

Times are squishy! Lots of information, not a lot of time!

- 10:30 **Small Group Exercise**
- How is your relationship with your trustees?
As a group, come up with 4 or 5 words to describe it.
 - What are your biggest challenges in working with your boards?
 - What tools do you wish you had to help you improve your relationship with your trustees?
- 10:45 **NYLTO Background and Authority**
- Brief Overview of the NYLTO Site, including:**
- New! Library Director Resources
 - Take Ten Minutes: Tips and Tools for Busy Trustees
 - For Your Information: New York Public Library Trustee Resources
- 11:00 **Using NYLTO for Policy Development**
- NYLTO Policy Templates vs. LTA Policy Database – 2 philosophies
 - Policy Definitions
- 11:15 **Individual Exercise – Policy Elements Worksheet**
- 11:30 **Understanding Forums and Enrollment Options**
- 11:45 **Ideas – How Will You Use NYLTO With Your Trustees?**
- Noon **Next Steps?**



NEW TRUSTEE ORIENTATION

WHO

New trustees typically receive their orientation from the library director and the library board chair or his/her designee.

- The library director provides an introduction to the library operations.
- The board representative provides an overview of the board's organization, responsibilities, and expectations.

The director and the board representative are typically present during both of these presentations.

WHY

Experienced trustees often forget how little they knew about libraries when they first became board members. Most new library trustees are library users, but few have any understanding of New York library laws, the duties of the library board, the full spectrum of services offered by the library, or the challenging environment in which public libraries operate in today's world. A comprehensive orientation will prepare a new trustee to participate fully in the board's deliberations from the beginning.

WHEN

Orientation meetings should be scheduled as soon as possible after the trustee is appointed or elected. There is a lot of information to cover and it will be best to schedule two orientation meetings. One meeting will focus on the library's facilities and operations. The other meeting will focus on the board's organization, responsibilities, and expectations. Ideally, both orientation meetings will take place before the new member attends his or her first official board meeting.

HOW

1. Prepare an orientation notebook for the new trustee to use to organize the materials that will be covered during the orientation meetings.
2. Call the new trustee to schedule two orientation meetings. Tell the new trustee that s/he will be receiving an orientation notebook and some basic information in the mail prior to the first meeting. Additional information for the notebook will be provided during the orientation meetings.
3. Send the orientation notebook with these documents:
 - List of board members with contact information
 - Name of the library director and senior managers with contact information
 - Board by-laws
 - Dates of upcoming board meetings

WHAT

During the meeting that focuses on the library operations, the new trustee will receive:

- A brief history of the library
- A tour of the library facility(ies)
- Introductions to library staff
- An overview and copy of the library's strategic plan*
- A summary of the progress reports on the strategic plan*
- A copy of the most recent *Annual Report**
- Copies of the current and past year budgets with a brief review noting any significant changes*
- Copies (or links to the online version) of the library's policies*
- The three most recent director's *Report to the Board**
- A sampling of library newsletters, brochures, and related library publicity materials*
- The union contract (if applicable)*
- The *Staff Handbook**
- A complete staff list and organization chart*

During the meeting that focuses on the board's organization, responsibilities, and expectations, the trustee will receive:

- A brief discussion of the duties of a library trustee
- The library's charter documents*
- A list of board committee memberships*
- The minutes of recent board meetings*
- Information on *Open Meetings Law**
- Information on the Friends of the Library (if applicable)
- An explanation of the State Library and the public library system that the library is a part of, including the services they provide to the library
- Links to:*

 - The library's web site
 - *The Handbook for Library Trustees of New York State*
 - The New York State Regents *Statement on the Governance Role of a Trustee or Board Member*
 - The New York Library Trustees Online web site

*These items should be three-hole punched and ready to be added to the trustee's orientation notebook.

Source: Some of this material came from *The Handbook for Library Trustees from the State of New York, 2010*.

1. What is a *Policy Development Template*?

- A policy development template is a tool which provides questions that assist library trustees to develop a comprehensive policy on a specific subject.

2. What are the purposes of *Policy Development Templates*?

- Templates help trustees to identify the issues that a specific policy should address.
- Templates are non-judgmental. They do not provide suggested responses to the issues that are identified.
- Templates promote open-ended discussion of the subject of the policy and encourage staff and board members to look at all aspects of the subject.
- Templates discourage the practice of copying policies from another library with little or no internal review of those policies.

3. How are *Policy Development Templates* structured?

- Each template is headed by the subject of the policy.
- The first section in each template lists the questions that pertain to the policy statement.
- The second section in each template identifies any needed definitions of terms specific to the policy. Not all templates will include definitions.

4. What kinds of questions help trustees to develop a policy statement?

- Questions in the policy statement section should elicit information on why the library does something.
- Questions in the policy statement section always include reference to the library's goals and objectives or mission statement.

5. What kinds of questions help trustees to develop regulations?

- Questions in the regulation section should elicit information on what must be done to support the policy statement.
- Questions in the regulation section are specific and address issues such as:
 - How many?
 - How long?
 - Is there a fee, and if so, how much is it?
 - Where will the services be provided?
 - To whom do the regulations apply?
 - Under what circumstances, if any, exceptions be made?
 - Which staff members have the authority to make exceptions?

TEMPLATE: Borrowing Materials by Library Staff

POLICY QUESTIONS TO ADDRESS

1. What borrowing rights and privileges do library staff have?
2. Are these borrowing rights and privileges the same as those of other library users?
3. How do the borrowing rights and privileges extended to library staff support the library's goals and objectives?

REGULATIONS QUESTIONS TO ADDRESS

1. Must a library staff member who wishes to borrow library materials have a library card? If so, what verification of identity and current residence must they present to obtain a card?
2. May a library staff member issue his or her own library card or must it be issued by another staff member?
3. If a staff member lives outside the service area of the library, may he or she obtain a library card without paying a fee if other non-residents are charged for a library card?
4. May a library staff member check out materials he or she wishes to borrow or must they be checked out by another staff member?
5. Are library staff members required to present their library card when they check out library materials?
6. May a library staff member check in the materials he or she has borrowed or must they be checked in by another staff member?
7. Are library staff members subject to the same borrowing limits as other library users?
8. May library staff members borrow library materials before they are available for public use?
9. Are library staff members subject to the same loan periods as other library users?
10. If library users are charged a fee to reserve an item, are library staff members charged the same fee to reserve an item?
11. If library users are charged overdue fines, are library staff members charged the same fine if the return materials which are overdue?
12. If library users are charged fines or fees for other purposes, are library staff members charged the same fees and fines?

POLICY DEFINITIONS

Practice: The way things are actually done in your library. Practice may or may not be supported by policy statements, regulations, and procedures. Practice is generally conveyed via oral traditional as a part of a new staff member's orientation and it can become very subjective.

The cash handling procedure says that one staff member should count the cash and another should verify the count, but we are small branch so the clerk takes care of it alone.

Policy Element: The term used to refer to the four components of a policy: *policy statements, regulations, procedures, guidelines.*

- **Policy Statement:** A brief, written statement that describes **WHY** the library does something. Policy statements are written from the customer point of view and approved by the library's governing authority.

To facilitate the management of the library and enhance service to the public, all library units will collect and report statistics on a regular schedule.

- **Regulation:** Specific, written rules that further define the policy, describing what must be done to support the policy. They are normally approved by the library's governing authority.

All library fines, fees, and overdue materials must be cleared before a library user may renew his or her card.

- **Procedure:** Written step-by-step descriptions of how the staff will carry out the policy and regulations. Procedures are more flexible than regulations and will change as the tools available to staff change. Frontline staff may be allowed to modify procedures in certain circumstances. Procedures are developed by staff and approved by library managers. They are not reviewed by or approved by the library's governing authority.

The library staff member who books a tour will: (1) Complete the Tour Request Form; (2) Place it in the branch manager's in-box.

- **Guideline:** A description of best practices that provides suggestions for staff on the most efficient ways to implement policy statements, regulations, and procedures. Guidelines are more philosophical than policy statements, regulations, or procedures and often are developed by staff committees. Guidelines are always approved by the library director but are rarely reviewed by the library's governing authority. Typical guidelines include reference guidelines and guidelines for serving people with special needs.

Library staff assigned to provide information services will promptly and courteously greet all customers.

POLICY ELEMENTS

A. Example	B. Element
1. A user may not have more than 25 items on loan at any given time.	
2. After the application to use the meeting room has been completed: <ol style="list-style-type: none"> 1. file the white copy in the Meeting room notebook 2. give the yellow copy to the individual reserving the meeting room 3. place the green copy in the mailbox in the staff room designated Custodial services. 	
3. The XXX Public Library must maintain an accurate and current record of user addresses. An applicant for a library card must, therefore, present valid verification of identity and residence to obtain a borrower card. The proof of address is particularly important to support the library's efforts to encourage the return of borrowed county property.	
4. Meeting rooms will be available for use only during the hours the library is open to the public. Exceptions may be made by the Library Director.	
5. Search the patron database to establish that the applicant is indeed a new borrower.	
6. Successful Pre-School Storytimes <ul style="list-style-type: none"> ▪ When planning a storytime, keep the age of your intended audience in mind. ▪ Select books that you enjoy. ▪ Practice a few days before the presentation. ▪ Greet the children as they enter the storytime area. Let them know that you are really glad to see them. ▪ Hold the book in such a way that the children can see the pictures 	
7. A library user who has forgotten or temporarily misplaced his or her library card may charge up to 10 items if he or she can show valid proof of identity and current address.	
8. Processing fees will not be charged for damaged uncataloged items.	
9. The XXX Public Library is the community living room of XXX County. Therefore, the library provides meeting rooms in all of its facilities to enable community residents to share ideas and to learn from one another.	
10. Send the completed Request for Reconsideration form to the Collection Development department in the next interagency delivery.	
11. Tours are presented by staff members or volunteers who have completed Tour Guide Training offered by the Library Volunteer	

Coordinator.	
<p>12. Customer Behavior Expectations:</p> <ul style="list-style-type: none"> • Courteous behavior towards other library customers and staff members is expected. • The Library is not responsible for unattended children and expects that children under the age of eight will be accompanied by a parent or an adult responsible for them. • Customers are requested to either turn off (or place on vibrate) their cell phones and pagers when they are in the reference area of the library. 	
<p>13. To renew an item which a customer has brought to the library, the circulation clerk will:</p> <ol style="list-style-type: none"> 1. Choose the renew function from the circulation menu. 2. Scan the barcode on the borrower's library card 3. Scan the barcode on the item the customer wishes to renew 4. Stamp the new due date on the item 5. Inform the customer of the new due date 6. Return the item to the borrower 	
<p>14. Library users will be limited to one hour of computer use if others are waiting to use the PCs.</p>	
<p>15. The XXX Public Library supports access to basic services and materials, without individual charge, whenever possible. The Library Board of Trustees annually establishes fees and fines for the Library. These charges are intended to ensure maximum availability of materials and to support the Board's philosophy of charging for value-added services.</p>	
<p>16. Each morning maintenance staff will check all meeting rooms to be sure that the tables and chairs have been stored appropriately and that the meeting rooms are clean and ready for use.</p>	
<p>17. Library DVDs have a loan period of 7 days.</p>	