Policies For Results
Bonnie McKewon
State Library Of Iowa
Policies For Results

- The Why
- The Four Parts of a Policy
  - Philosophy
  - Regulations
  - Procedures
  - Guidelines
- The Examples
A major area of board responsibility
Many standards have policy implications
Legal & ethical issues
Demonstrates credible business practice
Opportunity for public education
#7 [Tier 1] The library adopts four required written policies:

- Circulation
- Collections
- Personnel
- Internet Use

To include compliance with patron privacy and intellectual freedom principles
In Nebraska…

1.03 “The library has board policies that address topics necessary for the successful functioning of the library.

[1 point for each policy that has been revised by the library board within the last 3 years]
My Favorite Standard in Any State: Board Education
The 4 Parts To A Policy

(1) Philosophy
(2) Regulations
(3) Procedures
(4) Guidelines
First Part: Philosophy Statement

- Answers the “why” behind a program or service
- Considered from the patrons’ point of view
- Must be approved by the library board
Philosophy answers the “why” behind a program or service.

So Then…
Why does your library offer interlibrary loan service?

Interlibrary Loan Philosophy

The High Anxiety Public Library values full access to information. Therefore, our library provides interlibrary loan service for all residents of our funding jurisdiction.
Second Part: Regulations

- Answers “what: “what do patrons need to know in order to use library services and/or take part in library programming

- Specific, written “rules of the road” keeping logic and customer service front-and-center

- Must be approved by the library board
ILL Regulations

High Anxiety Public Library values full access to information. Therefore, our library provides interlibrary loan services for all residents of our funding jurisdiction.

Pursuant to the ILL Terms of Agreement, patrons will be charged $3.00 for each ILL request.

Patrons may have up to 5 items on request through ILL at any one time.

Patrons will be charged for loss or damage to ILL materials.
Third Part: Procedures

- Also answers “what:” but what does the staff need to know and do in order to provide services and programming

- Written, step-by-step instructions detailing the tasks the staff should perform to support the service

- Written by management & staff

- Procedures should not be reviewed or approved by the board
ILL Procedures...

Search Strategy 1: Search SILO for the item; if found, process request using SILO approved procedures

Search Strategy 2: If not found on SILO, search WorldCat and send citation to District Office

Log into your SILO account to check on borrowing status and lending transactions
Fourth Part: Guidelines

- Speaks to “best practice”
- Leads the staff in finding the most efficient and effective ways to implement the policy in all its parts
- Keeps customer service front-and-center
- Guidelines can be shared with the board, but do not need to be approved by the board
Patrons 14 years and older are eligible to use ILL service

All staff will be trained in ILL procedures and able to provide the service during all library hours

Staff will continually develop and encourage new approaches to providing the service, using new technologies
Reinforcing 4 Parts of a Policy

- Philosophy
- Regulations
- Procedures
- Guidelines
Mediapolis Public Library strives to provide books and other materials of value and interest, for information and enlightenment, for all people in the community. The library attempts to maintain a collection of carefully selected representative book and non-book materials.

It is the responsibility of the library to give full meaning to the freedom to read, and will attempt to do so by providing books that enrich the quality of thought and expression.

Library materials will never be excluded because of the race or nationality, or the social, political, or religious view of the authors. The library will try to provide materials representing all points of view concerning current issues at the local and national level…
PLEASE KEEP THE DOOR CLOSED DURING EVENING MEETINGS
SO BATS DO NOT COME INTO THE BUILDING.

THANK YOU!
Which part of the policy is this?

- Staff will record daily Internet uses, then dispose of the daily sign-in sheets at the end of every business day.

- Staff will announce library closing hours 30 minutes prior to closing to ensure that Internet users finish their session in a timely manner.

- Staff will maintain current fact sheets, guides, and promos in the display holders next to all public computers.
Take a Proctored Exam

If you are taking a class from a remote institution, you may be required to take an exam to the public.

The responsibilities of the library include (but are not limited to):

- The library staff member proctoring the examination; therefore, if the student requires constant assistance, the library may decline to proctor.
- Library staff will not sign any statement required by the educational institution inconsistent with our policy or with how the test was administered.
- Library staff will not make changes to our public computer settings to accommodate the needs of a proctored exam.
- Library staff may refuse to proctor any exam too burdensome or exacting of its demands.
- The library is unable to provide proctoring for groups of students.
- The library is not responsible if a web site or email system is not working.
- The library is not responsible for completed exams that have gone astray in the postal system.
- The library will not keep copies of completed exams.

The responsibilities of student and teacher include (but are not limited to):

- The student/teacher will arrange for the exam and instructions to be sent to the library.
- The student/teacher will make arrangements to take the exam including calling the library to ensure everything is in place for the exam including the arrival of the exam and the time and date is set on the Library’s schedule. The exam must be scheduled to end no later than 15 minutes before the library closes for the day.
- The student must provide a valid driver’s license or photo ID before the test can be administered. Without proper ID, the test cannot be proctored.
- The student must arrive prepared for the exam. The library will only provide what has been arranged.
- The student is responsible for return postage and envelope for any exam which does not include a self-addressed, stamped envelope. The student is also responsible for the cost of computer printing, photocopying, or faxing associated with the exam.
- The finished exam will be handled with other library mail.
RENEWING ITEMS: Staff can change the due date for the following reasons:

- Patrons will not be able to make it in due to weather or illness
- Patrons have been sick or in the hospital and unable to make contact with the library
- Patron has lost the item but would like a little extra time to look for it
- Patron has an item checked out, but it has a missing piece

In these instances, library staff can change the due date to add an additional two weeks.

Items renewed more than once at the staff’s discretion cannot be renewed a third or fourth time.
DO NOT

CHEW ON THE HEADPHONE CORDS

These headphones are provided as a courtesy so you child can play the games with sound.

If they are damaged, they will no longer be provided.
Actual Library Policy...
True or False?

Powdered gelatin packets must not be opened in the library or sprinkled on any of the library’s public computers.

TRUE
FALSE
Actual Library Policy... True or False?

The following actions are examples of conduct not allowed on library property... Using restrooms for bathing or shampooing, doing laundry, or changing clothes.
DO NOT LEAN ON MY POD!

STAY OFF MY PLANT!!

DO NOT REACH ACROSS MY POD!!!
There are plants in containers of water only—and someone has already knocked a plant over and it drenched all my archival papers! I would not do this to you!!

IF YOU WANT TO TALK TO ME MAKE AN APPOINTMENT!!!!
In Policy Development, Does City Government Have a Role? Think Yes 😊

City Employees …
   HR, Salary Scales, Benefits, etc.

Expense Reimbursement

Holiday Closings

Inclement Weather Closings
# Policy Involvement

<table>
<thead>
<tr>
<th>Board’s Role</th>
<th>Director’s Role</th>
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<tbody>
<tr>
<td>- Understands the broader implications</td>
<td>- Brings policy review to the board’s attention</td>
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<tr>
<td>- Ensures legal compliance</td>
<td>- Drafts new policies for new issues</td>
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<td>- Ensures ethical compliance</td>
<td>- Acts as technical advisor to the board</td>
</tr>
<tr>
<td>- Approves policy philosophy and regulations</td>
<td>- Shares policies with the staff and ensures that policies are upheld</td>
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</table>
The Staff’s Role

- Understand the policy development process
- Make suggestions for improvements, changes, ask questions
- Explain and implement the policies
Has Your Library Addressed?

- Education Expenses
- Theft of Materials
- Reference Service
- Inclement Weather
- Holiday Closings
- Public Safety Including Safe Child

- Social Networking
- Programming
- New Collection Formats like eBooks, Zinio
- Wireless Internet
- Amenities—coffee, for instance 😊
Program Services Policy

Gretna Public Library
Program Services Policy
Revised and Approved May 29, 2019
by the Gretna Public Library Board

Purpose:

The Gretna Public Library and governing Library Board consider programming to be an integral part of library service that furthers the mission of the library by highlighting the collection, drawing people into the library, educating citizens, and encouraging reading.

Policy & Procedure:

Programs sponsored by the Gretna Public Library are designed to meet the needs of all members of our community. Types of programs offered may include, but are not limited to: book discussion groups, author visits, story times, Nebraska Humanities Council speakers, presenters related to reading program themes, computer courses, or special library staff-led tours. Program suggestions from the public are welcomed, but the final responsibility for program selection rests with the Library Director, who operates within the framework of the policies determined by the Gretna Library Board.

1. Children’s and Teen programming is free of charge and open to all youth of appropriate ages regardless of whether they have a library card.

2. Adult programs are offered at the Gretna Public Library as interest warrants and resources are available.
Social Media Policy

Content will be created by the Sibley Public Library staff to assist in fulfilling our mission to inspire lifelong learning by promoting new resources and cultural awareness. Much of the content will relate to libraries, authors, books, and the book-publishing industry; and to programs, events, photos and/or images, or special topics that the Library is discussing or promoting.

The goals of the Sibley Public Library sponsored social networking sites are:

To inform the public about library resources and activities
To increase the public’s use of library resources
To provide additional communication with members of the public

Publicly posted information will be professional and reflect positively on the Sibley Public Library as well as the City of Sibley, its staff, volunteers, and services. Staff shall check facts, cite sources, present balanced views, acknowledge and correct errors, and check spelling and grammar when publishing any posts.
<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Veterans Day</td>
<td>Sunday, Nov. 11, 2018</td>
<td>Closed All Day</td>
</tr>
<tr>
<td>Veterans Day (City Observed Holiday)</td>
<td>Monday, Nov. 12, 2018</td>
<td>Closed All Day</td>
</tr>
<tr>
<td>Thanksgiving Eve</td>
<td>Wednesday, Nov. 21, 2018</td>
<td>Closed at 5 p.m.</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>Thursday, Nov. 22, 2018</td>
<td>Closed All Day</td>
</tr>
<tr>
<td>Thanksgiving Friday</td>
<td>Friday, Nov. 23, 2018</td>
<td>Closed All Day</td>
</tr>
<tr>
<td>Christmas Eve</td>
<td>Monday, Dec. 24, 2018</td>
<td>Closed at 12 Noon</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>Tuesday, Dec. 25, 2018</td>
<td>Closed All Day</td>
</tr>
<tr>
<td>New Year's Eve</td>
<td>Monday, Dec. 31, 2018</td>
<td>Closed at 3 p.m.</td>
</tr>
<tr>
<td>New Year's Day</td>
<td>Tuesday, Jan. 1, 2019</td>
<td>Closed All Day</td>
</tr>
<tr>
<td>Martin Luther King, Jr. Day</td>
<td>Monday, Jan. 21, 2019</td>
<td>Closed All Day</td>
</tr>
<tr>
<td>Presidents Day</td>
<td>Monday, Feb. 18, 2019</td>
<td>Closed All Day</td>
</tr>
<tr>
<td>Easter</td>
<td>Sunday, April 21, 2019</td>
<td>Closed All Day</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>Monday, May 27, 2019</td>
<td>Closed All Day</td>
</tr>
<tr>
<td>Independence Day</td>
<td>Thursday, July 4, 2019</td>
<td>Closed All Day</td>
</tr>
<tr>
<td>Labor Day</td>
<td>Monday, Sept. 2, 2019</td>
<td>Closed All Day</td>
</tr>
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Inclement Weather Policy

PPLD Closures Due to Inclement Weather: What you need to know!

Pikes Peak Library District’s service to the public is paramount, and our Library facilities will remain open for normal hours if at all possible. On occasion, however, weather conditions or other situations may require closing some or all of our Libraries. We are committed to the safety of our staff and the public and maintain open communications throughout the library system when weather concerns arise. Because we have facilities throughout El Paso County, there are a number of factors that inform our decision process:

1. **Municipal Closures**: As a general rule, we will close our buildings when municipal services close in all or part of the region. For example, if the City of Fountain closes we will, on most occasions, close the Fountain Library. When inclement weather is pervasive and El Paso County offices close, PPLD will most likely close all of its facilities as well.

2. **Time of Day**: When inclement weather conditions arise over night, PPLD seeks to make an informed decision about closing or delaying opening as early as possible. On occasions where weather conditions occur late in the day, PPLD may decide to close facilities early to accommodate safe travel of patrons and staff after dark.

3. **Accessibility of Facilities**: Our outlying facilities may be more frequently affected by inclement weather than our urban libraries. When hazardous conditions develop near our more rural locations, PPLD may choose to close these facilities even if conditions are not consistent throughout the county.

http://ppld.org/inclement-weather-policy
Reserving a Meeting Room

Click here to reserve a meeting room online

Confirm that your event is eligible to meet at the library

- Meetings must be civic, cultural, educational or public informational in nature. No social events are allowed and all meetings held at the library must be free of charge. No admission, collection or donation may be taken.
- For-profit businesses may use the rooms during the business day to meet with employees.
  - For-profit organizations will be charged for the use of the meeting rooms at a rate of $25 per hour.
- All set-up and clean-up is the responsibility of the organization.
- Although, there is no charge for the use of the library’s meeting rooms for non-profit organizations, donations to the Urbandale Public Library Foundation will be gratefully received.
- Groups utilizing the library meeting spaces must comply with the Meeting Room Policy.

Select the meeting space that fits your needs

<table>
<thead>
<tr>
<th></th>
<th>Meeting Room A &amp; B (whole)</th>
<th>Meeting Room A or B (half)</th>
<th>Conference Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room Size</td>
<td>28’ x 66’</td>
<td>28’ x 33’</td>
<td>14’ x 22’</td>
</tr>
<tr>
<td>Maximum Capacity</td>
<td>82</td>
<td>41</td>
<td>15</td>
</tr>
<tr>
<td>Standard Setup</td>
<td>(2) Ten tables in an open square with 20 chairs</td>
<td>Ten tables in an open square with 20 chairs (view picture)</td>
<td>Conference table with 10 chairs (view picture)</td>
</tr>
<tr>
<td></td>
<td>4 Extra Tables</td>
<td>2 Extra Tables</td>
<td>5 Extra Chairs</td>
</tr>
<tr>
<td></td>
<td>40 Extra Chairs</td>
<td>20 Extra Chairs</td>
<td>Telephone Line</td>
</tr>
</tbody>
</table>
The Grand Island Public Library board of trustees has the authority to adopt policies for the governance of the library, in accordance with Chapter 19 of the Grand Island City Code and Chapter 51 of Nebraska State Statutes.

Policies can be found on the menu choices below.

- Access of Demonstrators, Solicitors
- Circulation Policy
- Code of Conduct
- Collection Development (Materials Selection)
- Confidentiality of Library Records
- Distribution of Tax Forms
- Edith Abbott Memorial Library Projects Fund (Donations)
- Emergency and Safety
- Food and Beverage Policy
- Library Funds Policy
- Library-Initiated Displays
- Marketing and Advocacy
- Meeting Room Policy (click here for meeting room set-up details)
- Patron Concerns
- Personnel
Frequently Asked Questions

Q: How can I get a library card?

A: Please stop by the Special Services Desk near the library entrance with identification showing your name and your current Waukesha County address. If you have additional questions about library card registration, please call our Circulation Department at 262-524-3684, or click here for a link to our library policies page where you'll find these and our other policies.

Q: How old does my child have to be, to be eligible for a library card?

A: There is no age restriction. This means even a newborn could be issued a card, if the family is otherwise eligible and with appropriate identification. Questions may be directed to our Circulation Department at 262-524-3684.

Q: I can’t find my library card. What should I do?

A: Please stop by the Special Services Desk or call the Circulation Department at 262-524-3684. There is a small replacement fee for lost or damaged cards. Please note: if your card is lost or stolen, it is important to report this to the library immediately, so our staff can block unauthorized use. Even the loss of the key-chain duplicate card could compromise your account. (If you find your old card later-after being issued a new
Defining Patrons, Defining Service

Get a Library Card

A City of Sioux City resident may get a free Library card at any Sioux City Public Library location. If you are over the age of 18, identification is needed. To obtain a full service card, please bring a valid photo ID. If you do not have a photo ID, your photo ID does not include your current address, please bring a second form of identification with your address.

Examples of acceptable documents for address verification (other than a photo ID) are current utility or phone bills, vehicle registration, voter registration card, apartment lease, and official government documents.

Children under the age of 18 may get a Library card at their own request; the child must be present and be able to write his first name (with accommodation if handicapped/disabled).

Sioux City Public Library is funded through City property tax dollars.

If you are a student or employee at Briar Cliff University, Morningside College, Western Iowa Tech Community College, Unity Point Health (St. Luke’s), Mercy Medical Center, Heelan High School, or Sioux City Community School District, and live outside the City limits or on campus you are eligible to check out items at the Sioux City Public Library through the Library Cooperative Borrowing Program. Bring your institution or school ID and a second form of identification with your home or current address to the Library.

If you live outside the City limits in Iowa and if your home library participates in the Iowa Open Access Program, you are eligible to check out materials at the Sioux City Public Library. For a list of participating libraries, visit the State Library’s website. Please bring valid ID with your name and current address and a current Library card from a participating library.
Policies For Results
Resource List

Retrieved September 20, 2019 from ALA website
http://www.ala.org/advocacy/intfreedom

Colorado Library Consortium (Ed.) (n.d.) *Public Library Policy Collection*.


Retrieved September 20, 2019 from Nebraska Library Commission website

Reactions?

What do you think of *Policies For Results*?
Policies For Results

Bonnie McKewon
State Library Of Iowa