



## Policy Governing the Mattoon Public Library Board of Trustees

### **Mission Statement and Objectives:**

The mission of the Mattoon Public Library is to promote the development of independent, self-confident and literate citizens through the provision of open access to cultural, intellectual and informational resources. Community needs drive our service and we take a personal interest in insuring that they are delivered in a welcoming, convenient and responsive manner.

### General Objectives

- To assemble, preserve and administer, in organized collections, books and related educational materials, in order to promote, through guidance and stimulation, the communication of ideas, an enlightened citizenry and enriched personal lives.
- To serve the community as a center of reliable information.
- To provide a place where inquiring minds may encounter the original, sometimes unorthodox and critical, ideas so necessary as correctives and stimulants in a society that depends for its survival on the free competition of ideas.
- To support educational, civic, and cultural activities, groups and organizations.
- To provide opportunity and encouragement for children, young people and adults to participate in life-long learning.
- To seek continually to identify community needs, to provide programs of service to meet such needs, and to cooperate with other organizations, agencies, and institutions which provide programs or services to meet community needs.
- To provide opportunity for recreation through the use of literature, music, films and other art forms.

General Service Objectives: Service to Mattoon Public Library patrons shall be provided by:

- Logical organization of all types of materials for convenient use through shelf arrangement, classification and cataloging.
- The lending of all types of materials, so that they may be used in the location and at the time suited to each individual.
- The provision of reference and information services designed to locate and disseminate facts as needed.
- Guidance to individuals in the use of educational and recreational materials.
- Stimulation of use and interpretation of materials and services through various means, either in the library, or in community organizations.

### **Creation of Library Board Policy**

This policy is intended as a living document, and thus is meant to be under continuous revision, as demanded by circumstances. Any Library Board member, library staff member or library patron can propose changes in or amendments to the policy. Such

changes must be placed on the agenda in the regular manner, and considered at a Library Board meeting.

If the wording to a policy change or addition cannot be readily agreed upon at the board meeting, the Policy Committee shall formulate the wording and be presented at the next regular meeting of the board. Amendments to the policy under formulation may be offered at this meeting, and if their wording is agreed upon by a majority vote of those present, they will be considered a part of the policy under formulation, and adopted at that time.

Changes in or additions to the policy are passed after a majority vote of the members present.

### **Policies Governing Library Board Organization**

Purpose: To govern, to protect and to provide representative citizen control over properties and functions of the Mattoon Public Library.

No compensation shall be paid to members of the Library Board, but they may be reimbursed for travel and official representation at trustee meetings to which they have been appointed.

Any board member who has three consecutive unexcused absences from regular meetings is assumed to no longer be interested in the library board. The Board shall request the City Mayor consider requesting that Board member's resignation and appointing a replacement.

The agenda shall be received by board members at least one week before the meeting. Accompanying packet information (with the exceptions of monthly reports) received by board members at least two days before the meeting.

### **Visitors**

It is the intent of the Library Board to facilitate expressions of concern and sharing of information by visitors to board meetings, and an opportunity for such expression is provided under the section of the agenda labeled "Visitor's Comments" in accordance with the Illinois Open Meeting Act.

Should items introduced by visitors not appear on the agenda, and be characterized as specific complaints in respect to library operations, it shall be board policy to refer such questions to the Library Director and should the situation require it, there is ample provision for further consideration by the Library Board.

Policy on Conflict Resolution

1. The citizen, library user, Library Board member, library staff member, city official or other person shall state his/her case, grievance, or problem verbally or in writing. In all cases, oral statements shall not exceed five minutes.
2. The Library Director and/or any other appropriate staff member/s shall make his/her reply, which may or may not be accompanied by written documentation. In all cases, oral statements shall not exceed five minutes.
3. Each Library Board member shall have three minutes to make any relevant statement. Written statements may also be accepted from any Library Board member unable to attend the meeting in person. Verbal statements may also be accompanied by written documentation.
4. If it is determined that the library staff or Library Board needs to research the circumstances surrounding the dispute, or to consult legal counsel, especially if this meeting is the first the staff have heard of the matter, time shall be granted, and the dispute will be tabled to appear on the next month's meeting agenda, and steps 1-3, shall be followed again.
5. Upon completion of steps 4, if it is necessary, or step 3, if it is not, a motion shall be made and seconded as to how the Library Board wants to resolve this dispute.
6. Amendments to the motion may be presented if seconded, and will be adopted if subsequently moved by majority vote.
7. The motion, or amended motion, will be put to a vote.

The above seven steps will close the appeal process. A written follow-up will be sent to the person making the complaint, along with a copy of the relevant Library Board meeting minutes and any other supporting documentation within thirty days.

### **Duties of Officers**

The President shall conduct meetings, determine agenda with the Library Director, appoint committees, act ex-officio on all committees, and act as direct liaison with the Mayor and City Council.

The Vice President shall assume all duties of the President, in the absence of that officer.

The Secretary shall record minutes of all meetings and mail, fax, e-mail, or bring a copy to the library as soon as possible after the board meeting, so that the library staff may distribute copies to board members. The Secretary shall assume the President's duties in the absence of that officer and the Vice President.

Before each Library Board meeting, the Treasurer shall check over vouchers payable and report the amount of expenditures made during the previous month.

In the absence of all four officers, the Library Board members present shall elect a temporary President.