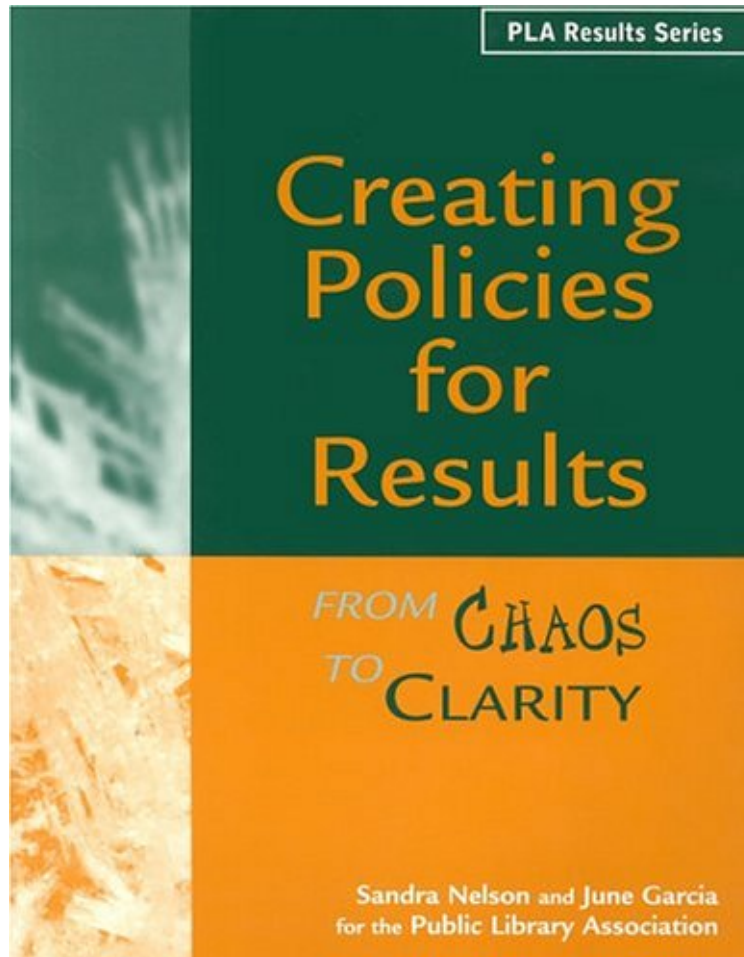


## Creating Policies for Results: From Chaos to Clarity (Pla Results Series)

*Sandra Nelson, June Garcia*

*DOC | \*audiobook | ebooks | Download PDF | ePub*



DOWNLOAD



READ ONLINE

#1993373 in Books Amer Library Assn Editions 2003-06-01 Original language: English PDF # 1 11.00 x .54 x 8.42l, 1.25 #File Name: 0838935354232 pages | File size: 29.Mb

**Sandra Nelson, June Garcia : Creating Policies for Results: From Chaos to Clarity (Pla Results Series)** before purchasing it in order to gage whether or not it would be worth my time, and all praised Creating Policies for Results: From Chaos to Clarity (Pla Results Series):

3 of 3 people found the following review helpful. An effective and knowledgeable "how-to" guideBy Midwest Book ReviewCollaboratively written by experienced public library consultants Sandra Nelson and June Garcia for the Public Library Association, Creating Policies For Results: From Chaos To Clarity is a soundly presented instructional guide to creating legally defensible policies for community library needing to respond to a diverse spec-trum of circumstances ranging from an unattended child present at closing time, to nonresidents requesting a library card. An effective and knowledgeable "how-to" guide for developing and implementing seamless governance of sound policies, in addition to recommending specifics and practical enforcement procedures for a wide variety of common library and

library community situations, *Creating Policies For Results* is very highly recommended reading -- especially for library workers, administrative staff, and library board policy makers.

What does a librarian do if an unattended child remains at closing time? Can nonresidents get a library card? What is the library's position on Internet filters? These are but a few of the kinds of issues that require clear, up-to-date library policies. If your staff makes decisions on the fly, if policies are nonexistent, outdated, and no one knows what they are, your library may be experiencing policy chaos. The answer is to create current, customized policies geared to your library. Now it's easier than ever using this one-stop, step-by-step guide that dovetails with PLA's *The New Planning for Results*. Covering governance and organizational structure, management policies, and services relating to customers, circulation, information, and groups, this comprehensive how-to addresses each major library area. Follow these guidelines to assess existing policies, develop new ones, and communicate all changes to improve consistency. \*

- \* Create sound and legally defensible policies
- \* Customize policies appropriate to your library's specific mission, customers and size using proven work forms
- \* Serve customers more effectively by updating, clarifying, and communicating new and revised policies
- \* Address needs of a changing customer base
- \* Create guidance and contingency plans for emergencies
- \* Add details and enforcement procedures for as many situations as possible

A new offering in the bestselling " . . . for Results" series from PLA (that includes *The New Planning for Results*, *Staffing for Results* and *Managing for Results*), *Creating Policies for Results* is the must-have resource for creating and updating policies. No public library can afford to be without it.

About the Author Sandra Nelson is a consultant, speaker, trainer, and writer specializing in public library planning and management issues. She has presented hundreds of training programs in over 35 states during the past two decades. During her career, Nelson has worked in both large and small public libraries and in state library agencies. She chaired the Public Library Association committee that developed the PLA planning process, *Planning for Results: A Public Library Transformation Process* and is co-author of *Wired for the Future: Developing Your Library Technology Plan* (ALA, 1999) and *Managing for Results: Effective Resource Allocation for Public Libraries* (ALA, 2000). June M. Garcia, M.L.S. is Managing Partner with Dubberly Garcia, a consulting firm that advises on a broad range of library projects including planning, facilities, and executive recruiting. The firm's clients have included the Baltimore County Public Library, the San Diego Public Library, and the Las Vegas-Clark County Public Library. Ms. Garcia has over 30 years of experience in public libraries. She was the Director of the San Antonio Public Library and the Library Extension Services Administrator at the Phoenix Public Library. She also served as Chief Executive Officer of the CARL Corporation and as Vice-President, Chief Administrator, and Chief Ambassador for TLC/CARL, major library automation companies providing integrated systems to public libraries. Ms. Garcia has been active with the Public Library Association to develop processes for public librarians to effectively plan, measure, and evaluate public library service. She was a member of the committee that produced PLA's planning process, *Planning for Results: A Public Library Transformation Process*. She chaired the committees that developed *Managing for Results: Effective Resource Allocation for Public Libraries* (ALA, 2000) and *Staffing for Results: A Guide to Working Smarter* (ALA, 2002). Ms. Garcia was the President of the Public Library Association from 1991-1992 and a member of ALA Council. Her awards include the Librarian of the Year Award (1986) and the President's Award from the Arizona State Library Association.