



DECATUR PUBLIC LIBRARY

knowledge | creativity | inspiration

BOARD OF TRUSTEES
Personnel, Policy, and Public Relations Committee
Thursday, January 2, 2020 4:30 p.m.
Decatur Public Library Board Room
AGENDA

- I. Call to Order – Dr. Ngozi Onuora
- II. Approval of agenda
- III. Minutes
 1. Minutes of December 5, 2019 meeting
- IV. **Public comments** – 15-minute time period for citizens to appear and express their views before the Decatur Public Library Board. Limit of 3 minutes per speaker; total of 15 minutes. No immediate response will be given by the Library Trustees or Library staff members.
- V. Written Communications from the Public
- VI. Old Business
 1. Other
- VII. New Business
 1. FOIA Report (Discussion)
 2. Personnel Update (Discussion)
 3. Equity, Diversity, Inclusion (Discussion)
 4. Volunteer Policy (Action)
 5. Public Relations/Marketing Plan (Discussion)
 6. Strategic Plan (Discussion)
 7. Other
- VIII. Adjournment

If you have questions please contact:

Rick Meyer, City Librarian

421-9713 rmeyer@decaturlibrary.org

12/4/2019
12/23/2019

Route 36/Sept Oct Legal
Bob Smith/Stacey Young/Travel

Mr. Girdler
Mr. Girdler



DECATUR PUBLIC LIBRARY

knowledge | creativity | inspiration

Volunteer Policy

The Decatur Public Library (“Library”) believes volunteers are a vital part of any successful public library. Volunteers aid the Library in making the best use of its fiscal resources and contribute to excellent working relationships with community groups and organizations. Volunteer opportunities offer citizens a way to contribute to the community and learn more about the Library, while helping the library expand and enrich its services. The Library and its volunteers work together to achieve the goals and mission of the Library.

Purpose of Volunteer Policy:

The purpose of this policy is to provide overall guidance and direction to staff and volunteers engaged in activities in the Library. These policies are for internal management guidance only, and do not constitute, either implicitly or explicitly, a contractual or personnel agreement. The Library reserves the right to change any part of this policy and all other Library policies at any time and to expect after notification, adherence to the changed policy. Changes or exceptions from this policy may be granted by the City Librarian. Changes must be obtained in advance, in writing, and approved by the City Librarian. Issues not covered by this policy shall be resolved by the City Librarian.

Definition of “Volunteer”:

A volunteer is anyone who without compensation or expectation of compensation performs a task at the direction of a Library supervisor or on behalf of the Library. A volunteer must apply and be interviewed. After the date of the approval of this policy, volunteers must execute an Acknowledgement of Volunteer Status and Acceptance of Decatur Public Library Policies prior to commencement of the Volunteer’s service at the Library.

The Library accepts the service of volunteers with the understanding that such service is at the sole discretion of the Library. Volunteers understand that the Library may at any time, for any reason terminate the volunteer’s relationship with the Library.

Who Can Volunteer:

Volunteers shall be recruited without regard to any individual’s age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, or any other legally protected characteristic.

Volunteers under the age of 18 must have parental consent, and may not work without direct supervision by a staff member or an adult volunteer. The Library will only accept volunteers 14 and older.

Any person interested in volunteering at the Library must fill out an application form. Each application will be reviewed by the department head. Candidates will be accepted based on their qualifications in relation to the needs of the library at any given time. Acceptance of an application is at the Library's discretion.

No volunteer will be eligible for medical, health, accident, or worker's compensation benefits.

Supervision:

Each volunteer will be assigned to an on-site supervisor, and is required to follow work procedures established by the staff member. The supervisor is responsible for the day-to-day management and guidance of a volunteer's work, and will be available for assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment. Volunteers are expected to perform their duties to the best of their ability, and be loyal to the mission, values, goals, and policies of the library. All volunteers should keep their supervisor informed of their projects and work status, and of any change to their schedule.

While volunteers serve the needs of every Library department, they will not be used to replace the work done by paid Library staff. They are also not allowed to perform activities that could reveal confidential patron information.

Behavior:

Volunteers are expected to conduct themselves in accordance with, and adhere to all established policies and procedures of the Library, including, but not limited to, policies regarding work schedule, attendance, conduct, performance, safety procedures, proper attire, etc. Volunteers can be released from their duties at any time at the discretion of the Library.

Volunteer Training:

All volunteers will receive a general orientation on the purpose of the Library, the program they will be working with and a tour of the Library.

Volunteers will receive -on-the-job training to provide them with the information and skills reasonably necessary to perform their assignment. Staff members with responsibility for delivery of services should have an active role in the training of the volunteers.

Each volunteer accepted to a position with the Library will have a clearly identified supervisor. This supervisor shall be responsible for the day-to-day guidance of the work of the volunteer and shall be reasonably available to the volunteer for consultation and assistance.

Volunteers are expected to perform their duties on a regular scheduled and timely basis. If volunteers expect to be absent they should notify their immediate supervisor in advance so the alternative arrangements may be made.

Volunteer Recognition:

The Volunteer Supervisor and staff directly involved with the volunteers may design a program of recognition for the volunteers.

Approved by the Decatur Public Library Board of Trustees

February 16, 2017



STRATEGIC PLAN 2017 - 2021



GOALS and STRATEGIES

MISSION

The Decatur Public Library strengthens the community by:
promoting the love of reading and life-long discovery,
helping ensure children and teens are ready and excited to learn,
offering robust connections to the digital world,
partnering to support local workforce development activities, and
providing a creative and welcoming environment for all.

VISION

The Library is recognized as an invaluable center of the community for its educational, economic, and cultural services, and in its role as a gathering place for all residents.

GOAL 1: WELCOMING ENVIRONMENT

Create a welcoming environment to increase use and the satisfaction of patrons

STRATEGIES:

1. Develop a plan to rework the interior space, focusing on ease of use for customers, and flexible use of space in the future
2. Work with the City to provide options for repairing the parking lot, and creating a plan for the outlying building
3. Improve both exterior and interior signage
4. Enhance the appeal of the exterior entrance, lobby and interior entry area
5. Strengthen customer service and friendliness, particularly at the checkout and reference desk areas

GOAL 2: ENGAGE COMMUNITY

Engage the broader community more fully

STRATEGIES:

1. Create a public relations and marketing plan to increase awareness of the broad array of available Library services
2. Increase partnerships with colleges, businesses and community organizations to increase resources and improve awareness of the Library
3. Advance connections to local schools to promote Library use
4. Explore options to broaden outreach outside of the Library facility, particularly to under-resourced households

GOAL 3: REMOVE BARRIERS

Work to remove potential barriers to Library use

STRATEGIES:

1. Increase the diversity of the Library staff, board, and volunteers to better reflect the community
2. Examine options for eliminating or minimizing the deterrent effect of Library fines
3. Consider opportunities to develop remote access or return locations for materials

GOAL 4: SERVICE & RESOURCES

Improve and enhance targeted areas of Library service and resources to expand and deepen use

STRATEGIES:

1. Advance teen service, through possible development of an on-going teen advisory group, creation of an engaging teen space, innovative teen programming, and/or increased teen-service staff
2. Expand adult programming, covering multiple formats and topics
3. Sustain and support existing, exceptional services for children
4. Continue the review of collections to better focus and match patron use and community needs
5. Working in partnership with other community providers, expand workforce and economic development services and resources
6. Improve digital access for patrons, including easier use of current computer and on-line services, increased digital collections, and acquiring new technologies as appropriate

GOAL 5: EXAMINE PRACTICES

Examine administrative and staffing practices to improve use of existing resources and the fulfillment of the Library's mission

STRATEGIES:

1. Review effective organizational structures and practices of other libraries for possible implementation
2. Improve communication and connections between Library departments
3. Train and develop staff to work toward a more flexible and innovative workplace which, in turn, engages and delights patrons

Decatur Planning Committee

Susan Bishop

Library Assistant, Children's Division

Samantha Carroll

Friends of the Decatur Public Library

Robert Edwards

Assistant City Librarian

Alissa Henkel

Head of Adult Division

Rick Meyer

City Librarian

Mark Sorensen

Vice President, Board of Trustees

Amy Stockwell

Decatur Public Library Foundation

Vicky Wrigley

Decatur Public Library Foundation

Sophia Xethalis

Friends of the Decatur Public Library

Gregg Zientara

Board of Trustees

Decatur Public Library Board of Trustees

John Phillips

President

Mark Sorensen

Vice President

Aaron Largent

Secretary

Paula Heinkel

Trustee

Keyria Rodgers

Trustee

Michael Sexton

Trustee

Jenny Sykes

Trustee

Donna Williams

Trustee

Gregg Zientara

Trustee



DECATUR PUBLIC LIBRARY

knowledge | creativity | inspiration

130 N Franklin Street
Decatur, IL 62523

(217) 424-2900
www.decaturlibrary.org