

Policies For Results

Wisconsin Trustee Training Week 2017



Sponsored By:

South Central Wisconsin Library System

Presented By:

Bonnie McKewon, State Library of Iowa

Policies For Results

- ❑ The Value of Policies
- ❑ Policy Development:
The Policies For
Results Approach
- ❑ Involvement: City-
Board-Director-Staff
- ❑ Samples



What are the risks associated with NOT having policies in place?



Why?



- A major area of board responsibility
- Many standards have policy implications
- Legal & ethical issues
- Demonstrates credible business practice
- Opportunity for public education

A Connection To Standards

- c c 9. The library board determines the library staff table of organization and the rates of compensation for library staff positions (*Wis. Stats. s. 43.58(4)*).
- c c 10. The library board has written bylaws that outline its purpose and its operational procedures and address conflict-of-interest issues. The bylaws are reviewed at least every three years.
- c c 11. The library board adopts written policies for operating the library and reviews them on a regular cycle, ensuring that all policies are reviewed at least every three years. The policies are consistent with state and federal laws, and with applicable court decisions. Policies are updated to reflect changes in applicable laws. Policies address services provided to children as well as adults, and cover the following issues (among others): circulation, code of conduct, collection and resource development, confidentiality of patron records, handling of gifts, meeting room use, personnel, programming, public notice bulletin board, public records, and use of electronic resources by staff and patrons.

My Favorite Iowa Standard



#8 [Tier 1]

All members
of the library board of
trustees participate
in continuing education
each year

Changed Tier Level



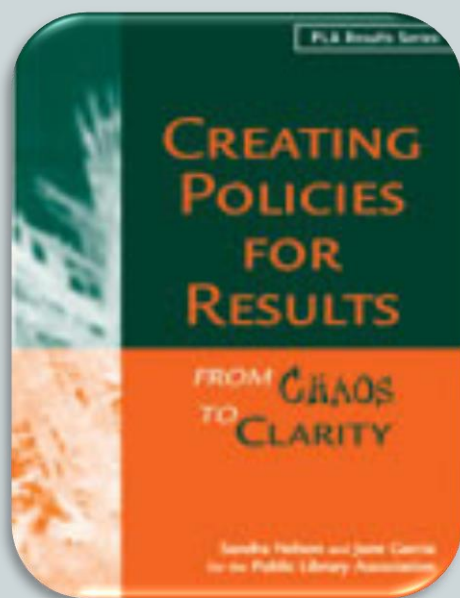
The 4 Parts To A Policy

(1) Philosophy

(2) Regulations

(3) Procedures

(4) Guidelines



First Part: Philosophy Statement

- ❑ Answers the "why" behind a program or service
- ❑ Written from the customers' 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 SCLS Wis 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 LINKCat for the item; if found, process request using LINKCat approved procedures

Search Strategy 2: If not found on LINKCat, search Worldcat and email citation to SCLS Office

Use SCLS Delivery Service for borrowing / lending items around the region

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

ILL Guidelines...

Patrons of all ages 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**

Safe Child Policy

Children seven years of age or younger must be accompanied by a parent, legal guardian, or caregiver who acknowledges responsibility for the child, during their entire stay in the library. A person under the age of twelve will not be considered a responsible caregiver; this includes siblings. This person, who will henceforth be referred to as the child's guardian, is responsible for the child's behavior while in the building.

Children attending a family program must be supervised by a guardian. Children participating in a class visit must be supervised by the accompanying teacher and the teacher must remain with the students at all times.

Children age eight or over may remain in the library unaccompanied. All library rules as listed in the Policy on Library Use apply.

**Racine (WI) Public Library
Philosophy == Safe Child**

<http://www.racinelibrary.info/policies-a-z/>

Philosophy behind the Safe Child Policy

The Racine Public Library welcomes children of all ages. It is a doorway through which life-long learning takes place. The public library is, however, a public building. As such anybody can come into it, law-abiding or otherwise.

Library staff have many duties to perform in order to serve all citizens of Racine. They cannot monitor the behavior or whereabouts of each patron, including children. Staff do not take over parental responsibilities for children who come into the library.

A child could be tempted to go off with a stranger. A child could become ill. A child could get mixed in with a school group and become lost. Any of these or other emergencies could take place in a public building. It is for the safety of each child that

Mediapolis (IA) Public Library Philosophy == Collections

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...

Spirit Lake (IA) Public Library Regulations == Test Proctoring

Take a Proctored Exam

If you are taking a class from a remote institution to the public.

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

- The library staff member proctoring the exam will also be performing regular duties at the same time as proctoring; therefore, if the student requires constant supervision by the proctor during the exam, the library will be unable to provide a 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 public computer settings to accommodate the needs of a proctored exam.
- Library staff may refuse to proctor an 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.

Procedures == Internet Policy

- ❑ 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 15 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

Atlantic PL

Guidelines == Circulation Policy

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

**Does city government
have a role in
determining policies
for the city library ??**

Does City Government Have a Role?

We Think Yes

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

Expense Reimbursement

Holiday Closings

Inclement Weather
Closings



Policy Involvement

Board's Role

- Understands the broader implications
- Ensures legal compliance
- Ensures ethical compliance
- Approves policy philosophy and regulations

Director's Role

- Brings policy review to the board's attention
- Drafts new policies for new issues
- Acts as technical advisor to the board
- Shares policies with the staff and ensures that policies are upheld

The Staff's Role



- Understand the policy development process
- Make suggestions for improvements, changes, ask questions
- Explain and implement the policies

? Has Your Board Addressed ?

- HR (evals, expenses, etc)
- Theft
- 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 😊

Ames Public Library Policy
Section: Administration
Subject: Director Performance Evaluation
Process

Board of Trustees
Approved: 8/97
Reviewed:
Revised: 1/03, 1/04, 1/05,
1/08, 1/11, 3/13, 12/15

Ames Public Library

www.amespubliclibrary.org

Policy

The Board of Trustees will evaluate the performance of the Library Director annually. This performance evaluation provides a basis for professional development and growth, pay decisions, disciplinary actions, and dismissal.

Committee Appointment

Each year, the President of the Board of Trustees shall appoint a three-person committee to oversee this process. This committee will be called the Director Evaluation Committee (DEC). Appointees shall include:

- At least one member of the Executive Committee;
- At least one non-member of the Executive Committee;
- At least one individual who has previously participated in a DEC.

(The qualifications of one trustee may satisfy two of the conditions.)

Procedure and Timeline

The Director's performance is evaluated against a set of written goals which are approved each year in April, the responsibilities described in the Director's General Job Duties Policy, and the City of Ames' expectations of management.

October The DEC will conduct a mid-year performance review and report back to the Board of Trustees. This meeting also provides an opportunity to begin to develop goals for the following year.

Prior to December 1, the Board President will request information about the salaries and longevity of other library directors and Ames City peers for the purpose of comparison. This data will be furnished to the DEC no later than the date of the Trustees' regular December Board meeting.

Programming Policy

The Library supports its mission of connecting people with the world of ideas and information by developing and presenting programs that provide additional opportunities for information, learning, and entertainment. Programming is an integral component of library service that:

- Expands the Library's role as a community resource
- Introduces patrons and non-users to Library resources
- Provides entertainment
- Provides opportunities for lifelong learning
- Expands the visibility of the Library

Ultimate responsibility for programming at the Library rests with the Library Director, who administers under the authority of the Board of Trustees. The Library Director, in turn, delegates the authority for program management to Head of Adult and Youth Services, who oversees this responsibility through designated staff.

Library staff expertise, collections, services and facilities are utilized in developing and delivering programming. The following criteria are used in making decisions about program topics, speakers, and accompanying resources:

- Community needs and interests
- Availability of program space
- Treatment of content for intended audience
- Presentation quality
- Presenter background/qualifications in content area
- Budget
- Historical or educational significance

**Racine (WI) Public Library
Philosophy == Programming**

<http://www.racinelibrary.info/policies-a-z/>

Study Rooms

DIY Studio

Art Gallery

Public Displays, Brochures & Bulletins

<http://urbandalelibrary.org/meeting-rooms-2/>

SPACES

Urbandale Public Library > Spaces

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

	Meeting Room A & B (whole)	Meeting Room A or B (half)	Conference Room
Room Size	28' x 66'	28' x 33'	14' x 22'
Maximum Capacity	82	41	15
Standard Setup (Groups must return rooms to the standard setup)	(2) Ten tables in an open square with 20 chairs	Ten tables in an open square with 20 chairs (view picture)	Conference table with 10 chairs (view picture)
	4 Extra Tables 40 Extra Chairs	2 Extra Tables 20 Extra Chairs	5 Extra Chairs Telephone Line

7979 38th Avenue
Kenosha, WI 53142
(262) 564-6100
[View More Info](#)

Monday-Thursday: 9am-9pm
Friday: 9am-6pm
Saturday: 9am-5pm
Sunday: CLOSED

Select Language ▼

<https://www.mykpl.info/social-media-policy>

HOME USING THE LIBRARY LOCATIONS RESOURCES EVENTS KIDS & TEENS BOOKS & MORE SUPPORT ABOUT MY ACCOUNT

CATALOG ▼

Search books, videos, etc.



Social Media Policy

KENOSHA PUBLIC LIBRARY

SOCIAL MEDIA POLICY

The Board of Trustees of the Kenosha Public Library adopts and makes public the following written policies.

Social media such as social networks, blogs, bulletin boards, and personalized web sites are changing the way we communicate and interact both at home and in the workplace. The purpose of these sites is to engage in dialogue, provide and exchange information, and build understanding.

While we recognize the benefits of using social media and respect your right to do so, we also realize there are certain risks involved. Because online postings may conflict with the interests of Kenosha Public Library and its patrons, we have adopted the following guidelines and policies regarding the

Services

- A/V Equipment Rental
- Computer Instruction
- Copier & Fax Services
- Get a Library Card
- Homebound Delivery
- Meeting Rooms Policy
- Public Computer Access
- Tax Forms
- Wireless Internet

At a Glance

Ripon Public Library
120 Jefferson Street
Ripon, WI 54971
Phone: 920-748-6160

[Get notices by text message!](#)

[Home](#) > [Services](#)

Wireless Internet Access

The Ripon Public Library offers free wireless Internet access to all library visitors. Handouts are usually available at the circulation desk with basic information about the service and how to configuring your Windows-based laptop to use the wireless connection. This document provides additional information about the service.



Wireless access is available to both library patrons and visitors. A library or temporary use card is not currently required. There are no age requirements or restrictions; however, parents or guardians of children under 18 years of age should take responsibility in supervising their children's proper and safe use of the Internet. Our library's computer and Internet use policy also applies to wireless users.

Can I print from my laptop, tablet, or other wireless device?

You will need to save your document to a flash drive or online storage service (such as Drop Box or Google Drive) and print from one of the library's public computer stations. Wireless printing is not available.

I'm having connection issues with my iPad and your library's Wi-Fi!

Hours and Closing Dates

▸ Regular Business Hours

Monday – Thursday: 9:00 AM – 8:30 PM

Friday: 9:00 AM – 6:00 PM

Saturday: 9:00 AM – 2:00 PM

Sunday: Closed

▸ 2017 Holidays and Observances

- Monday, January 2nd for New Year's Day Observed
- Monday, May 29th for Memorial Day
- Tuesday, July 4th for Independence Day
- Monday, September 4th for Labor Day
- Thursday, November 23rd for Thanksgiving
- Friday, November 24th for Thanksgiving Observed
- Friday, December 22nd for Christmas Eve Observed

Mon–Thurs: 9 AM – 8:30 PM

Fri: 9 AM – 6 PM

Sat: 9 AM – 2 PM

Contact Us

Portage Public Library

253 W. Edgewater Street

Portage, WI 53901

608-742-4959

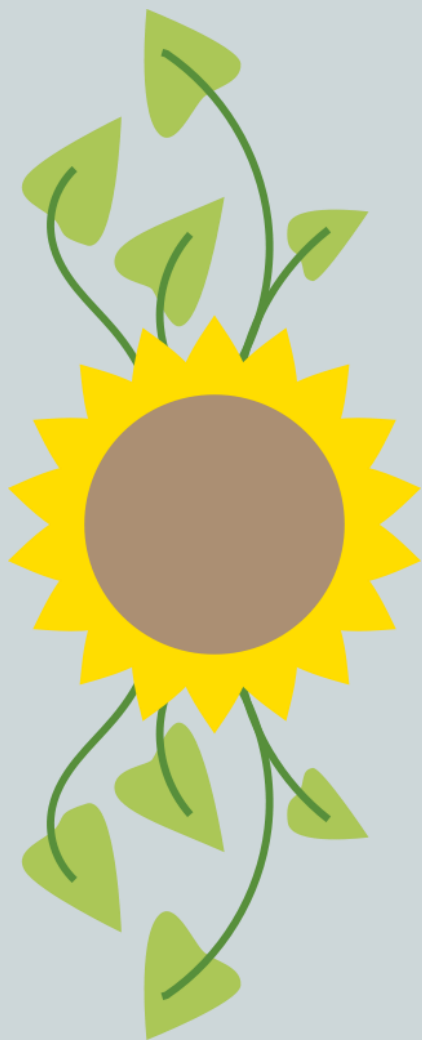
info@portagelibrary.us

Library Social Media Sites



We accept credit cards!





Library Board

The Lansing Community Library Board (LCLB) plays a role in the development of the City's community library. Each board member is appointed by the City Council either to a four-year term or to fill a vacancy.

The LCLB advises the Library Director and the City Council on matters that relate to library services, policies, and funding. Members are asked to uphold the right of all citizens to full access to information and to participate in long-range planning for library services.

Current Members

Anne Ehrsam-Holland
Karen Miller
Marlee Marshall
Susan Connelly
Jon Moss
Ellen Hannon – Vice Chairperson
Benjamin Ontiveros – Chairperson
Mayor Mike Smith

End of Term

September 2017
September 2017
September 2017
April 2018
April 2018
April 2019
April 2019
Ex Officio Member

<http://lansing.mykansasl原因.org/about-us/library-staff>

Meeting Dates/Times

The Library Board meets on the fourth Tuesday of each month at 6:30 p.m. in the Lansing Community Library, 730 First Terrace, Suite 1. All meetings are open to the public.

Waukesha Public Library

Inspiration, Ideas, Information

[Home](#) [About Us](#) [Books/Media](#) [Kids' Stuff](#) [Teen Zone](#) [Calendar](#) [Web Links](#) [FAQ](#) [Contact Us](#) [Search](#) [My Account](#) [Site Map](#)



**321 Wisconsin Ave.
Waukesha, WI 53186**

Library Hours

Monday - Thursday

9 a.m. - 9 p.m.

Friday and Saturday

9 a.m. - 5 p.m.

Summer Saturdays

9 a.m. - 1 p.m.

Sunday

(October-April)

1 p.m. - 4 p.m.

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



Sioux City Public Library

Creating opportunities for a lifetime of learning

You are here: [Home](#) ▶ [About Us](#) ▶ How Do I Get a Library Card?



Home

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Library Calendar ▾

Kids

Teens

About Us

Contact Us ▾



How Do I 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 or 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 on their own or a parent's 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.

Find Sample Policies

- **South Central Library System**

<http://www.scls.info/>

- **Wisconsin Dept of Public Instruction**

<https://dpi.wi.gov/pld/boards-directors/policy-resources>

- **Wisconsin Library Association**

<http://wla.wisconsinlibraries.org/wisl/wisl-resources/sample-policies>

- **WebJunction**

www.webjunction.org

- **American Library Association**

www.ala.org

- **Public Library Association**

www.pla.org

Reactions?

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



Policies For Results



**That's Our Time
Thanks For Attending!**

Bonnie McKewon, State Library of Iowa