

700 Community Relations Policy

See also related policies: 701 Public Relations, 702 Library Programs, and 706 Outreach

700.1

The purpose of community relations is to maintain effective communications and increase understanding between the Library and individuals, groups, and government agencies. The Library's relationship with the community is critical to providing effective service. The Library will seek to identify and respond to community needs when planning services and will be involved in a variety of community activities.

700.2

The Library will regularly initiate a planning process that relies on a variety of public input to establish a long-range plan for services. Suggestions are invited at all times and surveys will be conducted regularly.

700.3

Regular training will be provided to ensure culturally competent, courteous, efficient, and effective service.

700.4

The Library will participate in the civic and cultural life of the community through fairs, festivals, parades, and other events. Partnership in civic organizations will be maintained.

The Library Director and Leadership Team will be encouraged to participate in community or service groups in order to build community relations and communicate library services broadly inside the service community.

700.5

The Library will pursue partnerships with other agencies, organizations, schools, and businesses when they are compatible with the Library's services goals and priorities. Co-sponsorship and collaborations decisions are made on the basis of mutual needs, equitable benefits between the Library and potential partners, and the Iowa City Public Library's strategic objectives.

700.6

Frequent and regular contact with the community's elected officials will be maintained. Support for the activities of local government will be provided whenever possible. The Library Director and Leadership Team are encouraged to regularly attend City Council meetings and engage in collaborative efforts between the Iowa City Public Library and other City of Iowa City departments.

700.7

Requests from groups for tours, presentations, or Library resources will be accommodated whenever possible.

700.8

The Library will work cooperatively with area public libraries.

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