

**Purpose of Workform 5**

Use this workform to test your understanding of the definitions of the four policy elements.

**Who Should Complete Workform 5**

This workform should be completed by everyone involved in the policy audit and the development of revised or new policies.

**Factors to Consider When Completing Workform 5**

1. Each item is an example of one of the four policy elements.
2. Carefully read the definitions of the four policy elements presented in chapter 1 before beginning Workform 5.
3. If you have trouble identifying one of the examples in Workform 5, refer again to the definitions of the four policy elements in chapter 1.

**To Complete Workform 5**

1. Enter your name on the first line.
2. Read each numbered statement in column A and determine whether it is a policy statement, a regulation, a procedure, or a guideline.
3. Write your decision in column B.

**Factors to Consider When Reviewing Workform 5**

1. Compare your answers with those on the answer sheet.
2. Discuss any questions or issues that arose as you identified the policy elements on the workform.
3. If necessary, refer again to the definitions of the four policy elements in chapter 1.

# WORKFORM 5

## Defining Policy Elements

Name \_\_\_\_\_

<b>A. Example</b>	<b>B. Element</b>
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"> <li>a. file the white copy in the meeting room notebook.</li> <li>b. give the yellow copy to the individual reserving the meeting room.</li> <li>c. place the green copy in the mailbox designated Custodial Services in the staff room.</li> </ol>	
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 library 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 Preschool Storytimes <ul style="list-style-type: none"> <li>• When planning a storytime, keep the age of your intended audience in mind.</li> <li>• Select books that you enjoy.</li> <li>• Practice a few days before the presentation.</li> <li>• Greet the children as they enter the storytime area. Let them know that you are really glad to see them.</li> <li>• Hold the book in such a way that the children can see the pictures.</li> </ul>	
7. A library user who has forgotten or temporarily misplaced his or her library card may charge up to ten 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 the tour guide training offered by the library volunteer coordinator.	

(Cont.)

<b>A. Example</b>	<b>B. Element</b>
<p>12. Customer Behavior Expectations</p> <ul style="list-style-type: none"> <li>• Courteous behavior toward other library customers and staff members is expected.</li> <li>• The library is not responsible for unattended children and expects that children under eight years of age will be accompanied by a parent or an adult responsible for them.</li> <li>• Customers are requested to turn off their cell phones and pagers or place them on vibrate when in the reference area of the library.</li> </ul>	
<p>13. To renew an item that a customer has brought to the library, the circulation clerk will</p> <ol style="list-style-type: none"> <li>a. choose the renew function from the circulation menu.</li> <li>b. scan the barcode on the borrower's library card.</li> <li>c. scan the barcode on the item the customer wishes to renew.</li> <li>d. stamp the new due date on the item.</li> <li>e. inform the customer of the new due date.</li> <li>f. return the item to the borrower.</li> </ol>	
<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 XXX Public Library. These charges are intended to ensure maximum availability of library 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 tables and chairs have been stored appropriately and that the rooms are clean and ready for use.</p>	
<p>17. Library DVDs have a loan period of seven days.</p>	
<p>18. The reference interview is the most important part of the reference process. The reference interview starts when you greet the library user.</p>	