

Everyone Has A Story

All Aboard: How Staff-Led Policy Changes Offer Broader Buy In

Who are we?

- ► Gale Koritansky, Branch Services Division Chief
- ► Megan Biggins, Branch Manager
- ► Katherine Regeimbal, Branch Manager



What will we discuss today?

- Initiating organization policy and procedure changes via staff participation and input
- Our scope for organizing the project, and directing a committee of front-line staff
- ▶ Tips for presenting new policy to all staff
- ▶ Why this process is invaluable for staff development
- Mistakes to avoid



Snapshot of APL



SYSTEM



STAFFING STRUCTURE



POPULATION



USERS



EVENTS AND PROGRAMS

Transitions

- ▶ New Division Chiefs, New Branch Managers
- ► Lack of formal documents
- Changing dynamics
- Conversation and assignments



The Learning Experience

- ► Skill Set
- 2-Day Project Management Course
- Building a Team
- ► Internal Customer Service
- Creating a Deliverable
- Presentation Skills



Why did we need to change this policy?

- Immediate need from staffing situation
- Make staff expectations consistent
- Create opportunity to think about staff roles
- ► Streamline evaluation process



What was our process?



Set goals with Division Chief



Assemble team



Many drafts



Loop in other stakeholders



Roll out



Established Programming Workgroup

- ▶ Formed a workgroup with consideration of:
 - **▶** Position
 - ► Skills
 - ► Experience
 - ▶ Branch location



Process

- Met 3x to discuss and collect input
 - Surveyed what staff were already doing
 - What new staff need
 - Expectations for existing staff
 - Reasonable expectations
 - Space for flexibility
 - Standardized time
- Standardization of job role
- Committee members had access to documents so they could edit



Deliverables

- Programming Guide
- Programming Plan
- Programming Checklist
- New KWE and IOS

Arlington Public Library Programming Guide Updated June 24, 2019

This document and other heightl programming related news and information can be found on the Programming Blog. https://ike.acv.aringtones.inpudges.com/programmations.

Scope: This document is to provide guidance for managers and programming staff on setting expectations of the number and type of programs for which each sheft member is responsible, as well as how to measure program success. The document also outlines the policies for program budgeting, coverage, cancellation, and statistics reporting. Managers may use their program usuageoing, currenage, concentation, who solutions reporting, manageois ting was such discretion in adhering to these best practices according to current staffing and staff priorities. for example, some staff may be more focused on outreach than in-house programs, or some staff may focus on collections rather than programs).

Defining "Program": A "program" is a proactive, intentional service in a social setting developed to meet the needs of an anticipated target audience. (Working definition courtesy of the ALA Stational Impact of Library Public Programs Assessment, http://mispa.org/phase.

Mission Afgament: Align all Ulbrary programs with the Ulbrary's vision, mission, brand promise, What's a public grows an angusty) and tagine: "Everyone has a story." Review the Vision, mission and brand promise here: https://iterary.ortingtonya.us/about-us/mission/

Recommendation of hours to spend in public engagement per week (including outreach, planning, presenting, after action, marketing, and meetings specific to planning a program):

- 40-hour Branch Ubrary Associate whose work is programming focused: 12-15 hours.
- 40-hour Central Ubrary Associate whose work is programming socused: 8-10 hours per

Note: The differences in the recommended number of hours of public engagement for each programmer between branches and Central are due to differences in service medels and staffing levels between the locations.

Planning Form (to be completed for every new individual program or series)

The Program Planning Form includes:

- Program Plan: include a description of the program, supplies, cost, staff hours, etc. 2. Program Checklist: keep track of program planning steps

- 4. Program Evaluation: answer these questions after each new program or series



Presenting New Policy to Staff

- ▶ Shared drafts at team meetings for feedback
- Reworked documents based on feedback
- Branch managers shared new policy with their programmers
- Presented at Programming Team Meeting
- Sustainability—saved program plans to our shared drive so staff could reproduce programs without reinventing the wheel
- Added expectations to Performance Appraisals



What challenges did we encounter?



SCHEDULINGIN-PERSON MEETINGS



LONG MEMORIES



CONCERN ABOUT WORKLOAD AND CREATIVITY LIMITATIONS



POLICY AVERSE/POLICY PURISTS



PROGRAMMING TEAM

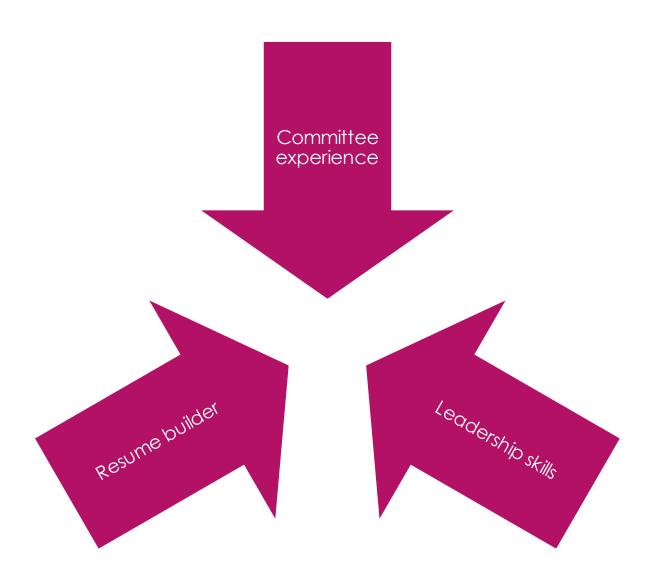


BRANCH AND CENTRAL LIBRARY SEPARATION



IMPLEMENTATION CHALLENGES

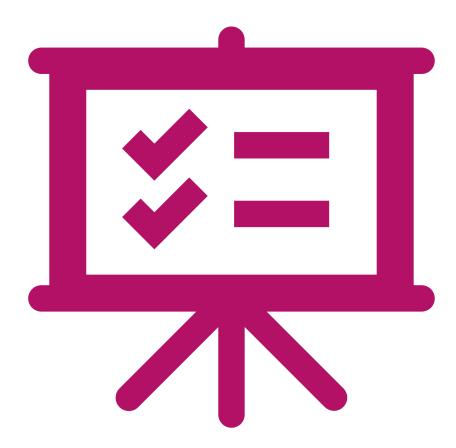




Committee members gained...

And now...

- Programming staff have guidelines and checklists for programming-- especially helpful for new staff
- Managers can hold staff accountable to standardized guidelines
- Central Library used our guide, and made edits to fit their own service model
- We met with Central managers to combine the two guides into one
- New Guide is being posted to intranet and shared at team meetings





It's an ongoing process!

Questions?

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