

Mission, Governance and Administration

Motto: 25 Locations. One Library. Your Connection to the World.

Vision Statement: Providing every customer with excellent library service.

Mission Statement: The mission of the Tulsa City-County Library is to provide service that is high in quality and timeliness while promoting the joy of reading, research, literacy and access to information for people of all ages.

In support of this mission the library provides community outreach, materials in a variety of formats, programs on a variety of topics, current technologies, and free and equal access to information.

Customer Service

Customer service is our core value. Our efforts toward providing quality service to our customers are based on the mission of the library and the following shared organizational values.

Quality library service is:

- **Customer Oriented.** The focus is on the customer, both internal and external. People need to feel welcome and need to know that the library system cares about their needs and concerns and is responsive to them.
- **Understandable.** Library policies must make sense to the library staff and users. Staff should be able to explain policies with the confidence that the policies are just, reasonable and provide the best possible balanced public service.
- **Consistent.** It is important to consistently apply the values of fairness, respect and quality. Library customers should feel that staff consistently treat them with respect and fairness, and that staff consistently “do the right thing.”
- **Flexible.** Though “standard procedures” may call for one course of action, a particular situation may call for a creative, nonstandard solution. Decisions are based on careful analysis of each transaction once the information and facts about a customer’s situation have been collected. Creativity and resourcefulness are valued.

Each employee should:

- Greet and interact with customers, both external and internal, in a friendly manner.
- Provide consistent service to all.
- Strive to meet customers’ needs.
- Verify customers’ needs have been met.
- Exhibit a cooperative and positive attitude.
- Uphold library policies and procedures.
- Acquaint customers with other library services that may be of help or interest.

All staff are encouraged to make decisions that will accomplish the library system’s mission statement.

This means that anyone, not just a supervisor, is empowered to make an exception to a policy or procedure if it shows analytical judgment, provides quality service and is consistent with these organizational values.

Fundamental Principles

As the primary information and resource center for the people of Tulsa County, the Tulsa City-County Library will:

- Build and maintain comprehensive resource collections of enduring value and contemporary interest that represent various points of view.
- Provide effective access to library resources and link individuals with outside sources whenever appropriate.
- Promote the use of library resources, services and programs.
- Respond to customer requests, both internal and external, with professionalism, accuracy and respect.
- Serve as an active participant in the community by promoting library goals and involving citizens in the activities of the library.
- Act as a catalyst and open forum for the exchange of information and discussion of ideas.
- Maintain attractive facilities that are conducive to learning, exploring, enjoying and using library materials.
- Practice responsible management, fiscal prudence, public accountability and ethical conduct.

In conjunction with these principles, we adhere to the [Library Bill of Rights](#) (1996), [Libraries: An American Value](#) (1999), [Freedom to Read](#) (1991) and [Freedom to View Statement](#) (1991), adopted and/or endorsed by the American Library Association Council to form the basic structure of the Tulsa City-County Library policies and philosophy. ([See Appendix.](#))

Fundamental Goals of the Tulsa City-County Library

Customer Services: Provide excellent library service to all.

Collections and Resources: Balance broadly diverse collections in a variety of formats with customer needs and requests. Provide open access to library collections for all.

Human Resources: Attract and retain the best employees; provide excellent training opportunities and competitive benefits for staff at all levels. We embrace the importance of diversity of age, ethnicity, gender and viewpoint in creating a vibrant library staff and volunteer base.

Marketing and Advocacy: Promote library programs and services; look for new partners for fundraising and marketing avenues to produce top-quality publications and media relations.

Information Technology: Maintain and support TCCL's existing technology and monitor new technologies, investing in those that enhance library services.

Financial Stability: Continue to serve as good stewards of taxpayer monies; be vigilant in protecting our ad valorem funding; and continue to build Tulsa Library Trust assets.

Buildings and Equipment: Maintain and enhance our buildings; keep them inviting and welcoming, with cleanliness, safety and security as priorities.

Governance of the Library System

The Tulsa City-County Library is governed by the provisions of the City-County Library Act, 65 O.S. 151-185.

Library Commission

The members of the Tulsa City-County Library Commission are appointed as follows:

- 6 by the Mayor of Tulsa
- 3 by the Board of County Commissioners (one from each district)

The three-year terms of these nine members are staggered; three expiring each year. In addition, the Mayor of Tulsa and the Chairman of the Board of County Commissioners are voting members of the Library Commission.

The responsibilities of the Library Commission are as follows:

- Oversees the operation of the library including appointment and salary of the Chief Executive Officer (CEO).
- Establishes system wide policies and regulations, personnel policies and hours of service.
- Administers the expenditure of funds; accepts gifts; and acquires land, constructs and maintains buildings.

The Commission meets regularly the third Thursday of each month at noon at a library location.

Relationship of the Library to the City and County

The relationship of the Tulsa City-County Library to the government of Tulsa County and to the various city governments of the cities and towns is spelled out in the State Law 65, O.S., paragraphs 151-161, and in the contract negotiated between the City of Tulsa and the Board of County Commissioners approved June 5, 1961. Funds are appropriated by the County Excise Board.

Relationship to the Oklahoma Department of Libraries

The Oklahoma Department of Libraries serves in an advisory capacity to the Tulsa City-County Library. The library reports annually to the State Department of Libraries in the form of a comprehensive statistical report and audit.

Organization and Administration of the Library

Chief Executive Officer

- The CEO administers the library according to the policies established by the Library Commission.
- The CEO presents policy matters requiring Commission action to the Library Commission.
- The CEO plans, directs, coordinates and supervises all activities of the library.
- The CEO authorizes the expenditures of all funds, and has full responsibility for developing the library program and for maintaining professional standards, always striving to attain the objectives of the Library.
- The CEO works closely with the Communications and Trust Directors to enhance the library image and augment library funding.
- The CEO appoints members to an administrative and/or leadership teams based on the needs of the organization. These team members act as advisors and work to seek solutions to operational issues and concerns.
- The CEO appoints standing committees who work together to achieve goals as determined by the CEO.

Management Style

Participatory Management

The library functions under the principles of participatory management. This management process is consultative in nature, involves staff and, when appropriate, the Commissioners and the public, in making decisions that will improve library service or solve library problems by utilizing the ideas of those affected or concerned.

Management and supervisory personnel should encourage this interaction by being easily accessible, receptive and earnest listeners.

Financial Support of the Library System

Funds raised by any group (i.e. Library Friends groups, the Tulsa Library Trust, etc.) in the name of the library must be used to further the mission of the library.

Ad Valorem Tax Levy

A continuing levy of 5.2 mills on the assessed valuation of property in Tulsa County is the principle source of library revenue. According to Oklahoma Constitution, Article 10, Section 10A: "The special annual recurring ad valorem tax levy for each such county shall be not less than one (1) mill nor more than six (6) mill on the dollar of the assessed valuation of all taxable property in the county." The levy amount is set by a countywide election with a simple majority determining the outcome.

Bond Funding

Citizens can elect to temporarily raise ad valorem taxes in order to meet bond payments. This fund-raising mechanism must be used for capital expenditures such as building construction, purchases of land, books, computers, furniture, etc. Bond packages are determined by a super majority in a county election vote.

Other Revenue

All fines, fees and payments for lost and damaged materials are available for library expenditures without fiscal year limitations.

Tulsa Library Trust

Contributions and pledges from businesses, foundations, community groups and individuals are welcomed in the form of cash, property, stocks and bonds; memorials honoring friends or relatives; bequests in wills, etc. The Tulsa Library Trust was established in 1972 to receive and administer endowments to and for the benefit

Tulsa City-County Library Policies

of the library. Eleven citizens serve as the Board of Trustees for the Tulsa Library Trust. Whenever the office of a Trustee becomes vacant, a majority of the remaining Trustees may appoint a replacement.

State Funding

Tulsa City-County Library receives state aid to public libraries from the Oklahoma Department of Libraries based on a per capita formula and the total appropriated by the legislature. It is used for purposes as determined by the library each year. Oklahoma Department of Libraries also makes available various grants for which Tulsa City-County Library may apply for special projects.