State Library of Iowa

In Service to Iowa
Public Library Standards

Sixth Edition ● 2016 – Revised 8/17/17

www.StateLibraryofIowa.org

In Service to Iowa: Public Library Standards

Sixth Edition – 2016
Revised 8/17/17

Approved by the Iowa Commission of Libraries
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Introduction

The Standards and Accreditation Program exists to encourage the ongoing development of high quality public library services in Iowa. *In Service to Iowa: Public Library Standards* is the manual for the State Library of Iowa's standards program. It was first published in 1985 and was updated in 1989, 1997, 2004, 2010, and now in 2016. Iowa's voluntary public library standards program was established to give public libraries a tool to identify strengths and areas for improvement. It is also used to document the condition of public library service in Iowa, to distribute Direct State Aid funding, and to meet statutory requirements.

In 2015, the Iowa Commission of Libraries appointed the Public Library Standards Advisory Task Force to revise *In Service to Iowa*. The Task Force in turn solicited feedback from the State Library Advisory Panel to ensure that proposed standards meet the changing needs of Iowa's public libraries. All task force members support and stress the importance of the accreditation process and thank the Iowa public library community for its assistance.

Public Library Standards Advisory Task Force, 2015-2016

Name	Organization	Position
Scott Dermont	State Library of Iowa – Des Moines Office	Library Consultant
Mandy Easter	State Library of Iowa – Law Library	Law Librarian
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Maryann Mori	State Library of Iowa – Central Office	Library Consultant
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How the Program Works

- ❖ Every three years, each public library is asked to report its progress toward achieving accreditation by completing the "Application Form for Accreditation and Direct State Aid Tier Level"
- ❖ Each year the availability of the form is announced to public library directors by email
- ❖ The library files a copy of the application form with the State Library
- ❖ The library provides the documentation listed on the "Request for Supporting Documentation" form to the State Library

Enrich Iowa: Direct State Aid Requirements

Eligibility based on Iowa Code 256.57(4) and Iowa Administrative Code 286--3.2(2)
To participate in the Direct State Aid program a library must:

- ❖ Be established by city ordinance or as a county library at least two years previous in accordance with Iowa Code chapter 336. A copy of the ordinance must be on file at the State Library
- ❖ Use Direct State Aid funds to improve library services
- ❖ Use Direct State Aid funds to supplement, not supplant, any other funding received by the library
- ❖ Participate in the Open Access and the Interlibrary Loan Reimbursement programs
- ❖ Submit a completed annual survey for the most current fiscal year
- ❖ Submit a completed Direct State Aid report for the most current fiscal year
- ❖ Have a current accreditation application on file and meet the following standards

    Tier 1 (29 Standards) 1-8, 12-14, 20-23, 29-30, 35-37, 47-51, 67, 78-80
    - ◆ To reach Tier 1 status the library must meet all 29 Tier 1 standards

    Tier 2 (12 Standards) 15-17, 24, 38, 52-55, 68-70
    - ◆ To reach Tier 2 status the library must meet all 29 Tier 1 standards, and all 12 Tier 2 standards

    Tier 3 (6 Standards) 25, 31-32, 39, 56-57
    - ◆ To reach Tier 3 status the library must be accredited as described below

To Achieve Accreditation, a Library Must:

- ❖ Meet all standards marked as Tier 1-3 at the "Minimum required to meet standard" level or better where applicable
- ❖ Meet 20 of the remaining 38 standards
- ❖ Submit the application form to the State Library by the posted due date of the reporting year, usually the last day in February

Accreditation certificates are issued by the State Library in June of each year. Accreditation is valid for three years.

Tier 0

A library unable to meet all Tier 1 requirements will be considered Tier 0 regardless of how many Tier 2 or Tier 3 standards are met, and will not be eligible for Direct State Aid funding.

Audits

State Library staff will audit accreditation applications and supporting materials as needed.

New and changed standards

There have been many changes to the standards since the previous edition of "In Service to Iowa." Standards that have been added or changed since the last edition are marked in red.

- ❖ NEW – The standard is new
- ❖ CHANGED TIER – The Tier level has changed. The text of the standard may or may not have changed
- ❖ ENHANCED STANDARD – The text of the standard has changed but the Tier level has remained the same

Section 1:   Library Governance

Most of Iowa's public library boards have the type of authority referred to as "administrative authority." This authority is granted to public libraries in Iowa by virtue of two documents, namely the Code of Iowa Chapter 392.5 and the local library ordinance. It is crucial for the board to be familiar with the library's ordinance because it is the law under which the library exists.

As administrative boards, Iowa public library boards typically have the power to:

- ❖ Hire and evaluate the library director
- ❖ Determine salaries and compensation for the director and the library staff
- ❖ Establish the library's line item budget within the funding limits established by the city council
- ❖ Oversee spending and approve the library's expenditures
- ❖ Develop and adopt policies for the library's operation
- ❖ Engage in active short-term and long-range planning for the library's future
- ❖ Exercise general oversight and governance of the library's operation

Critical to a progressive and successful library is an active, well-informed library board. Equally important is the relationship between the board and the library director, a relationship of mutual respect and honest communication. Both must clearly understand their roles and responsibilities. The library board must understand their role in library governance, exercise their authority by state and local statute, and accept their responsibility for overseeing library operations.

1. (Tier 1) A legally appointed and constituted library board governs the operation of the library.

2. (Tier 1) (ENHANCED STANDARD) The library board or other authority as defined by ordinance:

   - ❖ Hires the library director
   - ❖ Delegates the active management of the library, including personnel administration, to the library director
   - ❖ Has legal authority over the library's budget and over all gifts, bequests, and donations

3. (Tier 1) The library board adopts an annual budget.

4. (Tier 1) The library is funded by its city on a permanent basis. Data from the Iowa Department of Management will be used to audit this standard.

5. (Tier 1) The library board has written bylaws that outline its operational procedures. These bylaws are reviewed at least every three years.

   Bylaws are rules written and adopted by a library board for operating its own meetings or affairs. Since the library ordinance is the law that covers the governance of the library, the bylaws must be consistent with the ordinance and not more restrictive. The library board establishes procedures for amending and changing the bylaws. Bylaws are changed according to the procedure stated in the bylaws themselves. Rules typically found in bylaws include:

   ❖ Amendments to the bylaws
   ❖ Dates, times and frequency of meetings
   ❖ Election and responsibility of officers
   ❖ Establishment of a quorum
   ❖ Order of business for regular meetings
   ❖ Parliamentary guide used by the board
   ❖ Procedure on special or called meetings of the board
   ❖ Standing committees, their purpose and membership

6. (Tier 1) The library board meets no fewer than 10 times a year with the library director or designee in attendance. Meetings are set at a time and place convenient for the board, library staff, and the community and in accordance with the state's open meetings law.

7. (Tier 1) (ENHANCED STANDARD) The library board adopts four required written policies – circulation, collection development, personnel, and Internet use. Required policies are reviewed at least every three years. All policies are available to all staff members and for public inspection. If a union contract or your city defines the library's personnel policy, the library board must be aware of the details of the policy and must review the policy at least every three years.

   • Required: The library's adopted circulation policy is consistent with the principles of the right to privacy and the Code of Iowa 22.7 (13) Confidential records. To find the full text of the code visit our website at: http://www.statelibraryofiowa.org/ld/a-b/accr-and-standards/accredsupp/iowaconfidentialitycode

   • Required: The library's adopted collection development policy is consistent with principles of intellectual freedom as found in such documents as the U.S. Constitution, the American Library Association Intellectual Freedom Manual, and the Iowa Library Association Intellectual Freedom Resource Guide.

PLEASE NOTE: Federal appellate courts have extended library patrons' rights to privacy to also cover information sought or received and resources consulted, borrowed, acquired or transmitted. This information includes, but is not limited to, database search records, reference questions and interviews, interlibrary loan records, information about materials downloaded or placed on 'hold' or 'reserve,' and other personally-identifiable information about uses of library materials, programs, facilities, or services. (See the American Library Association's "Privacy: An Interpretation of the Library Bill of Rights.")

The following list gives suggested content for each required policy. Items listed under each required policy are suggestions only; they are not all required to meet this standard.

A. Circulation (Required)

- ❖ Borrowers' responsibilities and eligibility
- ❖ Custodian of record
- ❖ Equipment use
- ❖ Fines and fees
- ❖ Interlibrary loan services
    - ◆ Participation in state and national networks
    - ◆ Protocols and procedures
    - ◆ Fees
    - ◆ ILL Reimbursement Program (State Library)
- ❖ Loan periods
- ❖ Lost and damaged materials
- ❖ Open Access
- ❖ Registration
- ❖ Renewals and reserves

B. Collection development (Required)

- ❖ Cataloging, maintenance
- ❖ Community and clientele descriptions
- ❖ Evaluation of collection
- ❖ Gifts and donations including requests for appraisals; disposal of unwanted donations
- ❖ Challenges
- ❖ Purchase and withdrawal of materials
- ❖ Purpose of collection
- ❖ Selection criteria and procedures
- ❖ Staff responsibilities

C. Personnel (Required)

- ❖ Benefits
    - ◆ Family and Medical Leave Act
    - ◆ Insurance
    - ◆ Retirement plan
    - ◆ Travel expenses
    - ◆ Vacations and leaves
    - ◆ Worker's compensation
- ❖ Personnel Procedures
    - ◆ Appointment
    - ◆ Disciplinary procedures
    - ◆ Grievance procedure
    - ◆ Performance evaluation
    - ◆ Personnel records
    - ◆ Promotions and demotions
    - ◆ Recruitment
    - ◆ Resignation and dismissals

- Retirement
- Staff development and training
- Staff dress code
- Staff on-the-job conduct
- Vacancies
❖ Salaries and Position Classifications
  - Job descriptions
  - Organization chart
  - Salary schedules and information

D. Internet use (Required)

❖ Confidentiality of records
❖ Privacy of users with respect to public terminals
❖ Prohibit downloading of illegal materials such as child pornography
❖ Prohibit the display of pornography where it may be seen by children (consistent with any applicable state or local law)
❖ Rules of use

The State Library has sample policies on its website, http://www.statelibraryofiowa.org/ld/k-p/Policies. The library's district office staff can assist in locating sample policies.

8. (Tier 1) **(CHANGED TIER)** All members of the library board of trustees participate in a variety of board development training each year. The recommended average is three to five hours per year per trustee. Examples of board development training opportunities include:

❖ Educational presentations at regularly scheduled board meetings
❖ Presentation and discussion of recorded programs. Recordings can include those on DVDs, YouTube, etc.
❖ Programs or classes taught by the State Library, WebJunction, Iowa Library Association, etc.
❖ Review and discussion of related articles or books at regularly scheduled board meetings
❖ Archival webinar recordings found on the State Library's continuing education website at: http://www.statelibraryofiowa.org/ld/c-d/continuing-ed/conted-ials/archives-webinar
❖ Demonstration of products or websites such as the Gale, Credo, Transparent Language Package, EBSCOhost, Learning Express, Bridges, State Library website, United for Libraries website, etc.

9. The library board has written policies, as deemed appropriate for the library, and reviews them at least every three years. All policies are available to all staff members and for public inspection.
Check any additional policies adopted. At least two are required to meet this standard:

☐ Bulletin board and displays
☐ Customer conduct in the library
☐ Customer service
☐ Disaster preparedness and recovery
☐ Emergencies and evacuation
☐ Friends groups
☐ Gaming
☐ Gifts and donations
☐ Hours including holiday and weather closings
☐ Library foundation

- ☐ Meeting rooms
- ☐ Proctoring
- ☐ Programs for youth and adults
- ☐ Public access computers
- ☐ Public relations
- ☐ Reference and readers' advisory services
- ☐ Sex offender
- ☐ Tablet checkout
- ☐ Unattended children
- ☐ Volunteers
- ☐ Wireless use
- ☐ Other policies (Please List)_____

The State Library has sample policies on its website http://www.statelibraryofiowa.org/ld/k-p/Policies. The library's district office staff can also assist in locating sample policies.

10. The library receives permanent and equitable funding for services to rural residents from the county (if not the establishing jurisdiction). This standard does not apply to city libraries in counties where there is a county library. Use the following guidelines to help determine equitable funding:

- ❖ The library's city per capita or cents per thousand funding levels
- ❖ An average of similar sized towns' funding levels for library service
- ❖ An average of similar counties based on assessed value
- ❖ The minimum amount required for county funding of public libraries, as set by the Code of Iowa 256.69 is 6.75 cents per thousand dollars of assessed valuation of the rural portions of the county

To determine per capita or cents per thousand support amounts, refer to the Rural Library Funding table on the State Library's website at http://www.statelibraryofiowa.org/go/rurallibfun.

To meet this standard, the library's county must support libraries at the rates listed below. Minimum, enhanced, or outstanding rates can be used.

Based on 2016 data	Outstanding	Enhanced	Minimum required to meet standard
County rural per capita support	$24.75 per capita	$14.00 per capita	$9.50 per capita
County support per assessed valuation	23 cents per thousand	17 cents per thousand	10 cents per thousand

11. (NEW) The library trustees attend county-wide trustee meetings, which should occur at least once per year.

Section 2:   Library Management

Public libraries are administered by a library director. The director is hired by and is responsible to the library board or other governing body. The director is responsible for all the day-to-day operations of the library including:

- ❖ Advocating for the library
- ❖ Preparing and submitting budgets to the board
- ❖ Recruiting, hiring, and evaluating all library staff
- ❖ Suggesting and carrying out library policies as adopted by the board
- ❖ Suggesting and carrying out plans for library services

12. (Tier 1) The library director provides written financial and statistical reports for review at library board meetings.

13. (Tier 1) The library follows statutory requirements as to fiscal year, audits, and budgeting, and submits annual and other reports as requested by its funding authorities.

14. (Tier 1) The library director conducts an orientation program for new board members. Examples of board orientation opportunities include:

- ❖ Orientation sessions by the director at regularly scheduled board meetings
- ❖ Presentation and discussion of recorded programs
- ❖ Orientation sessions conducted by State Library staff or other qualified consultants
- ❖ Chapter-by-chapter discussion of the current Iowa Library Trustee's Handbook at regularly scheduled board meetings

15. (Tier 2) The library director shares information with the board about the following laws that affect library operations. Guidance may be found in the latest Iowa Library Trustee's Handbook.

- ❖ Confidentiality of library records (Iowa Code Chapter 22.7 (13))
- ❖ Open meetings law (Iowa Code Chapter 21)
- ❖ Fair Labor Standards Act (U.S. Code Title 29, Chapter 8)

16. (Tier 2) The library keeps its borrowers' registrations up-to-date. Inactive registration records are removed at least every three years. This removal may be done in one large batch, or in smaller, more frequent deletions.

17. (Tier 2) **(CHANGED TIER)** The library has a written plan. A plan is a document that projects up to 5 years into the future and outlines the library's goals and objectives to meet the community's needs. Developing a plan usually involves the staff, the trustees, and the public. To meet this standard, the plan must:

- ❖ Address community needs based on community data
- ❖ Be reviewed and updated annually by the library board; an evaluation of the library's progress toward the plan's goals, objectives, and timetable is included in the review
- ❖ Contain a mission statement, which describes the library's purposes in the community
- ❖ Show goals to be achieved over a period not to exceed five years with specific, annual actions to achieve the goals

There are many resources available to assist a library's planning process. Examples include:

- ❖ State Library district consultants
- ❖ Iowa Library Trustee's Handbook
- ❖ The State Library of Iowa's web page at http://www.statelibraryofiowa.org/ld/plan
- ❖ "Planning for Results"
- ❖ WebJunction

18. The library director informs the board of pending library legislation on the local, state, and national levels to enable board members and staff to participate in the legislative process. Examples include attending Iowa Library Association Legislative Day or contacting legislators on library issues.

19. (NEW) The library director attends county-wide directors' meetings, which should occur at least once per year.

Section 3:   Library Personnel

Personnel are the library's most valuable resource and usually account for the largest part of the budget. All staff members must:

- ❖ Be able to explain library policies to the public
- ❖ Be committed to the provision of excellent service to the public
- ❖ Be well trained in the procedures required by their positions
- ❖ Have an understanding of the history and development of library services
- ❖ Project an image of competence and courtesy to the community they serve

Providing high quality library service is demanding. Public librarians must be able to:

- ❖ Assess the needs of the community
- ❖ Communicate and work effectively with board members and staff
- ❖ Evaluate and measure the effectiveness of public library programs and services
- ❖ Plan for the future
- ❖ Raise funds for library services
- ❖ Select materials and provide guidance in the use of all library resources
- ❖ Use current and emerging technologies for information and communication
- ❖ Work within the political and social structures of the community

20. (Tier 1) (ENHANCED STANDARD)The library has a permanent, paid director who is certified at a required level. A new director has two years after starting as director to become certified. A library with a director who was certified at ANY level prior to 1992 fulfills this standard for as long as

a) The library employs that director and
b) The library director fulfills continuing education requirements to continue participating in the certification program.

Start date of current director as director_____

State Library of Iowa Certification Levels

Level I
- ❖ High school diploma or General Educational Development (GED)
- ❖ Completion of Public Library Management 1 and 2

Level II
- ❖ High school diploma or General Educational Development (GED)
- ❖ Completion of Public Library Management 1 and 2
- ❖ Five years of library work experience or 30 semester hours of college credit from an accredited college or university

Level III
- ❖ High school diploma or General Educational Development (GED)
- ❖ Completion of Public Library Management 1 and 2
- ❖ 10 years of library work experience or 60 semester hours of college credit from an accredited college or university

Level IV
- ❖ Bachelor's degree from an accredited college or university
- ❖ Completion of Public Library Management 1 and 2

Level V
- ❖ Bachelor's degree from an accredited college or university
- ❖ A college credit course in each of these four areas: library administration; selection of all types of library materials; organization of library materials; reference and information services

Level VI
- ❖ Graduate degree in library or information science from an American Library Association (ALA) accredited program

Required certification levels for library directors by size of community

Population	Required Certification Levels
0 - 2,499	I, II, III, IV, V, VI
2,500 - 4,999	II, III, IV, V, VI
5,000 - 14,999	IV, V, VI
15,000 and above	VI

21. (Tier 1) (CHANGED TIER) The library has written job descriptions that include educational and experience requirements. A written salary range for each position is recommended, but not required. It is recommended, but not required, that the library's job descriptions and salary range are included in the city's personnel plan.

22. (Tier 1) (CHANGED TIER) The library director's performance is evaluated by the board at least annually.

23. (Tier 1) **(CHANGED TIER)** The library allows the director to participate in continuing education opportunities during their work time. Some examples of these CE activities are:

- ❖ Attending continuing education activities on specific topics offered by library organizations, academic institutions or professional associations
- ❖ Attending live national teleconferences or webinars and/or watching the recorded versions of continuing educational activities
- ❖ Completing learning assignments following continuing education activities
- ❖ Taking a library or library-related course for academic credit

(NOTE: These can also be used to receive CE credit from the State Library's certification program.)

24. (Tier 2) The library employs paid staff as listed in the chart below. Number of hours per week and FTE (Full Time Equivalents) are given. Either figure can be given to meet the standard.

40 hours per week is set as the measure of full-time employment. To determine full time equivalents of employees take the total number of hours worked by all paid employees and divide by 40. For example, a library with 70 hours of paid employees is considered to have 1.75 FTE.

Size	Population	Minimum staff requirement
A	Under 500	20 hours (.50 FTE)
B	500-999	20 hours (.50 FTE)
C	1,000-2,499	24 hours (.60 FTE)
D	2,500-4,999	48 hours (1.20 FTE)
E	5,000-9,999	112 hours (2.80 FTE)
F	10,000-24,999	192 hours (4.80 FTE)
G	25,000-49,999	256 hours (6.40 FTE)
H	50,000 and above	404 hours (10.10 FTE)

25. (Tier 3) The library has a planned orientation program for all new employees. The orientation program introduces employees to the mission, philosophy, goals and services of the library in addition to their job responsibilities.

26. Other library employees are evaluated annually by the director or supervisor.

27. The library provides funding to enable the director and/or staff to join library professional organizations, attend library related conferences, or take advantage of CE opportunities.

28. (NEW) The library allows staff at all levels to participate in continuing education opportunities during their work time. Some examples of these CE activities are:

- ❖ Attending webinars or other activities provided by the State Library of Iowa
- ❖ Attending continuing education activities on specific topics offered by library organizations, academic institutions or professional associations
- ❖ Attending live national teleconferences or webinars and/or watching the recorded versions of continuing educational activities
- ❖ Completing learning assignments following continuing education activities
- ❖ Taking a library or library-related course for academic credit

(NOTE: These can also be used to receive CE credit from the State Library's certification program.)

Section 4:   Library Collections

Collection management is an important library function and involves three major aspects:

- ❖ Budgeting for the collection
- ❖ Developing policies for the collection
- ❖ Developing strategies for building, weeding, and maintaining the collection

Building a collection involves a studied approach to the selection, maintenance, development, and evaluation of the library's materials. Equally important is the library's stance on intellectual freedom and the policy position it takes when library materials are challenged.

The need of the community served is the driving force behind collection management. Collection development includes planning, selecting, and building collections in all formats needed by the community. Collection evaluation is the continuous process of analyzing use, age, condition, timeliness, and coverage of materials.

The library maintains a current, thoroughly evaluated collection appropriate to the library's mission.

29. (Tier 1) The library determines its total annual circulation of library materials. Circulation is an important factor in determining how much a library is being used. Circulation can be used for comparison purposes with other libraries, or it can be used to evaluate a specific collection or library service. Examples of statistical calculations using circulation are:

- ❖ Circulation per day or per time of day
- ❖ Turnover rates (use per item)
- ❖ Use per capita – Use per capita is determined by taking total circulation and dividing it by the total population of the town the library serves.

30. (Tier 1) (CHANGED TIER) The library provides access to current local, county, and/or regional news sources. Examples include:

- ❖ The source can be online or print
- ❖ Newspapers, newsletters, etc.

31. (Tier 3) Every item in the library's collection is evaluated for retention, replacement, or withdrawal on a regular basis to determine its usefulness according to the library's collection development policy. On average, three percent or more of the collection is withdrawn each year. An average based on the last three years of withdrawals will be used to determine this standard.

To determine the percentage withdrawn, use the number of items withdrawn for any reason including weeding, replacements, damage, etc. Divide the number of items withdrawn by the total number of items held at the BEGINNING of the year.

	Example
% withdrawn Year 1 (A)	3%
% withdrawn Year 2 (B)	5%
% withdrawn Year 3 (C)	4%
Total withdrawn (A+B+C)	(3%+5%+4%) = 12%
Average of 3 years (Total divided by 3)	12%÷3 = 4%

32. (Tier 3) The library purchases or adds materials at regular intervals throughout the year to ensure a steady flow of new materials. On average, three percent or more of the collection is added each year. An average based on the last three years of additions will be used to determine this standard. Report all items added regardless of funding source. Include donated items.

To determine the percentage added, use the number of items added for any reason. Divide the number of items added by the total number of items held at the BEGINNING of the year.

	Example
% added Year 1 (A)	3%
% added Year 2 (B)	5%
% added Year 3 (C)	4%
Total Added (A+B+C)	(3%+5%+4%) = 12%
Average of 3 years (Total divided 3)	12%÷3 = 4%

33. The library provides materials in formats appropriate to the needs of special population groups found in the community. Examples include:

❖ Adult basic education materials
❖ Audio books and/or captioned video
❖ Braille materials
❖ Children's and young adult materials
❖ Large print books
❖ Materials for English language learners

34. (NEW) The library provides non-traditional physical collections for check out. Examples include:

❖ Cake pans
❖ Art prints
❖ Tablets
❖ Wireless hotspots

Section 5: Library Access – Virtual Spaces

Technology and the Internet continue to change the face of our public libraries. They have changed the way the world does business, the way students do homework, and the way we communicate. Libraries continue to be the only access some Iowans have to the Internet. Libraries are often the only place offering assistance in finding, evaluating, and using information available through the Internet.

35. (Tier 1) **(ENHANCED STANDARD)** The library offers public access Internet-enabled devices and staff trained in their use. Public access devices are located in a public area and designated exclusively for public use. Examples include:

   ❖ Desktop or laptop computers
   ❖ Tablets or other portable device

36. (Tier 1) **(ENHANCED STANDARD)** The library counts the total number of public use of Internet-enabled devices in the library. If the device is used for multiple purposes and Internet use cannot be isolated, report all use. A typical week or other reliable estimate may be used to determine the number. If a week is used to count, multiply by 52 to determine the annual number. Do not count the use of wireless by customers with their own devices. Only count use of library owned, public use, Internet-enabled devices.

37. (Tier 1) **(NEW)** The library provides a printer for public use. The printer may be a shared staff/public device.

38. (Tier 2) **(CHANGED TIER)** The library provides wireless Internet access for its customers.

39. (Tier 3) **(ENHANCED STANDARD)** The library maintains a current website. To meet this standard, the website MUST include, at a minimum, access to the library's online catalog, information about the library, and links to local, state, or national resources. A social media page on a site such as Facebook does NOT meet this standard.

40. The library budgets for computer replacement on a regular basis.

41. The library sets aside a separate computer location for use by children and/or young adults.

42. The library provides computer and/or Internet training for its customers.

43. **(NEW)** The library has access to broadband Internet access. Broadband Internet is defined by the FCC as 25 Megabits per second (Mbps) download speed and 3 Mbps upload.

44. **(NEW)** The library provides access to and promotes online database products. Database products are used to do research on a wide variety of topics including genealogy, finances, homework help, job seekers help, and many others. Examples include:

   ❖ Gale, Credo, Transparent Language package
   ❖ EBSCOhost
   ❖ Learning Express
   ❖ HeritageQuest
   ❖ ProQuest

45. (NEW) The library provides access to and promotes a downloadable materials collection. Examples include:

- ❖ E-Books
- ❖ Downloadable audio or video

NOTE: A library belonging to the Bridges consortium would meet this standard

46. (NEW) The library provides access to digitized local collections. To meet the standard, the library can either digitize the collection or contract with another entity that has digitized the collection. Examples include:

- ❖ Local newspapers
- ❖ Photographic collections
- ❖ Cemetery records

Section 6:   Library Access – Physical Spaces

The public library provides full, convenient access to the complete range of its services. "Access" refers to the library's location, number of hours open, and other services to the community. It includes access to the library's catalog and collections, and access to the collections of other libraries.

47. (Tier 1) (ENHANCED STANDARD) The library has a telephone with voice mail capability that announces current hours, holidays, and other non-scheduled closures.

48. (Tier 1) The library has an email address.

49. (Tier 1) (ENHANCED STANDARD) Library hours are posted and fixed based on users' and potential users' available time. This standard is based on a typical week, one in which the library is open regular hours with no holidays. A typical week does not include summer hours.

To satisfy this standard the library must be open a minimum of 10 hours per week and at least one hour during each of the following times:

- ❖ At least one morning (12am to 12pm)
- ❖ At least one afternoon (12pm to 5pm)
- ❖ At least one evening (until 6pm)
- ❖ Saturday and/or Sunday

Branches: Library systems with branches in the same jurisdiction may use all locations to meet the standard. For example, only one branch needs to be open in the morning to meet the standard.

50. (Tier 1) The library provides reference and readers' advisory service to residents of all ages. Services are provided in person, by telephone, or electronically, during all hours the library is open. The library must be committed to providing information that is complete, accurate, and delivered when the user needs it.

The role of reference services is to connect people with the information they need when they need it. Reference staff assists users by:

- ❖ Helping them find a good book
- ❖ Answering their questions
- ❖ Helping them find and evaluate information
- ❖ Providing instruction on the use of library resources

The role of readers' advisory services is to help users select materials for reading, viewing, and listening.

51. (Tier 1) (ENHANCED STANDARD) The library has a current and maintained catalog of its holdings that is easy to use and independently accessible by the public. This ensures the confidentiality of the customer's inquiry. A catalog that is only accessible by staff will not meet this standard. Access to the SILO Locator does not meet this standard.

52. (Tier 2) (NEW) The library has a current and maintained ONLINE catalog of its holdings that is easy to use and independently accessible by the public. This ensures the confidentiality of customers' inquiries. A catalog that is only accessible by staff will not meet this standard. Access to the SILO locator does not meet this standard. Libraries that meet this standard automatically meet standard #51.

53. (Tier 2) The library provides interlibrary loan services to customers of all ages. The library submits its holdings information to shared databases (such as OCLC or SILO) and participates as a lender and a borrower.

54. (Tier 2) Minimum days and hours of service are in compliance with the chart below. This standard is based on a typical week, one in which the library is open regular hours with no holidays. A typical week does not include summer hours.

Branches: Library systems with branches may use the non-duplicated branch hours of branches within the same jurisdiction to meet the standard. For example, if the main library is open 9am to 7pm, and a branch is open 12 pm to 9pm, the library system is considered to provide service from 9am to 9pm.

Population	Size	Minimum Required Days and Hours Open
Under 500	A	4 days/20hours
500-999	B	4 days/20 hours
1,000-2,499	C	5 days/20 hours
2,500-4,999	D	5 days/29 hours
5,000-9,999	E	5 days/41 hours
10,000-24,999	F	6 days/51 hours
25,000-49,999	G	6 days/55 hours
50,000 and above	H	6 days/61 hours

55. (Tier 2) The library has allocated space for child and family use with all materials readily available and provides furniture designed for children's use.

56. (Tier 3) (NEW) The library's ONLINE catalog is REMOTELY available to users. Access to the SILO locator does not meet this standard. Libraries that meet this standard also meet standards #51 and #52.

57. (Tier 3) (CHANGED TIER) All the library's services are available when the library is open. Examples of services that should be provided at all times include but are not limited to:

   ❖ Reference and reader's advisory
   ❖ Interlibrary loan
   ❖ Circulation
   ❖ Public Internet computers

58. Residents of the community have free access to tax-supported public library services.
   FREE ACCESS: A library providing free access charges no fees for services, equipment, or materials that are part of the collection. Examples of providing free access include

   ❖ No charges for books including book rental programs
   ❖ No charges for interlibrary loans except for postage reimbursement charges
   ❖ No charges for meeting room use
   ❖ No charges for reserves
   ❖ No charges for videos, art prints, AV equipment

   A library providing free access may charge fees, fines, or deposits for any products meant for customer consumption. Examples of acceptable charges include

   ❖ Interlibrary loan postage reimbursement charges as outlined by the State Library's ILL reimbursement program
   ❖ Items that customers pay for and keep such as photocopies, printouts, and computer supplies
   ❖ Overdue fines and penalties
   ❖ Refundable damage deposits and damage penalties for room or equipment use

59. The library provides the necessary equipment to use any audiovisual materials in the library's collection. This allows a user without the appropriate equipment to make full use of the library's materials while in the library.

60. (ENHANCED STANDARD) The library provides inside directional signs. The library provides outdoor signs that identify the building as a public library including the library's service hours.

61. The library provides trained staff who are knowledgeable about reference and readers' advisory print and electronic resources and who are able to assist customers of all ages during all open hours. Note: The library does not need to have reference librarians to meet this standard, but existing staff are trained in the use of reference resources.

62. The building has public meeting space available for library programming and for use by other community groups. The meeting space should be a separate room to meet this standard.

63. (NEW) The library allocates space and furniture for young adults with all materials readily available.

64. **(NEW)** The library has a makerspace. Makerspaces are creative DIY spaces where library customers can gather to create, invent, and learn. A makerspace can be as simple as a cart or backpack filled with craft supplies, or it can be a dedicated room filled with sophisticated equipment. Examples of items included in a makerspace:

> ❖ Arts and crafts supplies
> ❖ 3-D printer
> ❖ Sewing machine
> ❖ Woodworking or other kinds of tools
> ❖ Electronics supplies for circuit design or robotics

65. **(NEW)** The library provides self-service or other kinds of automated equipment used to increase efficiency. Examples include:

> ❖ Self-checks
> ❖ Video check out kiosks
> ❖ Automated materials return system

66. **(NEW)** The library allows patrons to make payments (for fines, fees, donations, etc.) using debit or credit cards.

Section 7: Library Programming and Community Relations

Public libraries provide programming and services to everyone in the community, including individuals with special needs. The library needs to determine its priorities based on the makeup of the community served.

The library offers educational, recreational, informational, and cultural programming sponsored by the library, or in conjunction with other community organizations. Programming is used to help attract new users to the library, to increase awareness of library services, to educate the public, and to provide a neutral public forum for the debate of issues. The needs of the community may require outreach efforts off site.

Community relations efforts help to communicate a positive image of the library. These efforts promote the library's materials, services, and programs. A public library integrates an active community relations program into its plan. The library board and director evaluate all policies and procedures in terms of their effect on the public and on the library's community relations.

67. (Tier 1) The library provides a summer reading program for children they serve, or cooperates with other libraries or agencies to provide the program. A library that participates in the State Library's Summer Library Program meets this standard. Children are defined as persons 11 years of age or younger.

68. (Tier 2) The library provides free programming for library customers or cooperates with other agencies to provide the programming. The library considers the following factors when planning and evaluating programs:

> ❖ Availability of programming through the community's other social, cultural, and recreational organizations
> ❖ Local interest
> ❖ Population mix (age, gender, race, etc.)
> ❖ Population's level of education
> ❖ The library's mission and goals

69. (Tier 2) The library promotes its collections and services by using a variety of approaches to publicity. To meet this standard check at least four items.

☐ Annual reports attractively packaged and made available to the public
☐ Attractive and frequently changed exhibits, displays, and bulletin boards
☐ Newspaper articles, columns, or ads
☐ Posters, flyers, brochures, and bookmarks advertising library services
☐ Social networking presence (Facebook, Pinterest, Twitter, blogs, etc.)
☐ TV and/or radio exposure
☐ Visually appealing printed materials and graphics
☐ Website
☐ Walk-throughs in the library to assess the image it projects
☐ Others (list) _____

70. (Tier 2) (CHANGED TIER) The library develops community relations by regularly communicating with elected officials, business leaders, and civic organizations. To meet this standard check at least two items.

☐ Attend city council meetings other than when making a budget request
☐ Give presentations to community groups and organizations
☐ Invite city council to meet in the library
☐ Participate in community organizations and activities
☐ Serve as a bridge to bring different types of people together
☐ Regularly assess community assets and needs
☐ Include local leaders in library planning
☐ Participate in city planning
☐ Other

71. The library offers outreach services. Outreach service includes collections and programming provided at other community locations. Examples of outreach locations are:

❖ Adult daycares
❖ Daycares – including commercial, in-home, or Head Start
❖ Mental health facilities
❖ Nursing homes
❖ Prisons and jails
❖ Schools – public and private

72. The library provides children's programming free of charge or cooperates with other agencies to provide the programming. Providing a summer reading program only does not meet this standard. Children are age 11 and younger for the purpose of this standard. Examples of children's programming are:

❖ After school social and educational activities
❖ Author visits
❖ Game, movie, or music activities
❖ Library orientation and tours for school groups
❖ Story times – preschool, toddler, baby
❖ Winter reading program

73. The library provides young adult programming free of charge or cooperates with other agencies to provide the programming. Young adults are age 12-18 for the purpose of this standard. Examples of young adult programming are:

- ❖ After school social and educational activities
- ❖ Author visits
- ❖ Game, movie, or music activities
- ❖ Library orientation and tours for school groups
- ❖ Summer library program
- ❖ Winter reading program

74. The library provides adult programming free of charge or cooperates with other agencies to provide the programming. Adults are age 19 and older for the purpose of this standard. Examples of adult programming are:

- ❖ Library orientation and tours
- ❖ Lifelong learning activities
- ❖ Presentations to community groups or local service organizations
- ❖ Presentations to the local PTA
- ❖ Reading programs or book clubs
- ❖ Speakers or lectures on a variety of topics

75. The library collaborates with other organizations, including agencies that serve special populations, to improve library service. To meet this standard, indicate the agency(s) that you are working with and briefly describe the collaboration. Examples include:

- ❖ Area Agency on Aging
- ❖ Chamber of Commerce or economic development bureau
- ❖ Department of Human Services
- ❖ ISU Extension services
- ❖ Kiwanis or other service clubs
- ❖ Other libraries, museums, historical societies
- ❖ Schools, universities, community colleges
- ❖ Workforce Development

76. The library accepts requests for reserves for library materials from cardholders of all ages in person, by telephone, or electronically (includes e-mail).

77. The library makes reasonable accommodations in order to provide access to its collections and services to persons with disabilities. To meet this standard at least four items must be checked.

- ☐ Accessible meeting rooms
- ☐ Braille materials
- ☐ Enhanced computer display for visually impaired
- ☐ Hearing augmentation system in meeting room
- ☐ Home delivery of materials
- ☐ Interpreters for the hearing impaired
- ☐ Large Print materials
- ☐ Minimum space between shelving stacks of 36"
- ☐ Story times and programs in accessible meeting rooms or outside the library
- ☐ Others (list) _____

Section 8:   Library Facility

The facility housing the library's services has a direct effect on access. The public library is a community-gathering place that offers a compelling invitation to enter. A model library building is flexible enough to respond to changing use and service patterns. The building accommodates growing collections in a variety of formats. The building is designed for user efficiency and comfort to encourage extensive public use and for staff efficiency.

78. (Tier 1) The library provides a book return available to the public 24/7. It is recommended that a book return that is attached to the library or inside the building is fire retardant.

79. (Tier 1) The library determines the number of people who come into the library each year. (Also known as door count)

    Report Annual Library Visits _____

80. (Tier 1) (CHANGED TIER) The library board and director shall review the ADA Accessibility Checklist for Readily-Achievable Barrier Removal at least every three years. The checklist can be found at: https://humanrights.iowa.gov/sites/default/files/media/ada-checklist%5B1%5D.doc

    The purpose of the checklist is to help libraries determine the best methods for removing barriers to access. Since this checklist does not include all of the 2010 ADA Standards, it is not intended to determine compliance for new construction or facilities being altered. It is a method for raising awareness of the issues. To meet this standard, the board and director should review at least one of the priorities listed in the document at least every three years.

    NOTE: ADA-compliant libraries will ensure, at a minimum, a continuous unobstructed path connecting all elements and spaces in the building that can be negotiated by a severely disabled person using a wheelchair. Interior accessible routes include corridors, floors, ramps, elevators, lifts, and clear floor space at fixtures. Exterior accessible routes include parking access aisles, curb ramps, walks, ramps and lifts. A patron in a wheelchair must be able to get from a parked car to the sidewalk, from the sidewalk to the building, and must be able to easily open the door. Once inside the building, the patron must have access to all public areas, including the restrooms. The restroom must accommodate a wheelchair, have a grab bar in the stall, have clearance under the sink, and have proper insulation around plumbing fixtures under the sink.

    Your city or county building inspector is a good source of information about meeting the requirements of the ADA. The Iowa Department of Public Safety's Building Code Office staff can also answer some basic questions about ADA compliance. You can telephone staff at 515-725-6145 or e-mail them at bcinfo@dps.state.ia.us. Detailed compliance information, as well as the number for the federal compliance hotline, is available on the website for the U.S. Department of Justice at http://www.ada.gov.

81. The library provides adequate and convenient parking to the library's customers on or adjacent to the library's site. One parking space is available for every 500 square feet of building.

82. The library provides adequate handicapped accessible parking spaces in compliance with the table below. Spaces required by the table need not be provided in the particular lot. They may be provided in a different location if equivalent or greater accessibility is ensured. Refer to chart below for guidance.

Total Parking	Required Minimum Number of Accessible Spaces (ADA Accessibility Guidelines)
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4
101 to 150	5

83. The library provides adequate public reader seating space. The following table is based on the population of the city or county in which the library is located. The library should use the table below as a guideline. If the library's population falls between two categories, then the number of seats should be adjusted accordingly. For example, if the town population is 15,000, then the number of seat per 1,000 population should be between 5 and 4.5. (Suggested guidelines taken from Public Library Space Needs: A Planning Outline, 2009 by Anders C. Dahlgren.)

Population	Seats per 1,000 population
Up to 10,000	5.00
10,001 to 25,000	4.50
25,001 to 50,000	3.00
50,001 to 100,000	2.25
100,001 to 250,000	1.50

84. The library provides adequate space for the staff to work in a non-public area.

85. The library director completes and shares a written space needs assessment with the board. To meet this standard, the assessment should be less than five years old. The assessment is based on the following criteria:

❖ Changes in access points, services, size of collection, types of materials, or staffing levels mandated by the library's plan
❖ Community study findings
❖ Current space requirements
❖ Space requirements resulting from implementation of the standards in this document
❖ Use "Public Library Space Needs: A Planning Outline, 2009" by Anders C. Dahlgren as a suggested guideline

Quick List of Standards

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4. Library is funded by its city (page 5)
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