

# TOURS

## POLICY QUESTIONS TO ADDRESS

1. What is the purpose of a tour?
2. Do some types of tours have higher priority than other types of tours?
3. How does the offering of tours support the library's goals and objectives?

## DEFINITION:

A *tour* is a guided presentation of a library facility or department by a staff member or volunteer given to two or more people. A tour can be a general orientation to a building or department, an architectural walk-through or an introduction to special collections or information services. Tour groups may include adults, young adults or children.

## REGULATIONS QUESTIONS TO ADDRESS

1. Who may present tours?
  - a. Only staff?
  - b. Only certain classifications of library staff?
  - c. Volunteers?
2. If volunteers are authorized to give tours, are they required to complete an orientation prior to be designated as a tour guide?
3. Who is responsible for scheduling tours?
4. Will tours be offered on a regularly scheduled basis? If so,
  - a. on what schedule?
  - b. who will conduct the tour?
  - c. how will the library inform the community that regularly scheduled tours will be offered?
5. Are there tour guidelines that should be followed by every one who gives tours of the library?
6. Must tours be scheduled in advance? If so, how far in advance?
7. Is there a minimum or maximum number for a tour group? Does this number vary based on the age of the tour participants?
8. How will the library inform the community that they can request a tour of the library?
9. How do organizations request a tour?
10. Is there a form that must be completed by the requesting organization or the library that contains the pertinent information (name of group, size of group, date and time of requested tour, areas of interest to group etc), about the requested tour?
11. Will customized tours be developed for a group? If so,
  - a. under what conditions?
  - b. how much lead time is required?

12. Will tour attendees be given any printed information about the library during the tour? If so, what?
13. Under what circumstances, if any, will the library accept financial support or donations of goods and/or services to help defray the cost of one or more library tours? If the library is willing to accept such support, how will they recognize the contribution?
14. What statistics, if any, will be kept about the tours conducted by the library? If so,
  - a. how are the statistics to be reported?
  - b. to whom are they reported?
  - c. how frequently are they reported?
15. Will staff be asked to evaluate the tour? If so,
  - a. how will the evaluation be conducted?
  - b. to whom will the completed evaluation be given?
  - c. when is the evaluation to be submitted?
  - d. how will the results of the evaluation be used?
16. Will tour participants be asked to evaluate the tour? If so,
  - a. how will the evaluation be conducted?
  - b. to whom will the evaluations be given?
  - c. how will the results of the evaluation be used?

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