

SUBJECT: COMMUNITY INVOLVEMENT POLICY**I. PURPOSE**

The Naperville Public Library recognizes the responsibility it has to the community it serves and seeks to be aware of the needs of the residents of incorporated Naperville by sustaining lasting relationships built on mutual respect and active partnership.

II. SCOPE

This policy applies to all internal and external efforts by Board and staff to connect with and communicate to the Naperville community on behalf of the Naperville Public Library.

III. PROVISIONS

- A. The Library will assess the needs and expectations of the community by seeking and considering public input, and by consulting openly and actively with Naperville residents through a variety of mechanisms including, but not limited to, user and community satisfaction surveys conducted on a regular basis.
- B. The Library will encourage and facilitate the Board of Trustees and key management personnel to be active participants in the community on behalf of the Library by supporting participation in select Naperville-based community organizations and attendance at key community events.
- C. The Library will inform the public of key decisions, services and programs in a timely manner through print publications, local media, a speaker's bureau and the Library's electronic mechanisms.
- D. The Library will set measurable objectives and seek to continually improve their standards of community relations by regularly reviewing and assessing the mechanisms and results of community involvement.
- E. The Library will improve and expand community and corporate partnerships as a means of enhancing collections, services and programs by communicating and interacting with local businesses and non-profit organizations to develop equitable, lasting relationships.
- F. The Library will pursue mutually beneficial interactions with the community outside the Library facilities in order to better communicate services, program and resources for a variety of audiences such as students, seniors, persons with disabling conditions, the business community and others.