

What's the So-What-Ness of It All?

Conducting a Library Policy Audit

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Rainy River Public Library

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What's Policy? What's Procedure?

Policy describes the WHY and WHAT of library service.

Procedure describes the WHO, WHEN, WHERE, and – most importantly – HOW of library service.

Why Have Them?

Policies and procedures support...

1. Consistent Service

2. Continuity of Service

3. Accountability and Transparency

Why Audit?

A full policy audit helps...

- 1. Keep your library relevant and modern**
- 2. Match your operations to your strategic goals**
- 3. Give your Board a full picture of how the library works**

The (Audit) Bell Tolls For Thee...

“I can’t explain what I do, I just do it.”

“Our library is different, we don’t do that here.”

“We’ve always done it that way.”

“I don’t know why we do that.”

“The other librarian let me do that.”



Beginning Your Audit

- Need buy-in? Demonstrate that good results flow from good policy
- What is your current policy framework? Written? Verbal? If you have no written manual, collect relevant documentation – e.g., board minutes, staff reports.
- If you have a manual, when was it last reviewed?
- Set a realistic timeline for your work. Rainy River = 18 months.

Beginning Your Audit

- Make a policy template. Your policies should all have the same basic format and details.

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- Consult Manitoba Municipal and Regional Public Library Standards and Guidelines
- Ontario Public Library Guidelines may be helpful (current edition is 6th).

Your Audit Checklist

Sample Policy Audit Template

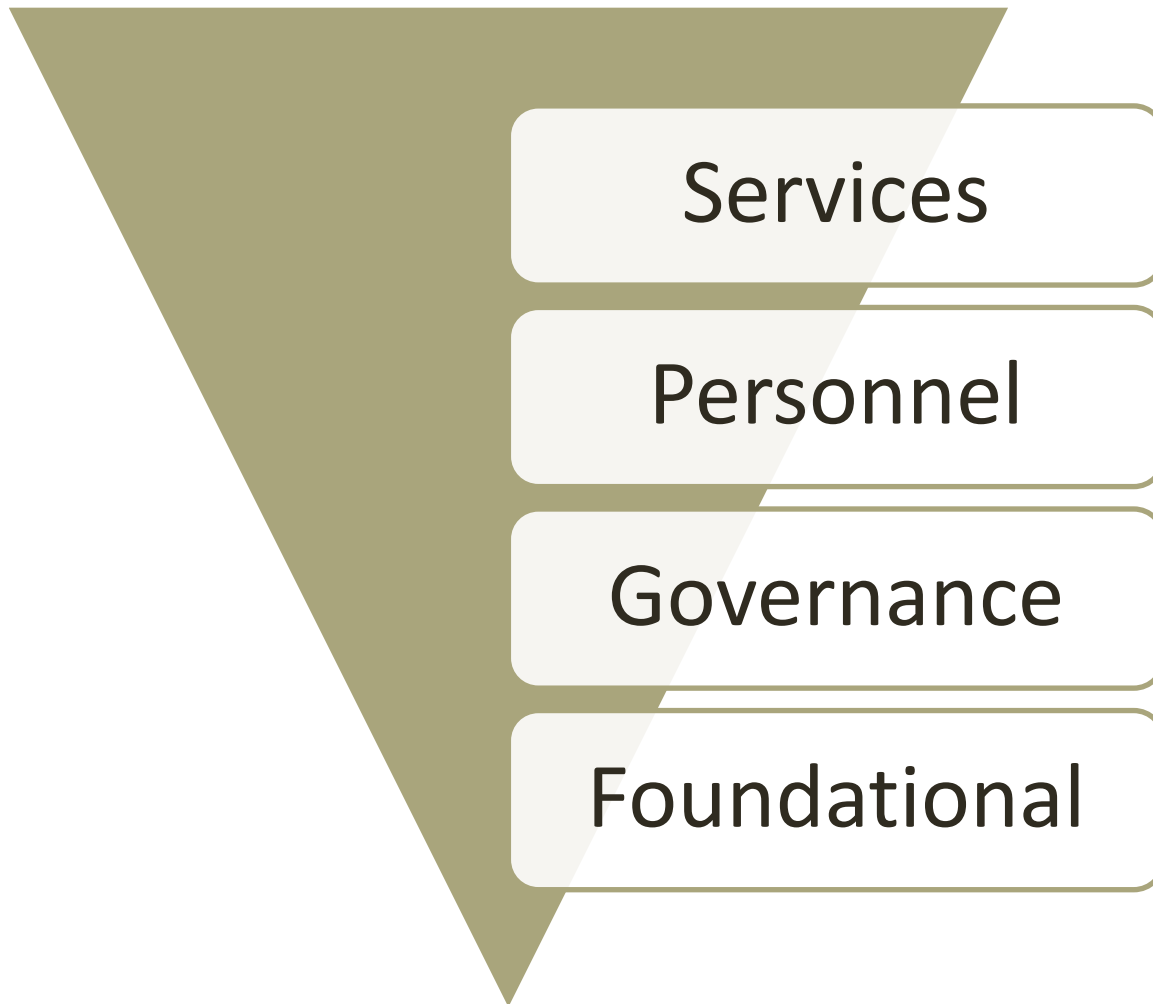
(keyed to Manitoba Municipal & Regional Public Library Standards & Guidelines)

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Policy Area	Should include...	Current Policy Manual			MB Guidelines Reference
		Discussed Under...	Not Covered	Policy Date	
FOUNDATIONAL POLICIES					
Board Advocacy					
Planning	Community Needs Assessment				2.1, 2.8.1, 8.2.3
Purpose of Policy and Procedure	Availability/Distribution of Policy Manual				1.1
GOVERNANCE POLICIES					
Administration of the Board	Appointments to the Board, Officers & Their Duties, Trustees & Their Duties, Regular & Special Meetings, Minutes, Amendments				1.2, 1.3
Financial Controls					9.1, 10.1, 10.2, 10.3, 10.4
Fundraising					
Record Retention					9.1.8
PERSONNEL POLICIES					
End of Employment					
Grievances	Harrasment				8.1.2
Hiring Process					8.2.2
Holidays					2.8.1
Hours of Work					8.1.2
Job Descriptions					8.1.2
Managing Emergencies					6.6.4, 8.1.2
Occupational Health & Safety					2.8.1
Performance Appraisal					8.1.2
Personnel	Responsibility for				8.1
Personnel Records					8.1
Professional Development	Staff Technology Training				8.1.2, 8.4
Salaries, Wages and Benefits					8.1.2
Travel					8.1.2

Rainy River's Policy Pyramid



Managing Your Audit

- Address policies at every board meeting
- Tackle a reasonable number of policies each meeting – three smaller documents, or one large one
- Build a Policy Parking Lot – save good ideas
- Track your progress and share the checklist – keep everyone informed
- Policies only thrive in the sunlight – post them
- You can't cover every eventuality – we do pay staff to exercise judgment

Help! I Need a Policy on...

- **SOLS/OLS-N “Trillium Public Library”**
 - www.sols.org//index.php/develop-your-library-staff/professional-information-a-z/167-develop-your-library-staff/sols-publications/library-development-guides/428-trillium-public-library-sample-policies
- **Ask Your Colleagues!**
 - www.rainyriverlibrary.com/board-policies.html

Thank you very much!
Questions or Comments?



rainy river public library

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