Resource Library Policies

Mission Statement

The National RTAP Resource Library's mission is to provide access to free, high quality technical assistance and training materials dedicated to rural and Tribal transit systems. The Resource Library features National RTAP-developed training modules (hard-copy and eLearning formats), technical briefs and articles, toolkits, web-based applications and webinars, and provides linked access to relevant full-text resources developed by other organizations.

Collection Development Policy

National RTAP's Resource Library is a collection of electronic and print documents and audiovisual materials relating to the field of rural and Tribal transit.

- **Rural transit** - public or community transportation provided in communities with populations of less than 50,000 people

- **Tribal transit** - transit on American Indian Reservations and within Tribal communities and lands

Library holdings include National RTAP-developed materials and pertinent rural and Tribal transit resources developed by other organizations and agencies in the field. Resources cover various transportation modes typically operated by rural providers: fixed route, demand response, flexible services, ADA paratransit, volunteer driver programs, and others. Resources are targeted to rural and Tribal transit operators, State DOT personnel, State RTAP managers and other program managers and staff.

National RTAP's Resource Library contains materials in the following formats: print publication, PDF, CD-ROM, DVD, thumb drive, webinar, Excel spreadsheet, Word document, and PowerPoint presentation. When providing materials hosted on other organizations' web sites, direct links are provided to the full-text location. All National RTAP-produced documents published in 2019 to current are 508 compliant, and accessible formats of older documents can be requested.

The National RTAP Resource Library collects and provides access to free resources for print order or download in the following subject areas with examples of the types of resources contained in each:

I. Government Agencies
- Transit compliance, funding and program rules, regulations, reports and advisories pertaining to or generated by:
    o Federal government
    o Tribal governments
    o State and local governments

II. **Management and Organization**
- Planning – initial, annual and long-range planning, assessment
- Human Resources – volunteers, training, personnel, leadership, board
- Governance – board, citizen advisory committees
- Education and Training – vocational guidance, education, materials about training
- Marketing – design, advertising, free or low-cost marketing methods, web and social media
- Finance – managing finances, budgeting, capital program planning, fare policy and structure, funding, grants, procurement
- Insurance – vehicle and driver insurance, risk management

III. **Information and Technology**
- Technical assistance
- Databases
- Reports

IV. **Transit Operations**
- Equipment – vehicles, facilities
- Technologies – scheduling, dispatching, service planning, mobility management, vehicle selection, facility construction, fare collection, road supervision service monitoring, logs
- Maintenance – vehicles, facilities, stock
- Safety and Security – accidents and emergencies, drugs and alcohol, problem passengers
- Environment – energy, fuel, livable communities, sustainability
- Customer Service

V. **Coordination, Partnerships and Contracting**
- Public
- Private
- State
- Federal
- Community organizations
- Businesses
- TACL – FTA and its technical assistance centers

VI. **Communication**
- Communication systems – radio, online
- Interpersonal communication

I. **Stakeholders (examples are representative and not limited to those below)**
- Administrative Staff - Administrative Personnel, Accounting, Customer Service Representatives, Finance, Human Resources, Office Managers, Procurement
- Board Members - Boards, Chairperson of the Board
- Dispatch Staff - Dispatch, Dispatchers, Dispatch Managers
- Drivers - Bus Drivers, Bus Operators, Operators, Transit Drivers, Transit Operators, Volunteer Drivers
- Heads of Agencies - Accountable Executives, CEOs, Heads of Transit Agencies, Principles, Transit Agency Executives

- Maintenance Staff - Bus Washers, Fleet Maintenance, Hostlers, Maintenance Managers, Mechanics, Mechanics Managers
- Mobility Managers - Mobility Coordinators
- Riders - Older Adults, Passengers with Physical or Mental Disabilities, Tribal Members, Veterans
- Safety Staff - Safety and Security, Safety Officers, Safety Supervisors
- State Program Managers - State DOT Managers, State DOT Staff, State RTAP Managers, State Transportation Program Managers
- Trainers - Passenger Trainers, Training and Compliance, Travel Trainers
- Transit Management - 5311 Program Delivery Coordinators, Bus Operations Managers, Civil Rights Managers, Construction Project Management, Contracts Management, Drug and Alcohol Program Managers, FTA Compliance Managers, Managers, Operational Managers, Operations, Operations Managers, Road Supervisors, Transit Managers, Transit Planners, Transit Service Directors, Transit Service Managers, Transportation Managers, Transit Asset Managers
- Volunteers - Volunteer Staff

New resources are added to the library collection regularly. New National RTAP products are added to online Resource Share database within a week of their publication or presentation. Our products are also updated regularly. When a National RTAP product is updated, it replaces (overwrites) the previous version in Resource Share. When any of our products is retired, its record is removed from Resource Share but is archived locally.

Our products are reviewed annually based on the FOREST Model, which we developed in 2017:
- Format (e.g., technical briefs, webinars)
- Oldest
- Rapidly changing topics (legislation, technology)
- Ease to update
- Substantial utilization
- Training about a National RTAP product that was updated

Resources created by other organizations that are more than five years old are reviewed on an individual basis annually as well, and resources considered outdated are removed from the collection.

Services

The Resource Library is open between 9 am - 5 PM ET Mon-Fri. National RTAP's Resource Center staff provide the following free services to all those involved in rural and Tribal transit management, education and research:
- Resource Library Catalog – annotated, clickable list of all our products and lists of top products by roles
- Shipment of hard-copy National RTAP products requested through phone, fax, email, chat, in-person, or through Resource Share ordering

- Circulating collection and interlibrary loan
- Access to library databases, including Massachusetts Library System databases for Massachusetts-based organizations and individuals
- Technical assistance and training on the how to use our resources and online Resource Library through chat, email, phone, fax, or Zoom
- Research assistance on topics in rural or Tribal transit
- Creation of online Topic Guides with carefully selected resources on frequently asked questions
- Presentations by library staff on selected topics related to our collections and products through webinars and in-person seminars

Visiting the Library

After COVID-19 is no longer a concern, the Resource Library will reopen by appointment to transit professionals, students, librarians, and researchers during our regular office hours. Visitors can request a tour of the shipping center and on-site use of the library's reference collection. If you would like to make an appointment to visit the library, please contact us at info@nationalrtap.org or 888-589-6821.