

**STANDARDS FOR
LOUISIANA PUBLIC
LIBRARIES
2003**

**LOUISIANA LIBRARY ASSOCIATION
PUBLIC LIBRARY SECTION**

The 2002-03 Committee to Revise the Standards

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Note – The Committee would like to acknowledge the contributions of Katherine Brown, Lincoln Parish Library.

In memory of Dr. Julia Avant, the original committee chair.

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Introduction

The standards in this document were developed over a 12-month period and are intended to be used by Directors, staff, and Library Boards to improve the quality of library service to the residents of Louisiana. The Committee met monthly in order to put the revision on a fast track. Ideas for this revision came from Focus Group Discussions at the Administrative Conference, a Focus Survey submitted to all Louisiana Library Directors, and from a review of other state library standards that included those of Texas and the Southeastern States. Before the final draft was formulated, all Library Directors across the State were invited to attend a meeting to critique the working document. Meeting participants responded positively to the document, offered suggestions for improving the usefulness of the standards to public library staff, and provided additional resources for the Committee's consideration.

As a result of the Focus Survey, the format and philosophy of the Standards document have been modified. Changes that reflect suggestions include: an 8 ½" x 11" page with three holes punched for inclusion in existing handbooks, 12 and 14 point fonts for easy reading, and a check list format. The Sections have also been expanded to include **Technology**, **Access to Services**, and **Marketing and Public Relations**. The Materials Section has been renamed **Collections**. The philosophy behind the framework of the Standards is not new; but, hopefully, puts a stronger emphasis on individual systems using *Planning for Results* as the basis for developing, funding, maintaining services, as well as, for eliminating outdated activities from library service objectives.

Users of this document will find that **Levels of Service** now appear in almost all the Sections. The Levels are designated **Essential**, **Enhanced**, and **Excellent**, Essential being the basic standard that any library, regardless of size, should meet. Enhanced and Excellent standards indicate that the Library has gone beyond the basic standard, striving to provide a higher level of service. There are many standards at the Excellent level that even the smallest library can attain or has attained. On the other hand, there are some standards at the Excellent level that challenge the library to provide innovative library service. It is the intent of the Committee that the addition of Levels enables Directors and Board Members to better set goals and objectives, justify funding, garner support, and fortify public relations.

This year's Committee has designated this revision of the *Standards* a Working Document. Throughout the ensuing year, the Committee will ask Directors to evaluate the effectiveness and ease of use of the document. Through this process, the document will continue to evolve as a benchmark for library excellence.

PLANNING, GOVERNANCE, ADMINISTRATION, FUNDING AND ADVOCACY

PLANNING

A public library must engage in planning if it is to offer its constituency effective service. The Library Board and Director share the responsibility for ensuring that a regular planning cycle is maintained and that the community is represented in the planning process.

___The library completes a formal study to determine community needs for services at least once every five years.

___The resulting written long range plan includes the library's goals, objectives, and an action plan for the library's operation and development. It also includes methods to evaluate the library's success in meeting goals and objectives.

___The library operates from the long range plan, approved by the Library Board and available for public inspection.

___The Library Board and administration review and update the long range plan periodically and evaluate the library's performance against the stated objectives.

GOVERNANCE

Louisiana law provides the means for the establishment, governance, financing, and maintenance of public libraries. (Louisiana Revised Statutes 25:211-235). LA R.S. 25.214 provides for public library governance through a Library Board of Control.

___The Board of Control knows the laws and governs the public library in compliance with the provisions of LA R.S. 25:211 et seq. and other local, state, and federal laws relevant to library services and operations.

___Each board member possesses a copy of and is familiar with the contents of *The Handbook for Louisiana Library Trustees*.

___The Library Board adopts by-laws, rules, and regulations for its own guidance and for the governance, maintenance and function of the library system.

___The library's by-laws include provisions for board meetings, staggered terms, periodic retirement of members, rotation of officers, and replacement of inactive or uninterested members.

___Board meetings are held at least four times a year at a time and place convenient for Library Board members and members of the general public. All meetings comply with the Louisiana Open Meetings Law (LA R.S. 42:4.1 – 42:13)

___The Library Board employs a qualified Library Director certified according to provisions in LA R.S. 25:215 and 25:222.

___The Board delegates active management of the library to the Director. Board members do not get involved in the day-to-day operations of the library.

___The library operates from written policies approved by the Board.

___ Policies are reviewed and updated as needed. Some boards adopt a timetable for policy review.

___The written policies cover library organization, operation, public service and use, facilities, materials, personnel, and other appropriate subjects.

___Each Library Board member receives an orientation to the job of Trustee, to the laws governing the library, and to library operations as soon as possible after his or her appointment to the Board.

___Each Library Board member belongs to the Louisiana Library Association.

___At least one member of the Library Board attends at least one regional or statewide library-related activity each year.

___The Library Board adopts policies that comply with the American Library Association's *Library Bill of Rights*, *The Freedom to Read Statement*, and other appropriate documents.

ADMINISTRATION

The Library Director provides leadership and communication to the staff, the Library Board, and to the local governing authority. As chief executive officer, the Library Director administers policies approved by the Library Board.

___The Library Director is a graduate of a program of library and information studies accredited by the American Library Association.

___The Library Director has obtained State certification as required by LA R.S. 25:215.

___The Library Director has full responsibility for administering library policy, for personnel selection and management, for administration of programs and services, for selection of materials, and for compliance with the laws that govern library services.

___The Library Director provides orientation sessions for new Board members.

___The Library Director provides a climate that encourages development of innovative programs and projects.

___The Library Director encourages staff participation in continuing education activities.

___The Library Director is a member of the Louisiana Library Association and participates in LLA, as well as in local, regional, and national library association activities.

___The Library Director submits reports mandated by the State Library of Louisiana in a timely manner.

FUNDING

___Excellent library services are dependant upon adequate funding. The Library Board ensures that such funds are available to meet the needs identified in the library's strategic and/or five-year plan.

___The minimum standards for local income per capita and total income per capita are the national per capita averages as reported annually by the State Library of Louisiana in *Public Libraries in Louisiana: Statistical Report*.

___The library takes advantage of all revenue sources: municipal, parish, state, federal, private funds, unconditional gifts, and grants. The library relies primarily on a local tax that generates stable revenues and is dedicated exclusively to library use.

___The library operates from fiscal procedures and financial management practices consistent with generally accepted accounting practices of the Governmental Accounting Standards Board.

ADVOCACY

Because Louisiana's library Trustees serve without pay and without any prospect of financial gain, they are the most credible library advocates.

___Board members promote and support the library system, its programs and services, at every opportunity.

___State funding to public libraries is essential. Board members actively encourage their Legislators to support State funding for libraries.

___Board members participate in organized efforts to bring about local, state, and federal laws and initiatives that support libraries.

PERSONNEL

The library's personnel are the critical link between the community and the informational, educational and cultural resources provided by the library. Managerial standards should support the selection, development, supervision and retention of outstanding library employees. Library staff includes librarians, paraprofessionals, clerical, maintenance, and security staff.

It is essential that the public be served by an effective and dedicated staff. Skilled staff members are important in the modern environment to assure the public adequate access to information in all media types. Properly trained staffs are also necessary to assure quality collection development, as well as materials acquisition, processing and preservation.

Service Philosophy

All library personnel should have an understanding of the informational, educational and cultural mission of the library. All staff shall adhere to the American Library Association's *Code of Ethics*.

Library Director

Louisiana library law requires that the State Board of Library Examiners certify the director of a public library. Executive status is granted for a Master's and three years appropriate executive experience. The requirement for certification is a Master's degree from an ALA accredited school of library science (LA R.S. 25:215 and 222). Provisional certification is granted to one having the degree but lacking executive experience.

CLASSIFICATION

Each library will develop and adhere to a classification system that clearly defines and differentiates positions in terms of qualifications and responsibilities. Written job descriptions should be available for each position.

Librarian	Degree from an ALA accredited graduate program of library and information science
Library Associate/ Paraprofessional	Bachelor's degree. Note: Some libraries consider length of service and/or experience in lieu of educational attainment.
Support Staff	Requirements and responsibilities will be developed on the local level. This designation generally applies to positions that require less than a bachelor's degree.

Staffing Levels

Each library system will employ at least one (1) full time librarian and adhere to the following staffing levels (full time equivalent staff -FTE- on a per capita basis):

	<u>Essential</u>	<u>Enhanced</u>	<u>Excellent</u>
Total Staff	___1 per 2,500	___1 per 2,000	___1 per 1,500
Librarian	___1 per 12,000	___1 per 10,000	___1 per 8,000

COMPENSATION

Occupational Outlook Quarterly Online, Winter 2000 notes that the number of librarian jobs is projected to grow about 5% between 1998 and 2008. Retiring Baby Boomer librarians and those leaving the profession for other reasons will create about 39,000 job openings. Current library literature indicates that as these jobs become available, it is more difficult to fill them. Graduate school enrollments are down and there is national concern that the number of library school graduates will continue to decline. According to the *ALA Survey of Librarians' Salaries*, public librarians earn the lowest average annual salary of all librarians.

In order for Louisiana's public libraries to provide the quality and quantity of qualified personnel at all levels, compensation systems must be structured to provide competitive beginning salary ranges and accommodations for merit raises and regular cost of living increases. The salary and benefits schedule should correlate to those of other public employees with similar levels of education and expertise.

To address the growing need for professional librarians, incentives need to be established to encourage library employees to begin or continue a formal educational program.

Director

___Salary meets the national average according to the annual *ALA Survey of Librarian Salaries* or salary is comparable to heads of parish agencies and/or education supervisors in the parish.

Librarian

___ **Essential:** Salary meets national average for starting public librarians according to the annual *ALA Survey of Librarians' Salaries* **or** starting salary for teachers with a Master's degree in the local public school system, **whichever is greater.**

___ **Enhanced:** Salary is 5% above "Essential."

___ **Excellent:** Salary is 10% above "Essential."

In either case, librarians should receive benefits comparable to those of other public employees in the parish.

Library Associate

___ **Essential:** Starting salary meets that of certified teachers with Bachelor's degree in the local public school system, including benefits comparable to those of other public employees in the parish.

___ **Enhanced:** Starting salary meets that of certified teachers with Bachelor's degree in the local public school system, prorated for a 12-month contract, including benefits comparable to those of other public employees in the area.

___ **Excellent:** Salary is 5% or greater than "Enhanced."

Other Support Staff

___ **Essential:** Starting salary matches that of comparable positions in local businesses and government, including comparable benefits
or
Current federal minimum wage, whichever is greater.

___ **Enhanced:** Same as above, plus 10%.

___ **Excellent:** Any percent greater than "Enhanced."

PERSONNEL POLICIES

Libraries should establish written personnel policies and procedures and revise them annually. Such policies shall be in compliance with all federal, state and local labor laws. Personnel policies and procedures shall be made available to all staff members.

CONTINUING EDUCATION AND STAFF DEVELOPMENT

It is understood that any library system will provide the funds to ensure that the Library Director is able to take enough continuing education credits to make him/her eligible for Executive Certification renewal.

___ **Essential:** Library staff at all levels shall be provided with appropriate in-service training opportunities. Libraries shall design and implement programs to develop personnel resources and enhance service provision.

___ **Enhanced:** Library administration should budget for staff to attend appropriate professional development seminars and workshops.

___ **Excellent:** Library administrations should provide definite incentives for staff to further their formal education.

Conference Attendance

___ **Essential:** Full financial support shall be provided to each librarian for attendance at the annual state conference. Attendance at one national conference should be supported at least every two years.

___ **Enhanced:** Full financial support shall be provided to each librarian **and other library employees** to attend the annual state conference. Attendance at one national conference should be supported annually for each librarian.

___ **Excellent:** Full financial support shall be provided to each librarian and other library employees to attend the annual state conference. National conference attendance should be provided for librarians and others as budget allows.

FUNDING

___ **Essential:** One percent (1%) of the personnel budget shall be designated to support staff development.

___ **Enhanced:** One percent (1%) of the total budget shall be designated to support staff development.

___ **Excellent:** Anything above the enhanced level.

ACCESS TO LIBRARY SERVICES

The term “access” includes the freedom or ability of an individual to make use of a service. It refers not only to a library’s location and to the number of hours it is open, but also to the efforts made by the library to extend its services into the broader community through traditional and electronic methods.

___ The Library Board adopts policies which comply with the ideals of the profession, the First Amendment to the U.S. Constitution, and the Americans with Disabilities Act.

___ Library service is offered at a geographic location requiring no more than 20 minutes travel time (one way) in densely populated urban areas.

___ Library service is offered at a geographic location requiring no more than 30 minutes travel time (one way) in all other areas.

___ Library service is provided to **ALL** persons within the library’s legal service area and as defined by the library’s policies.

___ The library, its programs, services, and electronic resources are accessible to people with special needs.

Levels

Essential

___The library ensures services and programs for people with disabilities by ADA Standards.

Enhanced

___The library provides access to resources and services for patrons with disabilities in alternative formats.

Excellent

___The library provides access to resources and services for patrons with disabilities through assistive technology.

___ The library provides appropriate access to library services for specialized populations, including, but not limited to the homebound, the institutionalized, and non-English speaking populations.

___ Access to library services is available within the library itself and from remote locations to provide convenient and increased use of library resources.

___The regular schedule the library and/or branch is open is clearly posted.

___Open hours are developed for the convenience of the public and include morning, evening, and weekend hours.

Minimum hours of service per facility are as follows, with consideration always given to weekend and evening hours.

Levels

Population	Essential	Enhanced	Excellent
1 – 4,999	___ 15-20 hrs/week	___ 30 hrs/week	___ 35 hrs/week
5000 – 9,999	___ 35 hrs/week	___ 40 hrs/week	___ 45 hrs/week
10,000 – 24,999	___ 40 hrs/week	___ 45 hrs/week	___ 50 hrs/week
25,000 – 49,999	___ 45 hrs/week	___ 50 hrs/week	___ 55 hrs/week
50,000 - 99,999	___ 50 hrs/week	___ 60 hrs/week	___ 65 hrs/week
100,000 -199,999	___ 60 hrs/week	___ 65 hrs/week	___ 70 hrs/week
200,000>	___ 65 hrs/week	___ 70 hrs/week	___ 72 hrs/week

This measure is based on a typical week, one in which the library is open regular hours and there are no holidays. (A typical week does not include summer hours.)

___The library participates in the statewide Loanshark database and periodically submits its bibliographic records and holdings to this database.

___The library provides access to library materials and services through diverse technology.

Levels

Essential

___The library provides public Internet access.

___The library has a telephone system adequate to meet public and staff needs with the numbers listed in the local directory and Yellow Pages.

___The library provides reference service by telephone to all callers all hours the library is open to the public.

___The library has, or has convenient access to, a photocopier for staff and the public.

Enhanced

___The library provides remote access to the online public catalog and other databases.

___The library has equipment to inform users of hours when the library is closed.

___The library provides reference service by fax and/or e-mail during open hours.

Excellent

___The library maintains a web page with access points to specialized databases and/or information.

___The library has equipment and software to send informative messages to users during and after hours, such as e-mail and web page information.

___The library provides reference service by e-mail within a specified period, exclusive of holidays.

____The library has, or has convenient access to, a fax machine for staff.

____The library maintains a 1-800 number when telephone access to the nearest branch (within the parish) is long distance.

____The library has converted its bibliographic holdings information and maintains these holdings in machine readable form using the MARC standard.

____The library provides a method for the return of all materials when the library is closed.

SERVICES

Public libraries are in the service business. Libraries are active providers of information services, readers' advisory services, educational support, children's services, and programs. Plans for library services are developed as part of the library's planning process and are based on a knowledgeable assessment of the community. These standards recognize the importance of a library's service program to varying constituencies and the essential role of staff in delivering effective service.

___The library has written service plans that meet community needs and are developed by the board and staff with input from the community.

___Written service plans are reviewed and updated regularly.

___The library has a written policy to cover specific library services.

___ Free, equal, and easy access to services is available to all, regardless of age.

___The main library shall offer comprehensive print and non-print materials collections and a wide range of services.

___Services at other outlets shall include, at a minimum:

Lending of circulating library materials

Standard reference and information and referral services

Interlibrary loan

___The library has written lending policies that specify freedom of access, types of materials that are loaned, eligibility for library borrowing privileges, and requirements for users residing outside the library's legal service area.

___The library has a written acceptable Internet use policy.

___The library participates in regional and statewide opportunities to share information and resources.

___The library cooperates with other agencies and organizations when possible and when appropriate to the library's service plan.

LEVELS OF SERVICE

Circulation

___The library has a circulation policy designating a registration period, loan period(s), information on fines and fees, a schedule for updating and purging files, and other pertinent practices.

___The library provides a system for registering borrowers and for charging and discharging materials that satisfies both the patron's need for confidentiality, speed, convenience, and ease of use, and the library's need for adequate patron information and internal controls.

___The library's policy addresses the retention and removal of confidential patron and circulation records.

___The library provides alternative delivery methods such as bookmobile/van routes, home/agency delivery, mail, or satellite collections for special populations.

Essential

___Patrons can reserve and/or renew circulating materials in person.

Enhanced

___Patrons can reserve and/or renew circulating materials by telephone.

Excellent

___Patrons can reserve and/or renew circulating materials online.

User Services

Essential

___Reference assistance is available to patrons at each location.

___Each location provides personal Reading, Listening, and Viewing Guidance.

Enhanced

___Reference service by telephone is available to callers all hours the library is open to the public.

___Each location provides written, informational and promotional materials, such as program brochures, subject bibliographies, and best seller lists.

Excellent

___Reference service by fax and e-mail is available all hours the library is open.

___The library system's online catalog offers electronic Readers' Advisory services.

___The library has an online catalog of onsite materials.

___The library has an online catalog that indicates holdings, location, and availability of materials in all service outlets.

___The library provides access to a catalog of regional and/or State holdings.

___The library provides public access to electronic resources and the Internet at each service outlet.

___The library provides remote and/or Web access to the library's catalog.

___The library provides downloading of information from online databases, both online and remote.

___The library maintains an up-to-date Web page.

___The library maintains an up-to-date Web page with links to other organizations and services.

___The library encourages links to its Web page from other sites. Ex. Police Jury, Convention/Visitors' Bureau, and/or Chamber of Commerce.

___The library provides instruction in the use of library resources and services.

___The library offers scheduled classes in the use of electronic resources and services.

___The library provides a Computer Learning Lab that offers onsite assistance from staff or volunteers.

Programming

___The library presents educational, cultural, and recreational programs that reflect community needs and interests.

___Programming is designed to address the diversity within the community, to increase the awareness and use of library resources and services, and to attract new users.

___The library provides Outreach programs to targeted populations who cannot visit the library.

___The library accommodates participation in programs by people with disabilities. The availability of the accommodation is included in the program announcement.

___The library's programming targets groups such as toddlers, parents, young adults, adults, seniors, and special constituents relevant to the area's demographics.

___The library collaborates with other educational and/or community organizations to promote both library and community services, such as literacy programs, LEAP Test preparation, ACT/SAT preparation, or distance medical services.

Essential

___The library participates in the Louisiana Summer Reading Program for Children.

___The library participates in the Louisiana Young Adult Summer Reading Program.

___The library system provides programming for Adults, one (1) per quarter.

___The library participates in the State Library's early childhood initiatives.

Enhanced

___The library offers a children's story hour once a week at a minimum of one location.

___The library offers, on average, YA programming once a quarter.

___The library system provides one (1) program per month for Adults.

Excellent

___The library offers a monthly children's story hour at each location.

___The library offers YA programming above the quarterly target.

___The library system provides, on average, programming for Adults more often than one (1) per month.

FACILITIES

The perfect library facility is a combination of many things; outstanding and varied collections; the latest technology; good signage and lighting; comfortable furnishings, a warm and welcoming staff, recognizable “zones” for different uses and users; and, an economical, yet appealing design of which the public can be proud.

Standards that help attain the ideal library facility are based on the library’s mission statement and service goals, as well as every librarian’s desire to have collections and facilities that are used and enjoyed. In order to achieve this goal, a needs assessment, followed by a written five-year plan, should be developed and utilized. Based on these documents, a written Building Program that takes into consideration the needs and desires of the public should be formulated for each construction project.

It is the population served that ultimately determines the size and style library required. The size and diversity of this population affect collection size and types, amount and type of technology desired, planned programming, seating, meeting room space necessary, etc.

Points to Consider

- Examine and utilize policies that address all the safety and security issues concerning protection and prevention of loss of structures and collections, as well as the safety of personnel and patrons while in library facilities and incorporate these requirements into the design of all buildings.
- Provide library service on sites that are heavily traveled, convenient, visible and secure. Utilize sites that are easily accessed by private or public transportation with enough acreage available for expansion of both building and parking.
- Design facilities that are appealing, attractive, comfortable and functional.
- Consider simple shapes that are easier to fill, easier to use, and easier to build.
- Consider sight lines for patron orientation and staff supervision.
- Consider terrain factors such as flood zones, elevations, and drainage in the site selection process.
- Design facilities that are flexible, considering possible changes in use, service and patron traffic patterns, and the accommodation of collections that expand.
- Provide display areas for art, new books, public awareness materials, etc.
- Plan adequate electrical, data and telephone connections for current and future needs. Designate a room for telecommunication hardware use.
- Provide adequate electrical outlets to accommodate library users with laptops.
- Provide study rooms and meeting room space.
- Consider staff comfort as well as comfort to users. For example, consider rubber flooring for the area behind the circulation desk.

- Consider patron convenience by placing e-panels or electronic workstations throughout stacks or use as end panels intermittently throughout stacks so that patrons will not have to return to the OPAC at the front of the library to look up additional call numbers.
- Consider the needs of the elderly by using angled bottom rows in stacks or display areas or by eliminating books shelved on the bottom shelves
- Give thought to sound control. Carpet is the best source to absorb noise.
- Designate “no click” and no cell phone zones.
- Provide fireproof book drops for ALL materials when facilities are closed.
- Provide evenly distributed and glare free interior lighting.
- Provide energy efficient facilities with proper temperature and humidity control
- Plan ample storage room
- Design library facilities of 25,000 square feet or less on one level to reduce supervision, maintenance, and operational costs, where possible.
- Institute an on-going facilities maintenance and security plan.
- Provide parking either on-site or in an adjacent parking area at the rate of one space for every 200 square feet of gross square footage of the facility. Additional space is needed if the library plans public activities such as meeting rooms, computer rooms, or other special purpose areas.
- Consider having only one public entrance.

Building Programs

The building program developed for the architect will include separate space for the following:

Collection space for all formats; space for art and displays; people space to read and use computers; meeting space for public and library programs as well as space for tutoring and listening; staff space utilized to serve the public (Reference/Info Desk, Circ Desk, etc.), and staff space for staff only.

The architect will add non-assignable space such as entrance, foyer, janitorial, hallways, stairs, elevators, restrooms, heating, ventilation, & air conditioning, deliveries, etc. This space varies from 25% - 40% of the total architectural design.

The building program should take these square footage recommendations into consideration:

Table Seats – 25 square feet per seat.

Carrel seats – 30 square feet per carrel

Lounge chairs – 40 square feet per lounge chair

Electronic Work Stations without printer – 30 to 36 square feet

Electronic Work Station with printer – 50 square feet

Staff Work Station – 64 to 100 square feet

Seating Specifics:

Seating for populations under 10,000 = ten seats per thousand

Seating for populations over 10,000 = five seats per 1000

Carpet Recommendations:

Low pile (less than ¼ inch high)

Looped through the back

Minimum weight of 25 oz. per square yard

Lighting Requirements:

‘Foot-candles’ measure the light falling on a surface equivalent to the number of candles placed one foot from the light surface.

Public service desks: 50 foot-candles

Staff areas: 50 foot-candles

Reading areas: 30-40 foot-candles

Meeting rooms: 30-40 for small rooms, 40 foot-candles for large rooms

All lights should be controllable from the front of the room. Lighting should be dimmable to 2 foot-candles for note taking during AV presentations.

Note: Not all architects know that a standard section of book stacks is three feet long, and that six sections continued together form a standard range 18 feet long. When planning for book stacks, a floor load bearing capacity of 150 pounds per sq. ft. is needed. Three hundred (300) pounds per sq. ft. load capacity is needed for high-density, compact storage.

Standards:

Formula: Building size is determined by a formula based on a 20- year population growth projection and on the nature of the collections and services planned for the library. The 20-year population projection is utilized to calculate shelving and seating requirements.

Essential

Enhanced

Excellent

___The minimum standard for facility size is one (1) sq. ft. per capita.

___The minimum standard is one and one-quarter (1.25) sq. ft. per capita.

___The library's exterior is easily identified with well-lighted signage.

___Interior signage and graphics are appealing as well as efficient.

___The library is free of physical barriers and conforms to the provisions of the Americans with Disabilities Act.

___Space is allocated for children, teens, and adults.

___Space is provided for family areas and/or seniors.

Children's Areas:

___ Children's area is provided with books.

___ Children's area is provided with audio/book packs, videos, etc.

___ Computers with electronic media for children are provided.

___ A sink is provided.

___ A restroom is provided.

Teen Areas:

___ An area with books is provided for teens.

___ The teen area consists of video, music, and CD.

___ A computer zone is provided.

___ Individual and group study space is provided.

___ A snack area is provided.

___ A listening and/or video area is provided.

Adult Areas:

___ An area(s) including books, video, CD, large print, and Internet is provided.

___ The reading area provides over stuffed chairs.

___ The area is equipped with plug-ins for laptop word processing.

___ An adult tutoring, listening space is available.

___ Internet access is provided for patrons using their own laptops or PDAs.

___ A display area for bestsellers is provided.

Stack Areas:

___ Aisles are a minimum of 36 inches per ADA requirements.

___ Aisles are a minimum of 48 inches.

Meeting Rooms:

___ Meeting *space* is available at each branch.

___ Seating for populations under 10,000 equals 50 seats minimum.

___ Multiple meeting rooms are provided.

___ Seating for populations over 10,000 equals 100 seats minimum.

TECHNOLOGY

Technology affects all aspects of the public library. Technology is the library in that it provides the infrastructure used by the staff in doing their jobs and provides patrons with unique services and resources. Library networks, bibliographic records, patron records, databases and communications support the work of library staff and provide access to resources for patrons.

One of the greatest challenges to public librarians today is choosing appropriate technology that will increase efficiency, be cost-effective, and provide good services to patrons. Maintaining, supporting, upgrading and deciding when to do what is another challenge. Complicating these challenges are the rapid rate of technological change, funding allocations for replacing obsolete equipment, and the time it takes for staff and patrons to learn new technology.

Planning is the key to managing technology in the library. Plans should cover budgets, use policies, replacement cycles, security, staffing, training, facilities, collections, access to services, and marketing. For these plans to work, the library board and staff need to recognize the impact of technology on library services. Successful implementation of technology requires informed staff participation.

Planning

Technology changes. Equipment becomes obsolete. The various technologies available in a library depend on library needs, public demand, and the availability of the technology and necessary funding. The technology plan is a necessary tool to assist and guide a library.

Essential

___The library has a technology plan.

Enhanced

___The technology plan is revised by the library as needed.

Excellent

___The library has a written a technology plan that covers a 3-5 year period and is revised annually.

Policies

A policy describing the appropriate and acceptable use of library electronic resources, including computers, printers, web sites, downloads and uploads must be adopted by the library board of control. The policy must address acceptable patron use as well as acceptable staff use. The library policy for patrons should also address the filtering issue and patron privacy concerns. The library policy for staff

should also address filtering, monitoring, and acceptable use of e-mail, chat, listserv posting, and web use.

___ **Public:** The library's Internet and Electronic Resource Use Policy is in compliance with current laws and is approved by the Library Board.

___ The Public Use Policy is posted in the public areas of all library facilities and on the Library's web site.

___ **Staff:** The Internet and Electronic Resources Use Policy is in compliance with current laws and is approved by the Library Board.

___ The staff use policy is given to each employee.

___ The staff use policy is reviewed annually.

Budget Allocation for Ongoing Technology

Essential

___ The library has provisions to adequately fund telecommunications items including telephone, Internet service, and maintenance of network equipment and other essential operating costs.

Enhanced

___ The library provides upgrade/replacement funds for outdated technology in the annual budget.

Excellent

___ The library designates funding for the technology plan including setting up reserve funds for projects requiring large expenditures.

Hardware & Software Upgrade/Replacement

Available funding is usually the dictating factor in a library's ability to upgrade or replace technology. An upgrade/replacement schedule should be established and followed according to the library's budget. Standardizing on software and operating systems improves efficiency in maintaining the computers. The library should give consideration to operating system and software upgrades when creating and revising their technology plan (i.e. whether it is more cost-effective to upgrade equipment to support upgraded software or to replace equipment). In this consideration there should not only be a comparison of the cost of upgrading equipment versus purchasing new equipment but also the cost of support. Typically new equipment is under warranty. Older equipment may suffer from scarcity of replacement parts. However, if the library has trained technical support staff, they can stretch the life of older equipment.

Network and Systems Security

Essential

___The library provides up-to-date virus protection for every workstation and server on the network.

___The library uses a firewall/intrusion solution for workstations and servers to prevent unauthorized external access.

___Backups of operating systems and data are done on a regular basis and stored and rotated off-site.

___The network is set up in such a way that patron data is secure from unauthorized access.

___The network is set up in such a way to prevent unauthorized internal access physically and environmentally.

___The system as operated avoids breaches of any criminal or civil law, statutory, regulatory or contractual obligations or of any security requirements. (ex: licensing of software).

Enhanced

___The library provides up-to-date centralized system-wide virus protection.

___The library provides a centralized system-wide firewall.

___Where possible, network redundancy exists as a safeguard against loss of data or service.

Excellent

___The library cooperates with other sites to prevent and control the spread of viruses.

___The library cooperates with other sites to insure that criminal activity is reported and prosecuted if necessary.

Staffing for Technology

Essential

___The library has at least one staff member designated to perform basic maintenance and troubleshooting of hardware, software, and repairing. Most maintenance and support is outsourced.

Enhanced

___The library has a staff member who has been trained to support hardware and software.

___The library has a staff member whose responsibilities include training other staff on software applications.

___The library has a staff member whose responsibilities include maintaining the library's web page.

Excellent

___The library has one staff member dedicated to hardware and software maintenance, upgrading, troubleshooting, and training.

Training Staff

Essential

___Library staff is fully trained on circulation, opac, applications, e-mail, and Internet skills.

___Staff receive basic troubleshooting training.

Enhanced

___The library has regular ongoing training for staff.

___Appropriate staff attend technology related workshops and training.

Excellent

___The library has staff assigned to provide in-house training.

___The library offers a variety of training methods to include workshops, one-on-one training, and computer-based learning to accommodate multiple learning styles/needs.

Building Standards

Many library buildings are retro-fitted for computers, computer labs, computer rooms, etc. A library must pay attention to electrical standards, as well as fire safety codes.

Essential

___ There is sufficient electrical power on circuits for PCs and other equipment.

___ All servers are connected to an uninterruptible power supply (UPS).

___ Surge protectors are connected to all vulnerable devices.

Enhanced

___ Computer systems have their own separate electrical circuits.

Excellent

___ Equipment used for essential patron services is connected to a UPS in case of a power outage.

Number of Workstations – Public & Staff

Essential

(Public)

___ One public access workstation with Internet access *and* access to office productivity software is available in each library location.

(Staff)

___ One staff workstation with Internet access *and* access to office productivity software is available in each library location.

Enhanced

___ One workstation providing Internet access and productivity software per 5,000 pop.

___ One workstation per concurrently working staff member.

Excellent

___ Two workstations providing Internet access and productivity software per 5,000 pop.

___ One workstation per full time staff member or network roaming profiles.

Resources

Essential

___ Electronic resources are addressed in the library's collection development policy.

___ The library provides access to full-text periodicals in electronic form.

___ The library provides easy to follow instructions at all patron workstations.

Enhanced

___ The library provides access to additional online databases.

___ The library has staff on hand during all open hours to assist patrons in using electronic resources.

Excellent

___ The library offers specialized local resources possibly including digitization of local history or other unique resources.

___ The library offers remote access to databases.

___ The library offers classes in using electronic resources.

Automated Library System

Essential

___ The system includes online circulation and an online public access catalog.

Enhanced

___ The library offers remote access to the online public catalog.

Excellent

___ The library offers a content enriched opac including features such as cover art, title pages, and hyperlinks.

Library Web Page

A web page offers information about the library and its services twenty-fours a day, seven days a week (24/7).

Essential

___ The library's web page has the name and location of branches, hours open, and telephone numbers.

Enhanced

___ The library maintains a comprehensive web site with information on library services and programs and access to online resources.

Excellent

___ The library's web site includes a community calendar, provides hosting service for local government and civic organizations and/or serves as a portal to useful sites in the library's service area.

COLLECTIONS

Overview

The collection of materials and information resources in a public library shall reflect the diversity of that community, as well as the needs of that community. It shall provide a wide range of information in a variety of formats, including print, non-print, and electronic. The collection shall contain adequate copies of titles in high demand and be organized in a user-friendly manner that is easy to browse.

Patron requests for information should be met in a reasonable and timely manner. A library shall cooperate with other libraries through Interlibrary Loan, collaboration of services, and general resource sharing to provide additional materials.

All public libraries shall have a collection development policy and shall allocate funds to develop the collection based on that policy. This policy shall include statements on (1) selection, (2) maintenance, (3) weeding, (4) intellectual freedom, and (5) service to people with disabilities. This policy is reviewed annually and revised as needed.

Note: The following standards deviate from previous standards as currently available resources and their uses have changed.

Materials per Capita

Essential

___2 per capita

Enhanced

___2.5 per capita

Excellent

___3.5 per capita

A materials budget includes databases, books, microforms, magazines, CDs, video/DVDs, books-on-tape, books-on-CD, and other electronic resources.

This budget line item should make up the following percentages of the library's total operating budget.

Essential

___10%

Enhanced

___15%

Excellent

___20%

Typically smaller libraries that have little space and must remove an item from the shelves in order to add an item to the shelves would allocate in the lower levels (10% - 15%) of this recommendation.

Libraries needing to develop and/or expand collections would allocate in the upper levels (16% - 20%).

Weeding the Collection

Withdrawing items from the collection is an ongoing part of management of the collection. This process assures currency of the items, adequate space for newer and more popular materials, and a more attractive, more heavily used collection.

Standard

___ At least 4% of the circulating collection should be reviewed and weeded annually.

___ The weeding rotation should be planned to complete a review and weeding of the circulating collection within each five year period.

___ The reference collection should be reviewed, updated, and weeded annually.

Age of the Collection

___ The currency of the library collection shall reflect the mission of that library.

Those libraries that have selected Popular Reading and Current Information as their primary missions will have a higher percentage of materials that have been published/purchased within the past five years than those libraries that have selected Information Services and Lifelong Learning as their primary missions.

___ Twenty percent (20%) of the circulating collection should be purchased/published within the last five (5) years.

Turnover of Materials

The number of times each item in the library has theoretically circulated is a good indicator of how well the collection is meeting the needs of the community. Turnover is especially helpful in evaluating usage of specific collection areas, and can help determine which areas are most in need of weeding and/or purchasing.

Essential

___ 1.5 times annually

Enhanced

___ 2.5 times annually

Excellent

___ 4 or more times annually

MARKETING and PUBLIC RELATIONS

The library must function as an integral part of the communities it serves. An effective public presence ensures that the community is aware of the library and values its contributions. The community and public relations program should be both internal and external, reaching staff, trustees, volunteers, friends' groups, community leaders, as well as users and non-users of the library.

Standards

___The library has a written, funded Marketing and Public Relations Plan, available to the staff and the public that is based on community research.

___The library's Board demonstrates awareness of the services offered by the library and is actively involved in promoting the library.

___The Library Board and Director evaluate all policies and procedures in terms of their effect on the public and the library's public relations.

___All library staff members are trained to give quality customer service and exhibit a positive and helpful attitude.

___The Library Director plays a leadership role in community planning efforts and communicates regularly to important constituencies in the community.

___The Library Board, Director, and library staff members exhibit a positive image of the library and its services.

___The library contributes to community well-being through participation in community planning efforts.

___The library reviews its policies and procedures regularly to identify potential barriers to good customer service.

___The library networks with other community groups which have programs that complement the library's mission.

___The library cooperates in local, regional, state, and national efforts to promote library services.

___The library uses visually appealing printed and electronic materials, signage, and graphics.

___The library allows time/funds for staff to participate in local service organizations/projects.

___The library has a complaint procedure in place and responds to complaints in timely fashion.

___The library administration maintains contact and cordial working relationships with the local and regional media.

___The library administration maintains contact and cordial working relationships with schools, community agencies, appropriate organizations and businesses, and government officials within the library's service area.

___The library cooperates with libraries of all types within the area to maximize services to residents.

___The library identifies groups to target for special library programs or services.

___The library facilities are easily located and clearly identifiable as libraries.

___Materials are attractively displayed with one title front facing per range.

___The library administration regularly assesses the interiors, exteriors, and grounds of library facilities to evaluate the image they project.

Levels of Service

Essential

___The Library Board demonstrates an awareness of the services the library offers and actively promotes the library.

___The Director plans and coordinates public relation activities.

Enhanced

___A library advocacy group exists to promote the library, to increase the library's positive visibility, to help conduct tax elections, to raise funds, and provide volunteers.

___The library designates a staff member to coordinate public relation activities.

Excellent

___The library encourages volunteers and maintains a volunteer program.

___The Board funds a public relations position or employs a firm to plan and coordinate public relation activities.

___The library uses self-generated publicity as posters, fliers, bookmarks, exhibits, displays, annual reports, and programming to create an awareness of and to promote library services.

___The library uses newsletters, media coverage, public service announcements, an Internet presence, electronic bulletin boards, and participation in community events to create an awareness of and to promote library services.

___The library uses television and radio programs to create an awareness of and to promote library services.