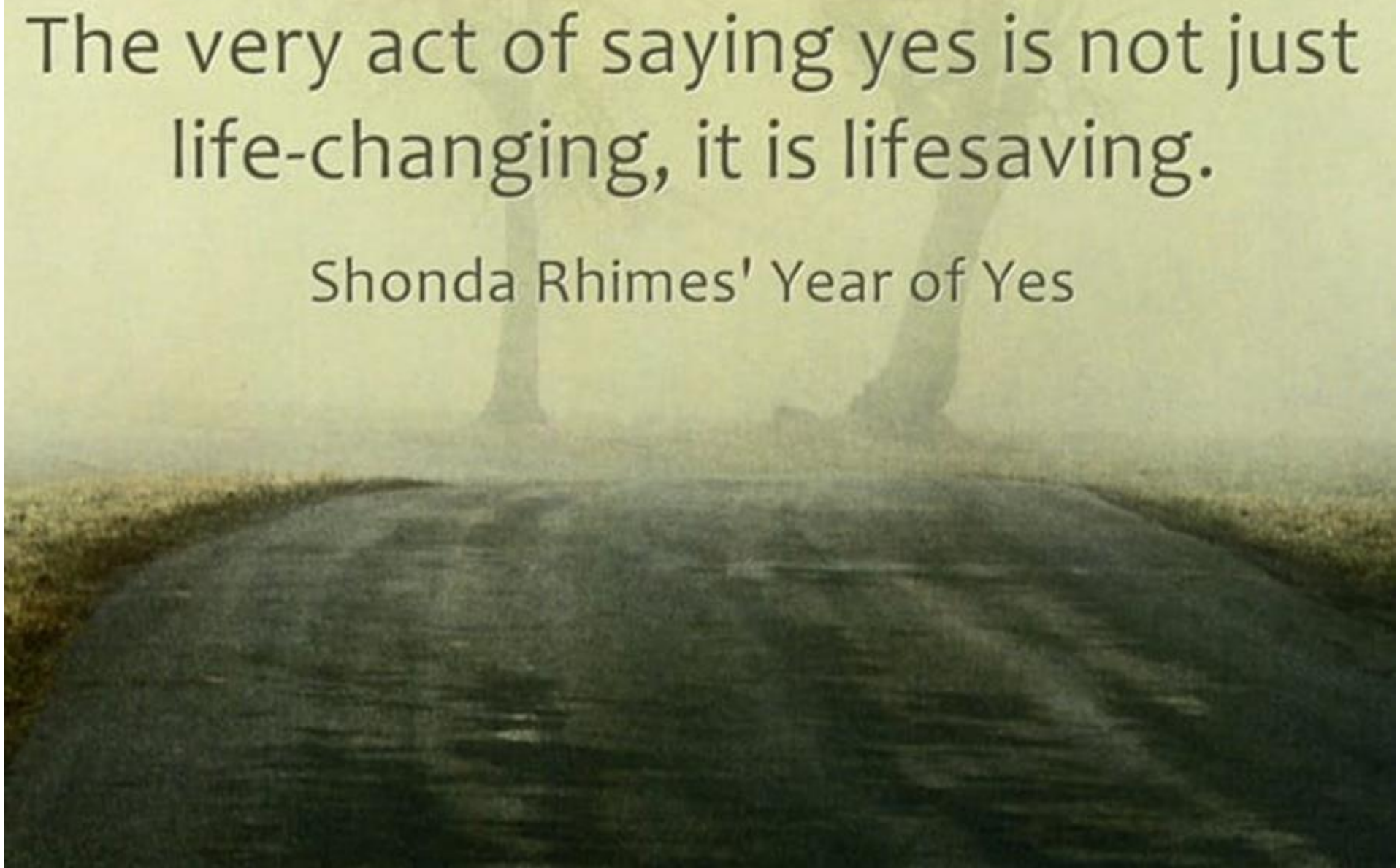
Today's Presenter



Jennie Garner

Library Director, North Liberty Library (IA)
and 2023 President, Association for Rural
& Small Libraries

Library Policies for Today's Communities



The very act of saying yes is not just
life-changing, it is lifesaving.

Shonda Rhimes' Year of Yes

THE JOURNEY

- i. Policy in practice – the why
- ii. Reflections – Belonging
- iii. Windows – Inclusion
- iv. The Path to Yes
- v. Discussion/Q&A

policy

noun, often attributive pol·i·cy \ 'pä-lə-sē\
Popularity: Top 20% of words

Definition of POLICY

plural **policies**

- 1** **a** : prudence or wisdom in the management of affairs
 b : management or procedure based primarily on material interest
- 2** **a** : a definite course or method of action selected from among alternatives and in light of given conditions **to guide and determine present and future decisions**
 b : a high-level overall plan embracing the general goals and acceptable procedures especially of a governmental body

Merriam-Webster

www.meriam-webster.com/dictionary/policy

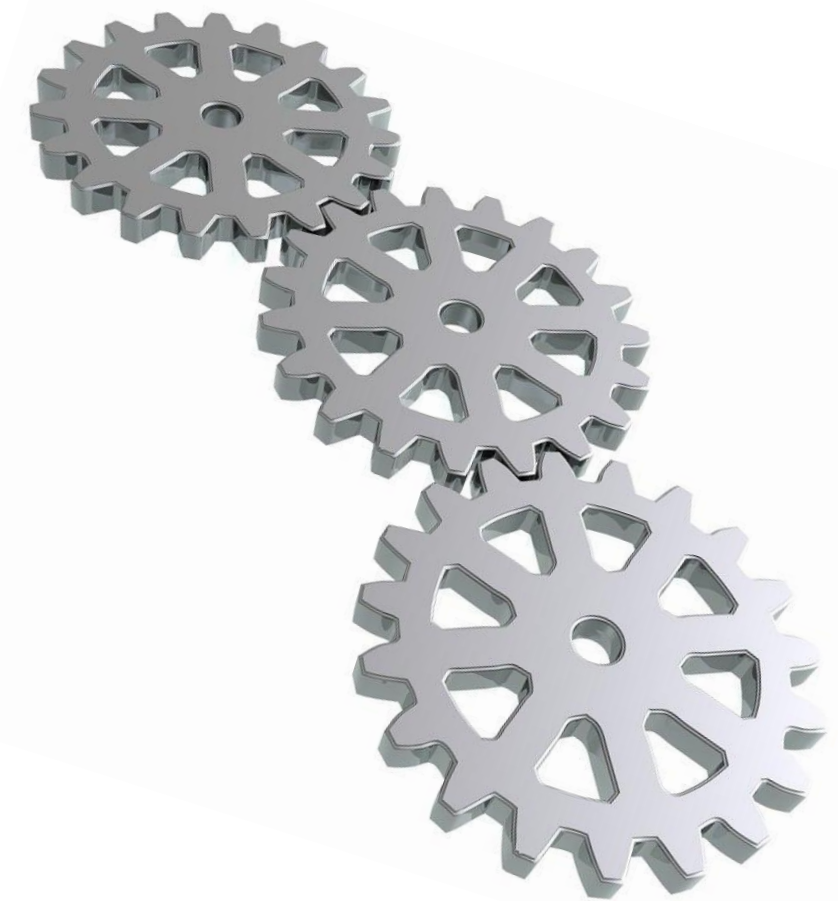
Why have policies?

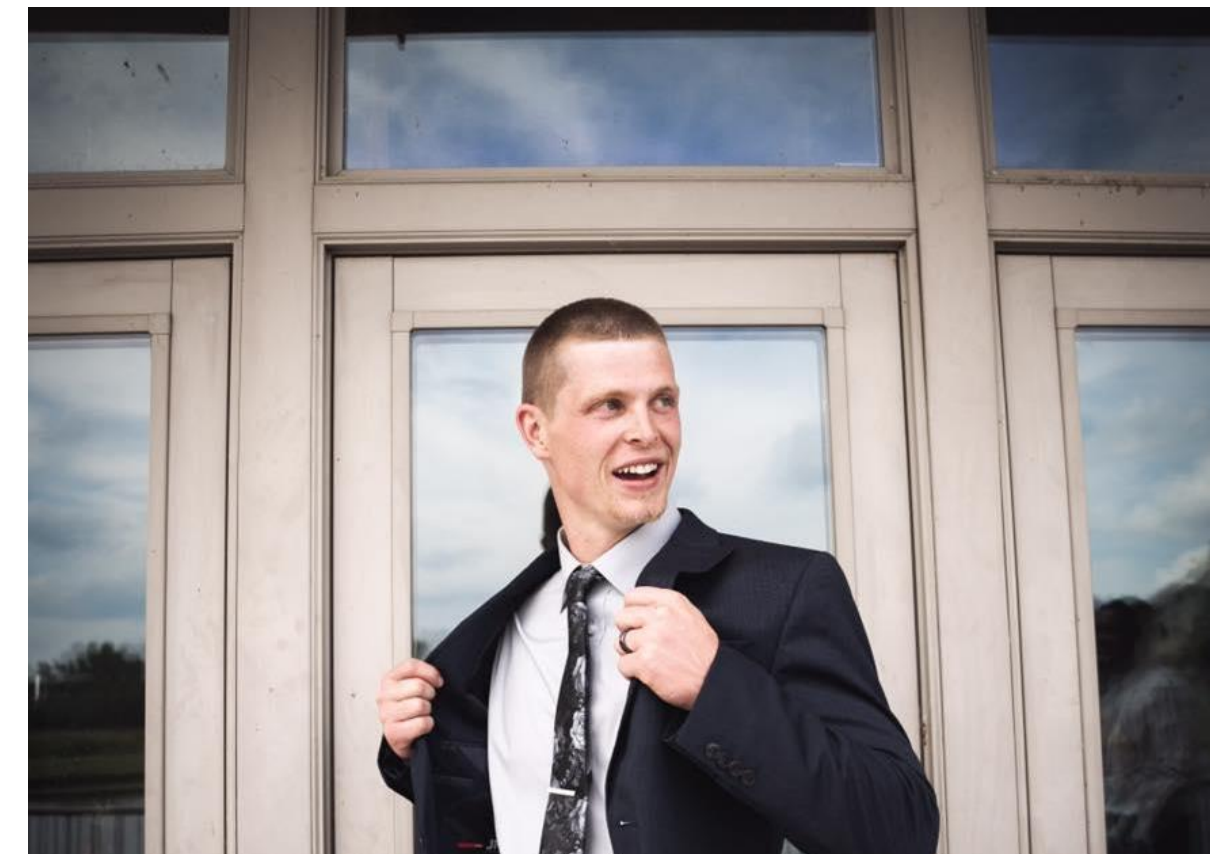
- Protect staff and public
 - Primary tool for staff to do their jobs effectively and allow staff decision-making power
 - Offers the public a set of expectations for the library and ensures that they are treated equitably
- Customer service
- Public education
- Cover legal and ethical issues
- Lend credibility to organization
- State Library standards may have policy implications
- Mechanism for administration and staff to translate library priorities into action
- Support for staff and board in the event of legal action



Inclusion begins internally

- Include frontline staff in policy development
- Suggest improvements, changes
- Understand process
- Ask questions and seek clarification
- Explain and implement policies for public
- Ongoing training





**What is
their
story?**



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CONFESSIONS

REFLECTIONS

Service Population

- 20K Citizens
- Primarily families, retirees, and local professionals
- Two school districts and a private K-8 school

History and Evolution

Policies vs. Procedures

- Proactive vs Reactive
- Inclusive Language



Images provided by North Liberty Library

REFLECTIONS

Inclusion Commitment

At the North Liberty Library we commit to treating every individual with dignity, and respect. We strive to create a safe, inviting environment where inclusion and belonging are a natural part of the culture. These values are reflected in our policies and in our service.

REFLECTIONS

Commitment to inclusion

- Inclusion, Diversity, Equity, & Access (IDEA)
- Dignity & Respect
- Belonging is Natural
- Acknowledgement of Barriers



Images provided by North Liberty Library

STRATEGIC PLAN

Defining Principles

Access

We provide information and resources equally and equitably to all individuals through a variety of delivery methods.

Diversity

We value a diverse world and strive to both mirror and reflect that diversity by providing a full range of resources and services to the communities we serve.

Service

We provide service with empathy, compassion, and excellence. We continually seek to enhance our professional knowledge and skills through learning opportunities for all library staff. So that we might give our best to the community, library staff are supported so they might achieve a work-life balance that looks like success for their individual lives.

Values

Civic Commons

Our library is a safe and welcoming space where all people belong, whether to meet and interact with others or to experience whatever they are seeking when they visit. We know that investing in our civic assets (libraries, parks, plazas, and trails) creates opportunities for connecting people of all backgrounds, cultivates trust and counters the trends of social and economic fragmentation in cities and neighborhoods.

Literacy

We believe in providing avenues for patrons to improve their literacy skills in order to meet their personal goals and fulfill their roles as caregivers, citizens, and workers which in turn creates an informed citizenry. By providing free and equal access to information for all people in the communities we serve, we uphold the first amendment right of free expression.

Social Responsibility

Libraries are fundamental to democratic societies with broad social responsibilities to support efforts to inform and educate people on these critical issues of society, to encourage people to examine the many views on and the facts regarding each problem, and to assist in bettering or solving these problems. Our library is an essential public good.

REFLECTIONS

Policy Examples

- Conduct & Child Safety
- Disruptive Behavior Flow Chart
- Importance of Consistency in Training



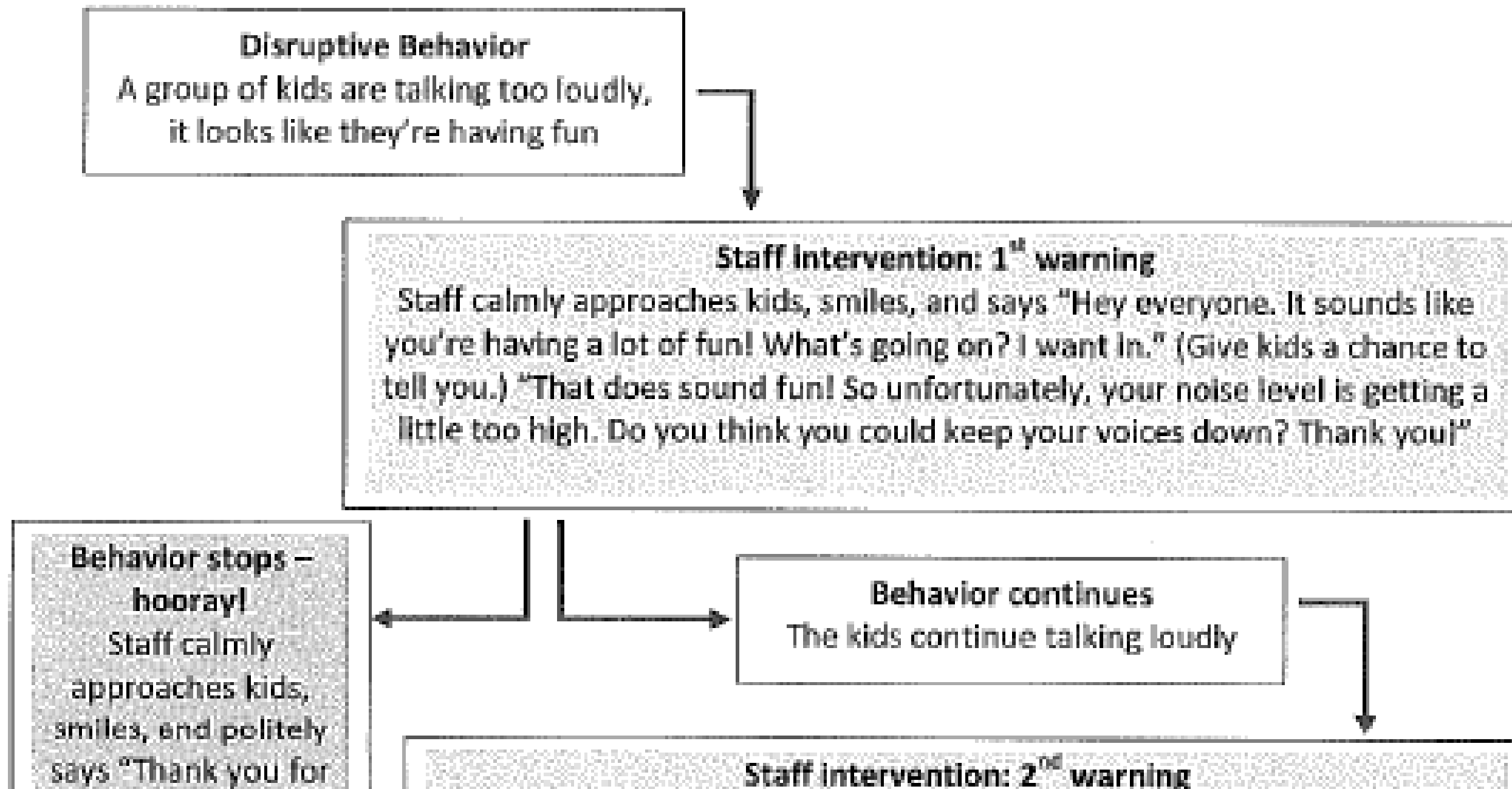
DISRUPTIVE BEHAVIORS PROCEDURE FLOWCHART

Defined as: behaviors that are disruptive, but do not pose a substantial threat to the safety of others, right of others to use and enjoy library facilities, and to library resources and/or facilities.

- Adapted from ALA Guidelines for the Development of Policies and Procedures

Examples of problematic behaviors:

- Talking loudly/yelling
- Playing music/games too loud
- Running
- Making messes



WINDOWS

Inclusion and Belonging in Action

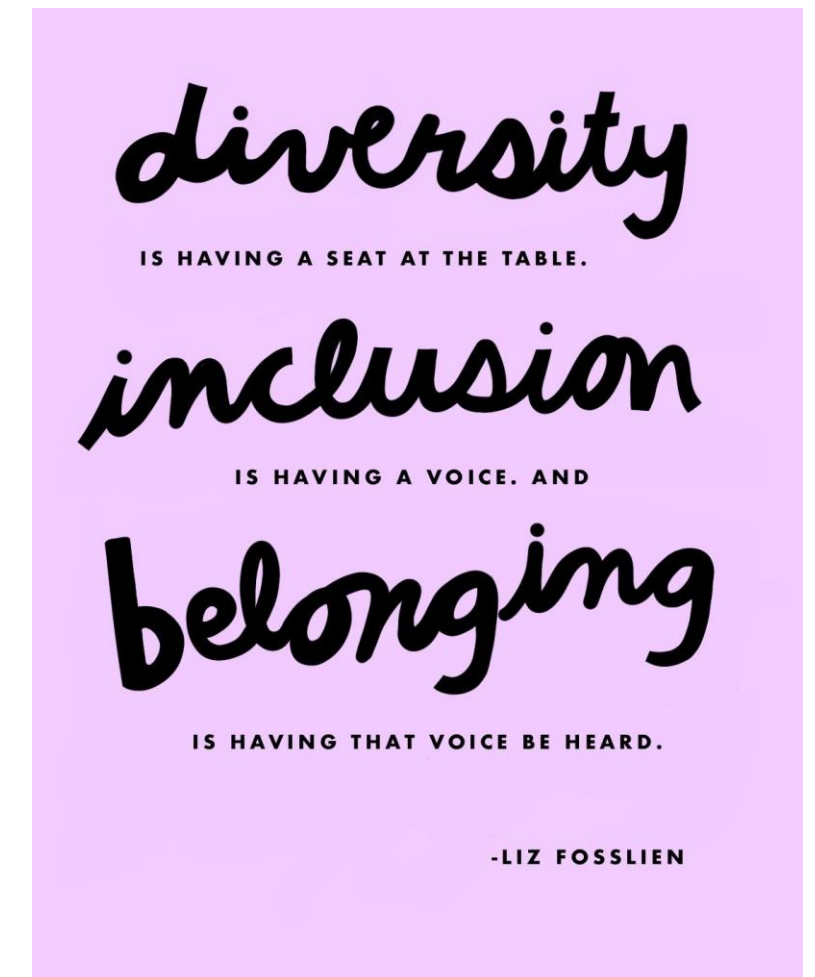
- Strategic Planning
- Fine-Free & Account Reconciliation
- Meeting Individuals Where They Are

“We **thrive** by being inclusive and equitable.

The North Liberty Library values and is committed to serving all members of our community in quiet and in uncertain times. Libraries have long been places to empower people through knowledge, and to do so equitably. So as our FY21 story unfolds and we continue to recreate and reinvent how we serve you, our mission holds true:

Your Library: A place to be, connect, enrich, create, thrive.”

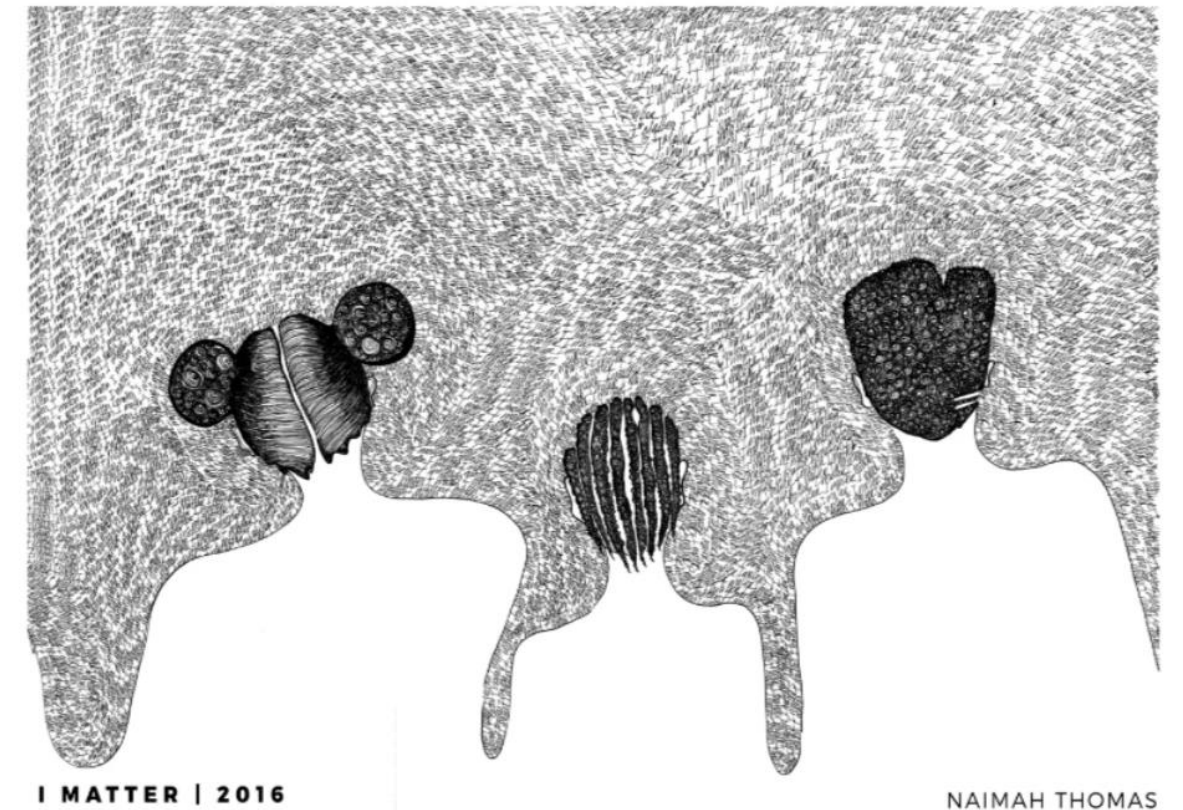
– Jennie Garner, Library Director
FY20 Community Report excerpt



WINDOWS

Partnerships and Policy

- Adopting a programming policy
- United Action for Youth
- Social Work Interns
- Diversity Audits
- Library Neutrality



MEETING ROOM POLICY

Please note:

The North Liberty Library does not discriminate or condone discrimination against any person on the basis of race, religion, sex, sexual orientation, gender identity, housing status, ability or ethnicity. Granting permission for meeting rooms does not constitute endorsement of any group's, or affiliated groups', viewpoints. Iowa's Civil Rights laws forbid discrimination on the basis of race, sex, sexual orientation, gender identity, national origin, religion, or disability.

Terms of use may not apply to library or City of North Liberty events. External advance reservations will not be cancelled without prior notification of at least six weeks.

The library reserves the right to refuse use of the rooms to individuals or groups who do not adhere to library policies or meeting room terms of use or are disruptive to normal library operations.

The library director or designee shall have final authority regarding use of library meeting rooms.

DISCUSSION

Q&A

SHARE, CONNECT, Continue the conversation...



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RESOURCES

American Library Association – Diversity, Equity & Inclusion
EDI in Our Libraries
Diversity in the Workplace

Creating Policies for Results: From Chaos to Clarity. Nelson, Sandra and June Garcia (2003).

Government Alliance on Race & Equity

How to Foster True Diversity and Inclusion at work (and in your community), Rosalind Brewer, TEDTalks

Library Leadership Podcast by Adriane Herrick Juarez, 96. Policies of Yes, Jan 13, 2022

My Year of Saying Yes to Everything, Shonda Rhimes, TEDTalks

Project READY

US Chamber of Commerce
Writing a Diversity and Inclusion Statement: How to Get it Right

Why Diversity, Equity, and Inclusion Matters for Nonprofits, National Council of Nonprofits

North Liberty Library: Find current Library Policy Manual and Strategic plan under the About tab