

What we learned:

You don't really know how to do something until you can describe it in a written statement that a novice can use to reproduce what you did.

Open questions don't work as well as closed in eliciting comments, suggestions, and ideas from staff.

In discussing work procedures, not everyone will agree on how things should be done. There needs to be a final arbiter.

Though the manual has not yet been approved, it has already served us in several ways.

Writing it, we learned which staff members possessed which areas of expertise: we found we have an unwritten manual (to which we can refer at will) travelling around in the heads of our various staff experts.

We also identified existing issues/procedures that were unclear. In some cases, new policies had to be established and written up.

Committee members found their knowledge of circulation procedures strengthened through the process of describing them in writing.

THrive

On a scale of 1-10, with 10 being the highest, the score we would give our Project is an 8.5, as it hasn't been approved by the Library Board yet.

None of this would have been possible without the support and encouragement of our supervisor, Jo Powers. We also would like to thank the other members of our committee, Shauna Beulah and Robert Long. Special thanks as well go to our Director, Robert Horvath, and Assistant Director, Scotti Oliver.

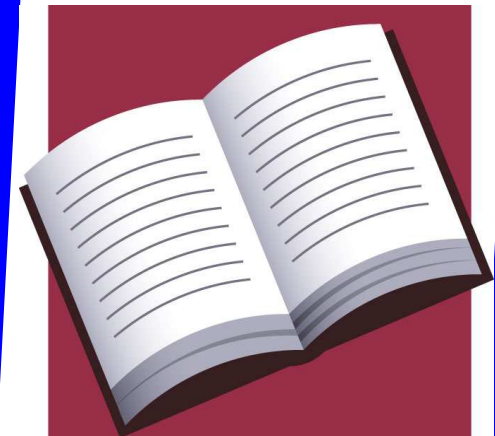
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2009 LATI PROJECT



Circulation Manual

Goal

Our goal for this project was to create an operations manual for both training purposes and circulation staff reference. Our target audience for this project was newly hired circulation desk staff (to help bring them quickly up to speed) *and* established circulation desk staff (to serve as a refresher course and for reference when rarely encountered problems arise). By extension, we hoped to serve our patrons with this manual as well, since circulation staff that know all the procedures necessary to properly perform their jobs are better equipped to serve patrons.



Results

Received permission from Director to write a manual.

In concert with Director, selected staff members to serve on a committee to write the manual.

The committee met, determined a course of action, developed a list of chapters/topics to be covered by the manual.

Individual committee members were assigned different chapters/topics to write based upon their expertise.

Once written, all chapters/topics were reviewed and edited by the committee.

A final edited version of the manual was compiled, printed, and given to the Director and Assistant Director for their review.



Options

The committee determined the list of topics to be covered by the manual, but to make sure we hadn't left anything out, we also sent a staff-wide e-mail asking for suggested topics. If we learned anything from this, it's that open questions don't elicit much information in such a search, as we received no staff input at this stage. However, prior to publishing the completed manual (i.e. giving it to our Director), we sent it around to staff for comment and review. And at this point, we received plenty of helpful comments and suggestions.