# FOLA Standard Operating Procedures (SOP)

## Table of Contents

<table>
<thead>
<tr>
<th>Subject</th>
<th>Procedure Number</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership Applications</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Membership Renewals</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Membership Acknowledgement Letter</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Membership Records</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Board Membership</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Board Officer Nominations</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Board Meetings and Committee Meetings</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>Meeting Agenda and Meeting Minutes</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>FOLA Newsletter</td>
<td>9</td>
<td>5</td>
</tr>
<tr>
<td>FOLA Web Page</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>FOLA Financial Funds</td>
<td>11</td>
<td>5</td>
</tr>
<tr>
<td>FOLA Sponsored Activities</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td>FOLA Fundraising</td>
<td>13</td>
<td>6</td>
</tr>
<tr>
<td>FOLA Fundraising Action Committee</td>
<td>14</td>
<td>6</td>
</tr>
<tr>
<td>FOLA Strategic Plan</td>
<td>15</td>
<td>6</td>
</tr>
<tr>
<td>Other Friends Organizations</td>
<td>16</td>
<td>7</td>
</tr>
<tr>
<td>FOLA Membership Campaigns</td>
<td>17</td>
<td>7</td>
</tr>
<tr>
<td>FOLA SOP Appendix</td>
<td>18</td>
<td>8</td>
</tr>
<tr>
<td>FOLA Committees</td>
<td>19</td>
<td>8</td>
</tr>
<tr>
<td>New FOLA Board Member Orientation</td>
<td>20</td>
<td>8</td>
</tr>
<tr>
<td>Speaker Series</td>
<td>21</td>
<td>9</td>
</tr>
<tr>
<td>Honor and Memorial Books</td>
<td>22</td>
<td>10</td>
</tr>
</tbody>
</table>
Friends of the Library and Archives - “FOLA”

Standard Operating Procedures (SOP)

Adopted – January 2008
Most Recent Revision Approved– June 6, 2013

The Kettering University FOLA Board of Directors adopts these procedures in order to provide interpretation of the FOLA by-laws, necessary for the regular conduct of FOLA programs and operations.

These procedures are intended to ensure continuity in the operation of FOLA as different persons assume leadership positions in the organization.

Each procedure is adopted by the FOLA Board. All changes, additions and deletions are made by board action through the Chair and officers of the board. The SOP master is maintained by the Library Administrative Specialist. Current documents are made available on the FOLA section of the library web page.

It is the responsibility of board members and committee members to review the SOP for relevance and recommend revisions/inclusions to the SOP committee as needed.

PROCEDURE NUMBER 1

Subject: Membership Applications

A Kettering Library staff member will maintain the membership application forms, membership information brochures, membership cards, return pre-paid postage envelopes, and FOLA stationary. This material can be requested from the Library for distribution and use by appropriate areas.

Completed membership applications are returned to University Advancement. The University Advancement Office will receive the payment, record the donation, and send a Kettering tax receipt/acknowledgement letter to the Membership Coordinator, along with a copy of the membership application. The Membership Coordinator will record the membership receipt information in the FOLA membership list, which is maintained in the Archives “Past Perfect” database. The Kettering acknowledgement letter is discarded, and a FOLA membership acknowledgement letter will be sent out to the new member, along with a membership card, a copy of the latest FOLA newsletter, and any other appropriate material.
Memberships are maintained on an annual basis, starting with the date of membership application receipt at Kettering.

**PROCEDURE NUMBER 2**

Subject: Membership Renewals

Current Membership Renewals – Monthly  
At the beginning of the month membership expires, the first ask renewal letter is sent. If no response, at the beginning of the next month (membership has now expired) the second ask renewal letter is sent. Three months later, the third ask renewal letter is sent, including the date the membership expired. Nine months later, this record moves to the Newly Expired List. Renewal letters will be revised yearly in July and signed by the current FOLA Board Chair.

**PROCEDURE NUMBER 3**

Subject: Membership Acknowledgement Letter

A membership acknowledgement letter will be prepared and signed by the Director of Library Services and FOLA Chair for inclusion in the membership acknowledgement package. This letter will be updated within four weeks of the annual meeting to reflect the latest FOLA direction and accomplishments. The Membership Coordinator maintains the letter in the Archives database.

**PROCEDURE NUMBER 4**

Subject: Membership Records

FOLA membership records will be maintained in the Kettering University Archives “Past Perfect” database. The Membership Coordinator will update them on an ongoing basis. This database will include name, address, phone number, e-mail address, company (if applicable), indicated interest, and newsletter preference, type of membership, date paid, and membership expiration month. Other information can be listed as appropriate.

The FOLA membership records will be used to produce a yearly membership status report to be made by the FOLA Chair or a designated board member at the annual FOLA meeting.

Kettering’s University Advancement Office maintains an historical membership data file, which can be accessed if requested.
PROCEDURE NUMBER 5

Subject: Board Membership

Board members are to be elected at the annual meeting. Nominations for the board should be made to the Board of Directors by a nominating committee prior to the annual meeting. Nominations for the board may also be made from the floor at the annual meeting. The membership duration of the new board member will be determined by the membership so that the total board membership expiration dates are equally divided over a three-year span.

Current board members not meeting the requirements of maintaining board membership shall be notified in writing of their removal from the board in a letter signed by the Board Chair and Director of Library Services.

The vacancy created by a member not able to complete his/her term may be filled by appointment by the Board of Directors. This can be done by vote at a board meeting or by e-mail vote between meetings.

PROCEDURE NUMBER 6

Subject: Board Officer Nominations

A slate of officers for nomination shall be prepared and presented by the current board Chair at the annual board meeting.

PROCEDURE NUMBER 7

Subject: Board Meetings and Committee Meetings

The Kettering Library Administrative Specialist is responsible for preparing a yearly schedule of board and committee meetings. This schedule will be issued to all board members at the annual board meeting. The Library Administrative Specialist is responsible for issuing meeting notices to appropriate board members at least two weeks prior to the meeting date.

The normal meeting time for board and committee meetings is 8:00 a.m. Committee meeting times may be scheduled at other times for the convenience of the committee members. Meetings may be held by conference call at the discretion of the committee head.
PROCEDURE NUMBER 8

Subject: Meeting Agenda and Meeting Minutes

The Director of Library Services (Recording Secretary) is responsible for preparing the meeting agendas (with appropriate input from board members and/or committee members), and publishing minutes of the meetings to all board members. Meeting minutes shall be retained by the Library Administrative Specialist for a period of three Kettering University academic years.

PROCEDURE NUMBER 9

Subject: FOLA Newsletter

A library staff member is responsible for soliciting content, editing, publishing to all FOLA members, and archiving the FOLA newsletter per the FOLA Board approved publishing schedule. The current newsletter internet link is sent to members and the link is included in the library website. E-mail notification and link is supplied to members who have noted this preference on their membership application. Paper copies will be sent to members who have requested this service on their membership application.

PROCEDURE NUMBER 10

Subject: FOLA Web Page

The FOLA web site is part of the Kettering Library web site and is to be maintained by the Library Systems Administrator. Changes and/or additions to this web site are approved by the Director of Library Services and made by the Library Systems Administrator.

Each committee chair is responsible for reviewing and providing updated information to the Library Systems Administrator for inclusion in the FOLA section of the library web site as appropriate.

The Kettering University Archives web page shall be maintained by the Archivist in collaboration with the Digital Technology Librarian.
PROCEDURE NUMBER 11

Subject: FOLA Financial Funds

FOLA funds and expenditures are handled through the Kettering accounting and purchasing system. Invoices for payments, purchases, etc. are directed to the Library Administrative Specialist and approved for payment by the Director of Library Services after approval by the FOLA Board. The Library Administrative Specialist shall prepare a treasurer’s report showing income, expenditures, and account balance for review at each regularly scheduled board and committee meeting.

PROCEDURE NUMBER 12

Subject: FOLA Sponsored Activities

Recommendations for FOLA sponsored and/or funded activities shall be made to the appropriate committees and brought to a FOLA board meeting for approval. All FOLA expenditures must be budgeted and have board approval.

PROCEDURE NUMBER 13

Subject: FOLA Fundraising

Recommendations for FOLA fundraising activities shall be made by FOLA members through the appropriate committees and placed on the agenda for review at the FOLA board meetings. All fundraising activities must be budgeted and have board approval.

PROCEDURE NUMBER 14

Subject: FOLA Fundraising Action Committee

A fundraising action committee will be responsible for FOLA fundraising events. These events may include a book sale and other activities which benefit FOLA’s finances.

PROCEDURE NUMBER 15

Subject: FOLA Strategic Plan

The FOLA Chair is responsible for conducting a yearly review of the Strategic Plan and preparing any recommended changes to the Strategic Plan for review and approval at the annual FOLA
meeting. The FOLA Strategic Plan should be kept in alignment with the Kettering University Strategic Plan.

**PROCEDURE NUMBER 16**

**Subject:** Other Friends Organizations

The Director of Library Services shall make recommendations to the board regarding membership and levels of participation in other FRIENDS organizations such as the national group, United For Libraries and FOML (Friends of Michigan Libraries). Membership and funding shall be by approval of the FOLA Board.

**PROCEDURE NUMBER 17**

**Subject:** FOLA Membership Campaigns

**Newly Expired List – Yearly in February**
As part of the membership campaign and in cooperation with University Advancement, a letter is sent to everyone on this list – members who did not renew the previous year. The following January, still expired members move to the LAPSED LIST.

**Lapsed List – Yearly in February**
As part of the membership campaign and in cooperation with University Advancement, a letter is sent to this list – members who have at one time been FOLA members. After receiving letters for three years, the record is dropped from the list. The Membership Coordinator maintains all lists and records the number of letters received.

**Parent Membership Campaign – Yearly in July**
As part of a membership campaign and in cooperation with University Advancement, a letter is sent to parents of Kettering sophomores through seniors to ask if they would like to join FOLA. Recent June graduates will be removed from the list.

**Board Members – Yearly in July**
A welcome letter, signed by the new Board Chair, is sent to all elected board members reminding them that this is a membership organization and asking them to join if they are not current members.
PROCEDURE 18

Subject: FOLA SOP Appendix

A SOP Appendix shall be maintained by the Library Administrative Specialist. This appendix is for reference use of the FOLA Board Members only. The appendix should include, but not be limited to, such information as a current committee listing (including functions and membership), examples of outgoing membership campaign letters and other relevant documents that may be referenced by the FOLA Board. Material to be included in the appendix should be submitted to the Library Administrative Specialist by FOLA committee chairs.

PROCEDURE NUMBER 19

Subject: FOLA Committees

Standing Committees – There are three standing committees:

- Finance and Fundraising Committee
- Public Relations and Membership committee
- Speaker Series Committee

Membership on these committees is limited to FOLA board members.

Ad Hoc Committees – Ad hoc committees for special activities or functions may be established by action of the FOLA Board. Membership on these committees is not limited to FOLA Board Members. Outside committee members may be recruited by the committee chair as appropriate to the function of the committee.

A dated, current listing of the various ad hoc committees shall be maintained in the SOP appendix. This list shall include (but not be limited to): the committee name, function/duties, responsibilities, and membership. This information shall be kept current by the committee head, and submitted to the Library Administrative Specialist for inclusion in the SOP Appendix.

PROCEDURE NUMBER 20

Subject: New FOLA Board Member Orientation

The Library Administrative Specialist shall provide all new FOLA Board Members with an orientation package upon election to the FOLA Board. This package shall include a copy of the current FOLA Board Roster, By-Laws, SOP (including appendix), Strategic Plan, and FOLA Newsletter link.
PROCEDURE NUMBER 21

Subject: Speaker Series

The purpose of the Speaker Series is to provide a service for FOLA members and to the community as “good citizens.” The Speaker Series will be a way for FOLA to expand the knowledge of the community and to encourage the community and others to become members of FOLA.

The intended audience of the program is current FOLA members, the Flint community, and the Kettering Community including students, faculty and staff.

FOLA will host a Speaker Series twice each year, at the end of October and early March, with an evening timeframe not to conflict with the student academic calendar so students are able to attend.

Speakers shall be of no specific type or category (i.e. only authors). Topics should reflect Kettering University’s /FOLA’s mission (i.e. engineering, entrepreneurial, automotive related, leadership, Flint history or current issues). The program will be dependent on availability of the speaker, the partnership with the group FOLA is collaborating with, and using responses from previous program evaluations. For the immediate future, FOLA will engage speakers who do not require a speaker fee.

FOLA will establish a Speaker Series Standing Committee, in which all members will have a 2-year commitment. The terms will ideally stagger. The FOLA Board Vice-Chair will head this committee. The committee chair will work closely with the Director of Library Services.

There should be money budgeted each year in the FOLA budget to support this program. The suggested amount may come from the Speaker Series Committee, and should be evaluated and revised each year. As a rule, this program is offered free as a service to FOLA members and the community.

When possible and practical, FOLA will collaborate with community/Kettering groups. This collaboration will usually be driven by the topic/speaker.
PROCEDURE NUMBER 22

Subject: Honor and Memorial Books

The FOLA Board honors the service of those members who leave the board by placing an honorary bookplate in a library book. The board will also place a memorial bookplate in a library book for any Board Member who has a death in the immediate family.