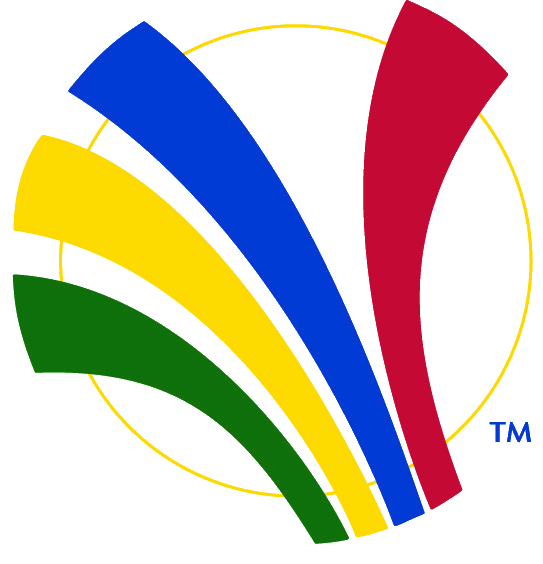
**Bettendorf Public Library**

Standard Evaluation

Guidelines

Librarian

Adult Services



**General Guidelines and Points of Consideration**

* Remember, your trainee is NEW! Expectations must be reasonable; do not expect your trainee to perform at the level of a more seasoned employee.
* Checking resources is acceptable *and encouraged—always!!* Don’t forget the Polaris training server!
* We *never* want to give incorrect information to a patron! Make sure your trainee understands that it is better to admit uncertainty than to “wing it.” If your trainee is providing patrons with information that is inaccurate rather than double-checking policy/procedure or asking their partner/trainer for assistance/clarification, they are not meeting the Library’s minimum acceptable standards.
* Did the trainee teach *you* something? That’s a good sign that they are exceeding our minimum acceptable standards.
* Trainees should be encouraged to ask questions and take notes; however, should you find that your trainee is repeatedly asking the same questions, don’t hesitate to turn the question back to them (What do *you think* the answer is? Where do you think you could find that information?). As their training progresses, they should be self-seeking answers more and relying on their trainer for information less and less.
* Daily Observation Reports are intended to document a trainee’s progress and provide them with relevant feedback; however, training will be most successful if you regularly solicit feedback from the trainee as well. Ask them directly how they learn best, and how they like to be trained, and do your best to keep those preferences in mind throughout the training process.
* The Standard Evaluation Guidelines do not and cannot present an exhaustive perspective on acceptable and unacceptable employee behaviors. You have been selected as a trainer due to your experience and professional judgment: don’t be afraid to use it! If something seems off to you, it likely is. When in doubt, document.

**Interpersonal Skills**

1. ***Attitude towards librarianship/service work.***

*Below Minimum Acceptable Standards*: Trainee views career as a job only, seems minimally engaged in the training process, and demonstrates little dedication to the principles of the BPL Mission, Vision, and Values statements.

*Acceptable:* Trainee demonstrates an active interest in new career and in Library Clerk responsibilities. Trainee understands the role of the Library in making the City a premier place to live.

*Exceeds Minimum Acceptable Standards*: Trainee is demonstrably enthusiastic about being at work and learning new skills.

1. ***Acceptance of instruction/constructive criticism***

*Below Minimum Acceptable Standards:* Trainee rationalizes mistakes, denies that errors were made, refuses or does not attempt to make corrections, considers criticism as a personal attack, already “knows it all.”

*Acceptable:* Trainee accepts criticism in a positive manner and applies it to improve performance and further learning.

*Exceeds Minimum Acceptable Standards:* Trainee actively seeks feedback about their performance. Trainee demonstrates commitment to learning by taking notes or developing their own “cheat sheets.”

1. ***Relationships: patrons***

*Below Minimum Acceptable Standards:* Trainee becomes abrupt and discourteous with the public, displays an unprofessional attitude toward citizens.

*Acceptable:* Trainee responds quickly to patrons, showing patience, professionalism, and courtesy when dealing with the public at all times. Trainee exhibits a positive approach to citizens by listening actively to patrons and demonstrating empathy in interactions. Trainee remains calm when dealing with difficult patron situations. Trainee responds to patrons with equal, respectful, accurate, and friendly service to all, no matter their age, ability, etc. Trainee consistently treats any negative interactions as learning opportunities.

*Exceeds Minimum Acceptable Standards:* Trainee begins to recognize and interact with “regular” patrons. Trainee can use their words and attitude to deescalate situations. Trainee is friendly while recognizing the need to be accessible, and tactfully prevents patrons from loitering at service desks unnecessarily.

1. ***Relationships: supervisors and co-workers***

*Below Minimum Acceptable Standards:* Trainee demonstrates little to know interest in getting to know coworkers, fails to learn colleagues names in a timely manner. Alternately, spends inappropriate amounts of time on non-professional communication, engages in workplace gossip.

*Acceptable:* Trainee demonstrates interest in their peers and supervisory staff. Trainee recognizes their own role within the department and division team. Trainee maintains an awareness of what their partners are doing and what still needs to be done. Trainee treats coworkers and supervisors with courtesy and respect. Trainee works together with their partners to give the best service possible to the customers.

*Exceeds Minimum Acceptable Standards:* Traineetreats everyone working for the library as an important ingredient in the library’s success; compliments others for exemplary service; is friendly with everyone coming in and out of the facility, including vendors, volunteers, delivery persons, City and café employees, etc.

1. ***Communicates effectively with others***

*Below Minimum Acceptable Standards:* Trainee is abrupt, arrogant, belligerent, overbearing, overlooks service aspect of the job, or seems to be insensitive and uncaring. Trainee fails to acknowledge or reply to communication in a timely fashion.

*Acceptable:* Trainee is courteous, friendly and empathetic; is able to get along with co-workers; communicates in a professional, unbiased manner, whether in person, on the telephone, or via email. Responds to communications promptly.

*Exceeds Minimum Acceptable Standards:* Consistently meets acceptable standards and is also consistently mindful of non-verbal communication messages that they are sending and receiving via body-language/tone.

1. ***Demonstrates Core Beliefs (T/P/R/P)***

*Below Minimum Acceptable Standards:* Trainee cannot name the core beliefs of Teamwork, Professionalism, Responsibility, and Pride, and does not practice the core beliefs as defined by the organization.

*Acceptable:* Trainee can name the core beliefs of Teamwork, Professionalism, Responsibility and Pride, and understands the meaning of each. Trainee practices the core beliefs as defined by the document City of Bettendorf Core Beliefs and What They Mean for Library Staff (Appendix A).

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

**Job Knowledge**

1. ***Circulation Policy (BPL + RS)***

*Below Minimum Acceptable Standards:* Gives patrons incorrect information or does not follow policy consistently. Ignores patron blocks or cannot explain blocks to patrons accurately or effectively. Oversteps RiverShare guidelines by trying to apply BPL policy to non-BPL items/patrons rather than referring patron to owning/home library (e.g. refund policy, claims returns).

*Acceptable:* Trainee understands and adheres to the Circulation policy and can explain it to patrons, including elements relating to confidentiality, fees and fines, interlibrary loan, non-resident/new borrower/Open Access card types, overdue materials, patron registration process. Understands blocking conditions and can explain them to patrons.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Collection Development Policy***

*Below Minimum Acceptable Standards:* Trainee disregards selection criteria, does not strive to present a balanced collection, disregards de-selection criteria, does not stay within budget, does not follow procedure in regards to patron reconsideration requests.

*Acceptable:* Trainee understands and adheres to the Collection Development policy. Trainee understands and can explain to patron the procedure for reconsideration of library materials.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Computer Use Policy***

*Below Minimum Acceptable Standards:* Trainee cannot assist patrons with log in procedures, cannot assist with use of internet browser or Office products, cannot assist with printing or explain printing to patrons (either inhouse or remotely). Trainee is not familiar with restrictions on internet use or does not enforce them.

*Acceptable:* Trainee understands and can articulate log-in procedure. Trainee is familiar with software available on public workstations and can assist patrons in its use. Trainee understands and can articulate printing procedures. Trainee enforces policy consistently.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Confidentiality Policy***

*Below Minimum Acceptable Standards:* Trainee reveals title information or personally identifiable information to person other than cardholder when the cardholder is not present, trainee fails to consistently supply Confidentiality policy to patrons at the time of registration (new cardholder pamphlets), trainee puts materials on the holds shelves with titles or full patron names visible. Trainee shares patron’s requests for information with others, when not necessary in the performance of duties.

*Acceptable:* Trainee keeps all customer service transactions strictly confidential to the fullest extent allowed by law in compliance with the Confidentiality policy; does not release information other than the number of items checked out, dates due, or fine amounts to parents/guardians of minor children, trainee consistently distributes Confidentiality policy to patrons at time of registration, Trainee secures any lost items containing personally identifiable information, trainee does not check out requested items to anyone but requesting patron without written authorization. Trainee only shares patron’s information requests with others as needed to ensure best service.

*Exceeds Minimum Acceptable Standards:* Trainee verbally communicates relevant elements of the Confidentiality policy to parents/guardians during registration in addition to providing new cardholder pamphlet.

1. ***Exam Proctoring Policy***

*Below Minimum Acceptable Standards:* Trainee does not properly instruct patrons as to proper exam proctoring request procedure, does not correctly update the exam proctoring database, does not follow proper policy in regards to identifying patron, and does not retain appropriate chain of custody of exam information.

*Acceptable:* Trainee assists patrons, as needed, with exam proctoring request. Trainee maintains exam proctoring database correctly, follows procedures for proctoring as set for by Library policy and institution requirements, and maintains appropriate chain of custody of exam.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Program Development Policy***

*Below Minimum Acceptable Standards:* Trainee does not follow proper steps in planning and executing program, does not consistently meet deadlines set forth in planning procedures. Trainee consistently goes over-budget on planned programs.

*Acceptable:* Trainee follows program procedures, meeting deadlines without undue oversight from manager. Programs meet policy guidelines and support the Strategic Plan.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance. Trainee consistently completes program planning well ahead of deadlines, with minimal oversight. Programs are creative and successful. Trainee plan programs in such a way there is minimal impact on scheduling.

1. ***Reference and Information Services Policy***

*Below Minimum Acceptable Standards:* Trainee does not conduct adequate reference interviews, does not make a consistent, conscientious effort to ensure that the answer given the patron is correct, thorough and fulfilled the patron’s information need. Trainee does not refer to other staff when needed.

*Acceptable:* Trainee consistently conduct reference interviews and makes a conscientious effort to ensure correct information is given the patron. Trainee follows up with patron to ensure that information provided fulfils the patron’s needs. Trainee asks for assistance or make referrals to other staff members, as needed.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Rules of Conduct for Library Users Policy***

*Below Minimum Acceptable Standards:* Trainee ignores violations of the Library’s conduct policy or avoids confronting issues as they develop.

*Acceptable:* Trainee recognizes unacceptable use of the Library on the part of patrons, including unauthorized photography and unattended children, follows non-compliance guidelines as outlined in the policy, communicates issues to coworkers and/or documents violations appropriately.

*Exceeds Minimum Acceptable Standards:* Trainee proactively seeks to address and resolve patron conduct issues before they reach the point of non-compliance, uses communicative skills to successfully de-escalate potential issues.

1. ***Policies—other.*** Document and evaluate here understanding of and adherence to any other relevant policies reviewed or demonstrated over the course of the shift.
2. ***Information Desk Manual***

*Below Minimum Acceptable Standards:* Trainee does not know how to access the Information Desk Manual, and does not refer to Information Desk Manual when procedural questions arise.

*Acceptable:* Trainee is aware of contents of Information Desk Manual, and refers to it when needed to ensure appropriate procedure is followed correctly.

*Exceeds Minimum Acceptable Standards:* Trainee can identify need for updates or additions to Information Desk Manual.

1. ***When-to-Work, Scheduling and Leave Absence Reporting***

*Below Minimum Acceptable Standards:* Trainee fails to routinely check When to Work, trainee arrives late or fails to report unexpected absences in a timely fashion.

*Acceptable:*  Trainee can successfully navigate to and interpret their desk schedule using When to Work website. Trainee can submit sick/vacation leave requests to their manager via When to Work, understands what forms of leave must be approved by the Director and how to submit them for approval. Trainee understands use of the sick line for unscheduled leave. Trainee knows how to initiate or complete trades/drop requests in When to Work. Trainee tracks their hours and logs them appropriately on their time sheet.

*Exceeds Minimum Acceptable Standards:* Trainee apprises supervisor of times they are unscheduled but unavailable for subbing. Trainee voluntarily bids for available shifts through When To Work, when schedules allow. Trainee is proactive in offering scheduling solutions, when possible.

1. ***Patron Registration Procedures***

*Below Minimum Acceptable Standards:* Trainee fails to consistently and accurately confirm patron’s home library, does not fill out forms completely or correctly, issues wrong cards or applies incorrect patron codes, fails to communicate New Borrower information.

*Acceptable:* Trainee can consistently and accurately walk patrons through the registration process, checking required identification/documentation, completing patron and employee portions of the registration form successfully, and inputting the data from the form into ILS via Polaris Staff Client or Leap. Trainee uses resources to determine patron’s correct home library and issues the appropriate library card. Trainee can successfully issue all BPL card types, including Adult, Open Access, New Borrower, and Visitor cards. Trainee provides patron with “new patron” information verbally and in writing.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards, welcomes patrons to the Library/area, explains services available through Library/consortium.

1. ***Holding Titles for Patrons***

*Below Minimum Acceptable Standards:* Trainee does not identify correct materials, does not place or trap holds correctly, or does not promptly place title on hold shelf or at window for pickup.

*Acceptable:* Trainee identifies correct title, places and traps hold correctly and promptly places title on hold shelf or at window for pickup.

*Exceeds Minimum Acceptable Standards:* Trainee consistently performs at acceptable level. Trainee offers drive-up window service consistently and asks, “What else can I do for you today?”

1. ***Opening/Closing Procedures***

*Below Minimum Acceptable Standards:* Trainee requires significant assistance in executing tasks, fails to utilize posted procedure as resource.

*Acceptable:* Trainee can independently execute all opening/closing tasks, including walk-throughs to determine absence of patrons.

*Exceeds Minimum Acceptable Standards:* Trainee cleans and straightens Information Desk.

1. ***Procedures—other.*** Document and evaluate here adherence to any other relevant procedures reviewed or demonstrated over the course of the shift. Include both documented procedures (e.g. Lost and Found Property) and general workplace standards and guidelines (restocking supplies).

**Technology**

1. ***Computing basics (Windows, email, etc.)***

*Below Minimum Acceptable Standards:* Trainee cannot comfortably perform routine computing tasks listed below, or their equivalent.

*Acceptable:* Trainee can comfortably perform routine computing tasks, including but not limited to turning on, shutting down, or restarting a computer; printing (including selecting the appropriate printer); navigating to a specified network location; navigating to a specific internet location; searching; checking peripheral hardware connections; opening, editing, and saving documents; accessing email to read, write, send, reply, or forward messages; etc.

*Exceeds Minimum Acceptable Standards:* Trainee can confidently and competently perform the tasks listed above, readily accepts changes to technology and engages in self-directed discovery (explores the N: drive, City Intranet, Library website and digital resources, Polaris training database, etc.)

1. ***Polaris: Staff Client***

*Below Minimum Acceptable Standards:* Trainee fails to consistently meet acceptable standards; routinely poor performance.

*Acceptable:* Trainee is comfortable with all basic functionality of the ILS staff client, including using the Find Tool to search Bibliographic records, Item records, and Patrons proficiently, accurately, and effectively; modifying existing patron records; registering new patrons; placing holds and checking hold statuses; group holds; examining and interpreting item histories; checking out and checking in items; authorizing internet use for minors; accessing circulation information for collection development purposes.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Polaris: Leap***

*Below Minimum Acceptable Standards:* Trainee cannot access Leap independently and struggles to perform basic tasks therein.

*Acceptable:* Trainee is comfortable with all basic functionality of the ILS staff client, including using the Find Tool to search Bibliographic records, Item records, and Patrons proficiently, accurately, and effectively; modifying existing patron records; registering new patrons; placing holds and checking hold statuses; examining and interpreting item histories; checking out and checking in items; authorizing internet use for minors; accessing circulation information for collection development purposes.

*Exceeds Minimum Acceptable Standards:* Trainee’s Leap proficiencies match or exceed their proficiency in the Staff Client.

1. ***Polaris: PAC***

*Below Minimum Acceptable Standards:* Trainee cannot navigate to the PAC, perform basic searches or apply limits, cannot answer basic patron questions regarding the PAC or supplies incorrect information.

*Acceptable:* Trainee is familiar with the PAC, can perform the following tasks and explain to patrons how to: search for items; limit searches; place holds and interpret related messages; view patron accounts; renew materials, change pins/user names; opt in for reading history; make lists; save searches; pay fees and fines online.

*Exceeds Minimum Acceptable Standards:* Trainee walk the patron to a public pac to demonstrate above skills to patrons when appropriate.

1. ***Printing***

*Below Minimum Acceptable Standards:* Trainee cannot operate printing station and cannot navigate to or operate staff interface.

*Acceptable:* Trainee can assist patron in sending print jobs from inhouse workstations or via mobile printing to either black and white or color printer, logging into print release station, previewing print jobs, selecting appropriate jobs for printing, using free printing account, paying for prints via AAM, credit card or deposit account.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Scanner***

*Below Minimum Acceptable Standards:* Trainee does know how to use scanning station or cannot explain use of scanner to patrons.

*Acceptable:* Trainee can turn scanner on and off, can identify which scanner is best suited for the patron’s documents, and can assist patron throughout scanning process.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***OneStops***

*Below Minimum Acceptable Standards:* Trainee fails to consistently meet acceptable standards; routinely poor performance.

*Acceptable:* Trainee can shut down/restart OneStops. Trainee can assist patrons in utilizing OneStops for checkout and renewal of items and trouble-shooting errors.

*Exceeds Minimum Acceptable Standards:* Trainee meets minimum acceptable standards and looks for opportunities to instruct and inform patrons on how improve their self-check experience (how to use the touchscreen, how to checkout A/V).

1. ***Telephone***

*Below Minimum Acceptable Standards:* Trainee frequently drops calls when trying to use the phone.

*Acceptable:* Trainee can successfully: transfer a call; place a caller on hold or park; pick up a caller from hold or park; place an internal, local, or long-distance call; make intercom announcements; forward incoming calls; identify the phone number associated with a phone; switch voice mail from standard to alternate message; access voice mail messages.

*Exceeds Minimum Acceptable Standards:* Trainee utilizes Cisco Phone Reference Guide on the N: drive to improve technical proficiency with telephone.

1. ***eCommerce***

*Below Minimum Acceptable Standards:* Trainee fails to consistently meet acceptable standards; routinely poor performance.

*Acceptable:* Trainee can successfully use eCommerce to process credit card transactions web module. Trainee understands common issues, e.g. “grayed out” Fine/Fee payment may mean the incorrect PIN has been entered, and can work through issues with patron. Trainee understands how to use eCommerce to put funds on a deposit account for paying fees or for printing.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***N: drive***

*Below Minimum Acceptable Standards:* Trainee struggles to navigate to a specified location on the N: drive or to use the search bar to locate needed information.

*Acceptable:* Trainee understands the N: drive and its purpose, can navigate to a specified location, is familiar with common department and division folders, particularly Library; Library Policies, Procedures and Job Descriptions; Information Desk; Incident Reports; Weekly Updates; Union Contract Folder.

*Exceeds Minimum Acceptable Standards:* Trainee uses downtime on desk to explore and review relevant documents on the N: drive.

1. ***Mobile devices using downloadable services***

*Below Minimum Acceptable Standards:* Trainee cannot assist patrons in using their mobile device to access downloadable services offered by the Library. Trainee gives erroneous information about access of downloadables for non-BPL patrons.

*Acceptable:* Trainee can assist patrons in downloading digital titles on most common devices; can access and instructs patrons to access Niche Academy for instruction.

*Exceeds Minimum Acceptable Standards:* Trainee uses resources available to use downloadable services independently of patron training.

1. **Technology – Other:** Document and evaluate here adherence to any other relevant technology reviewed or demonstrated over the course of the shift.

**Patron Services Skills**

1. ***Reference Interview***

*Below Minimum Acceptable Standards:* Trainee does not conduct reference interview, or conducts cursory interview.

*Acceptable:* Trainee is approachable and shows interest in patron’s needs; shows good listening skills; paraphrases request back to patron to ensure clarity; asks open-ended questions, keeps patron informed of search progress; asks patron to evaluate suitability of resources.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Reference***

*Below Minimum Acceptable Standards:* Trainee does not conduct reference interview; does not supply suitable resources or supplies erroneous information. Trainee does not refer unanswered questions to co-workers or other resources.

*Acceptable:* Trainee conducts thorough reference interview; identifies inhouse sources when possible; makes referrals when needed. Trainee always asks “Does this completely answer your question?” or similar sentiment, designed to ensure that patron is satisfied with answer.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance. Trainee shares helpful reference sources or successfully completed, complex questions with other staff.

1. ***Computer Education***

*Below Minimum Acceptable Standards:* Trainee either does not assist patron, or assists patron in cursory fashion; gives incorrect information; does not allow the patron the opportunity to learn and ask questions.

*Acceptable:* Trainee assists patron with computer questions cheerfully and professionally; gives accurate information; give patron opportunities to learn by sharing information and allowing patron to “drive”. Trainee does not hesitate to refer to another staff member or search out resources for questions that trainee cannot answer in the moment.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Reader’s Advisory***

*Below Minimum Acceptable Standards*

*Acceptable:*

*Exceeds Minimum Acceptable Standards:*

1. ***Walk-arounds***

*Below Minimum Acceptable Standards:* Trainee has to be reminded to do walk-arounds or does not complete walk-arounds. Trainee does only a cursory check of designated areas or skips any areas. Trainee does not log walk-arounds. Trainee does not share with other staff any issues encountered during walk-arounds, when necessary.

*Acceptable:* Trainee checks designated areas thoroughly for both safety and maintenance issues. Trainee logs walkarounds appropriately. Trainee communicates any observed issues with coworkers, management, or administration as needed.

*Exceeds Minimum Acceptable Standards:* Trainee proactively identifies potential issues when performing their walkarounds and communicates them appropriately; trainee addresses minor maintenance and appearance issues when performing their walkaround, e.g. straightening lobby rugs, picking up debris in the lobby.

1. ***Patron Engagement***

*Below Minimum Acceptable Standards:* Trainee routinely becomes distracted and does not notice or acknowledge patrons entering or exiting the Library.

*Acceptable:* Trainee is alert to patron activity, acknowledging patrons as they arrive at and leave the Library.

*Exceeds Minimum Acceptable Standards:* Trainee consistently demonstrates a warm, welcoming attitude to patrons. Alert to patrons’ non-verbal cues, and signs that they need assistance even when they don’t ask for it. While helping one patron, acknowledges any patrons waiting for assistance. Follows up with patrons as they leave: “did you find everything you were looking for? Was [staff] able to help you with [issue]?”

***Appendix A—City of Bettendorf Core Beliefs and What They Mean for Library Staff***

**Teamwork**

* Staff works together to give best service possible to the customer
* Staff strives to put the right material into the patron’s hands
* Staff is willing to serve on city committees
* Staff is willing to partner with other staff members, other city departments or other agencies to achieve better service
* Staff teams from across library program areas work to carry out the library’s strategic plan

**Professionalism**

* Staff keeps all customer service transactions strictly confidential
* Staff serves everyone equally no matter their age, ability, etc.
* Staff treats everyone working for the library as an important ingredient in the library’s success
* Staff takes the opportunity to improve through continuing education

**Pride**

* Staff compliments one another for exemplary service
* Staff participates in social committee activities to build morale
* Staff endeavors to always provide excellent service
* Staff cooperates with Friends and Foundation
* Staff represents the library well at outside meetings
* Staff understands the role of the library in making the City a premier place to live

**Responsibility**

* Staff takes responsibility for problems that occur
* Staff responds quickly to patrons
* Staff works nights and weekends in order to provide library service when it is convenient for the public
* Staff endeavors to provide requested materials as quickly as possible
* Staff never makes changes without considering the public impact
* Staff will occasionally bend the guidelines in the interest of public relations
* Staff solicits, receives and responds to public comment
* Staff continually seeks to improve themselves as well as the library
* Staff strives to conserve resources so that the library can live within its budget