



Bettendorf Public Library

Community Engagement Policy

Outreach and community engagement services are developed and facilitated by library staff, as assigned, and overseen by library administration and management. The purpose of this policy is to define guidelines for:

- Provision of library services which occur *off-site*, away from the library facility, within the City of Bettendorf, including but not limited to: patron registrations; delivery of library materials to residential care facilities and senior housing communities; school visits; library programs, etc.
- Fostering community partnerships with local organizations, service groups and agencies; Bettendorf schools and child-care facilities; artisans and technical specialists; and businesses which share values compatible with the Library's mission.
- Promotion (marketing) activities intended to increase public awareness of library programs and services.

Service Components

Off-site Delivery of Library Materials

Any Bettendorf resident requiring off-site delivery of library materials, either temporarily or permanently, may be eligible for this service free of charge. Caregivers of homebound residents may apply for off-site delivery of materials for those individuals under their care.

Requests for off-site delivery service should be directed to the Library's Outreach Librarian by phone, mail, e-mail, or in-person. Off-site delivery services will be provided by library staff and scheduled based on staff availability.

Deposit Collections

Limited collections of Large-print (type) books may be maintained at residential care facilities and senior housing communities, or through partnerships with other community organizations as reviewed by the Library Director or their designee.

Off-Site Patron Registrations

Library staff may register patrons for library cards at various off-site locations utilizing the Library's web-based registration software. Off-site registration events must be scheduled in advance and will be coordinated by library division management staff. Please see *Circulation Policy* for general registration requirements.

Off-Site Programs

Programming/promotion of Youth Services within Bettendorf Schools and Childcare Facilities

Under the direction of the Programming & Public Services Manager, Youth Services staff provide off-site library programs in cooperation with Bettendorf schools, as assigned and based on staff availability.



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Additional services such as book talks, literacy programs, curriculum support, and resource sharing can be arranged through the Library's Programming & Public Services Division.

Programming/promotion of Library Services in Cooperation with Outside Agencies or Individuals

Library staff may provide programming and services in collaboration with community groups, agencies, businesses, individuals, or other area libraries sharing values compatible with the Library's mission, as determined by the Library Director or his/her designee.

Other Services

Services Provided by the Iowa Library for the Blind and Physically Handicapped

The Bettendorf Public Library is a participating agency location partnering with the Iowa Department for the Blind, which provides books and other materials in alternative formats to Iowa residents of all ages who are unable to read standard print materials. Residents eligible for free service through the Iowa Library for the Blind and Physically Handicapped can receive assistance in the program application process through the Library's Outreach Librarian.

Additional information on this program can be found at the website for the Iowa Department for the Blind at <https://blind.iowa.gov/library>.

Bettendorf Public Library Board of Trustees

Adopted: November 11th, 2021

Revised: June 2024