

**In Service to Iowa:
Public Library Standards
Fifth Edition - 2010**



State Library of Iowa

In Service to Iowa: Public Library Standards

Fifth Edition – 2010

**Approved by the Iowa Commission of Libraries
August 16, 2010**

**Mary Wegner, State Librarian
Scott Dermont, Editor**

**Library Development
State Library of Iowa
1112 E. Grand Ave.
Des Moines, Iowa 50319**

800-248-4483

<http://www.statelibraryofiowa.org>

In Service to Iowa: Public Library Standards is supported by the Institute of Museum and Library Services (ILMS) under the provisions of the Library Services and Technology Act (LSTA) as administered by the State Library of Iowa.

Table of Contents

- INTRODUCTION 3
- HOW THE PROGRAM WORKS..... 4
- SECTION 1: BOARDS AND GOVERNANCE..... 5
- SECTION 2: ADMINISTRATION 9
- SECTION 3: FUNDING 10
- SECTION 4: STAFFING 11
- SECTION 5: COLLECTION MANAGEMENT 13
- SECTION 6: REFERENCE AND READERS’ ADVISORY SERVICES..... 16
- SECTION 7: TECHNOLOGY 17
- SECTION 8: PROGRAMMING AND SERVICES..... 17
- SECTION 9: PUBLIC RELATIONS 20
- SECTION 10: ACCESS TO INFORMATION AND MATERIALS 20
- SECTION 11: PHYSICAL FACILITY 22
- TIER 1 STANDARDS (24) 25
- TIER 2 STANDARDS (12) 25
- TIER 3 STANDARDS (10) 26
- NON-TIER STANDARDS (33) 26
- INDEX..... 28

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, and now in 2010. 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 2010, the Iowa Commission of Libraries appointed the Public Library Standards Advisory Task Force to revise *In Service to Iowa*. The Task Force included members representing libraries from different size categories, the Iowa Commission of Libraries, Library Service Area staff, and State Library staff. All 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, 2010

| Name | Organization | Position |
|-----------------|---------------------------------------|-------------------------|
| Dan Boice | Iowa Commission of Libraries | Trustee |
| Nathan Clark | Emmetsburg & Ruthven Public Libraries | Director |
| Scott Dermont | State Library of Iowa | Library Consultant |
| Sandy Dixon | State Library of Iowa | Program Director |
| Jet Kofoot | Central Iowa Library Service Area | Assistant Administrator |
| Susan Macken | Oelwein Public Library | Director |
| Bonnie McKewon | Northwest Iowa Library Services | Administrator |
| Sue Padilla | Newton Public Library | Director |
| Karen Randleman | State Library of Iowa | Library Consultant |
| Becky Rike | Corning Public Library | Director |
| Betsy Thompson | Sioux City Public Library | Director |
| Emily Weaver | Perry Public Library | Director |
| Mary Wegner | State Library of Iowa | State Librarian |

How the Program Works

- ❖ Every three years, each 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 and with its Library Service Area office
- ❖ The library provides the documentation requested on the “Request for Supporting Documentation” form to the State Library

Enrich Iowa: Direct State Aid Requirements

To receive Direct State Aid a library must:

- ❖ Participate in the Open Access and the Interlibrary Loan Reimbursement programs
- ❖ Submit an annual survey for the most current fiscal year
- ❖ Submit a Direct State Aid report for the most current fiscal year
- ❖ Have a current accreditation application on file and meet the following standards

Tier 1 (24 Standards) 1-6, 10-12, 18-20, 22, 30, 37, 40-41, 47, 58-61, 68-69

- ◆ To reach Tier 1 status the library must reach all 24 Tier 1 standards

Tier 2 (12 Standards) 7-8, 13-14, 23-24, 31, 38, 48, 56, 62, 70

- ◆ To reach Tier 2 status, the library must meet all 24 Tier 1 standards, and all 12 Tier 2 standards

Tier 3 (10 Standards) 15-16, 25-26, 32-35, 42, 71

- ◆ To reach Tier 3 status, the library must be accredited as described below

Tier 0 - A library unable to meet all Tier 1 requirements will be considered Tier 0 and will not be eligible for Direct State Aid funding.

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 16 of the remaining 33 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.

Audits

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

Section 1: Boards and 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) The library is established and maintained according to the provisions of local ordinance and state law.
2. (Tier 1) A legally appointed and constituted library board governs the operation of the library.
3. (Tier 1) 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
4. (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
5. (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.
6. (Tier 1) 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.

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
- ❖ Confidentiality of records
- ❖ 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

- ❖ Statements concerning intellectual freedom such as
 - ◆ Freedom to Read
 - ◆ Freedom to View
 - ◆ Library Bill of Rights
 - ◆ ILA Intellectual Freedom Manual

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 Web site, <http://www.statelibraryofiowa.org/Id/Policies>. The Library Service Areas can assist in locating sample policies.

7. (Tier 2) The library’s adopted circulation policy is consistent with the principles of the right to privacy and the Code of Iowa as follows:

22.7 (13) Confidential records. The following public records shall be kept confidential, unless otherwise ordered by a court, by the lawful custodian of the records, or by another person duly authorized to release such information: The records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library. The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling.

8. (Tier 2) 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.
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
- Hours including holiday and weather closings
- Library foundation
- Meeting room/ICN room use
- Programs for youth and adults
- Public access computers
- Public relations
- Reference and readers’ advisory services
- Sex offender
- Unattended children
- Volunteers
- Other policies (Please List)_____

The State Library has sample policies on its Website, <http://www.statelibraryofiowa.org/Id/Policies>. The Library Service Areas can also assist in locating sample policies.

Section 2: Administration

Public libraries are administered by a library director. The director is hired by and is responsible to the board of directors 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

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

11. (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.

12. (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, LSA staff, or other qualified consultants
- ❖ Chapter-by-chapter discussion of the current Iowa Library Trustee's Handbook at regularly scheduled board meetings

13. (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)

14. (Tier 2) The library keeps its borrowers' registrations up-to-date. Inactive registration records are removed at least every three years.

15. (Tier 3) All members of the library board of trustees participate in continuing education each year. Examples include:

- ❖ Educational presentations at regularly scheduled board meetings
- ❖ Presentation and discussion of recorded programs
- ❖ Programs or classes taught by the State Library, WebJunction, Library Service Areas, Iowa Library Association, etc.
- ❖ Reading and discussion of related articles or books at regularly scheduled board meetings

16. (Tier 3) 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
- ❖ Outline goals for administrative and fiscal matters, personnel, collection development, programs and services, public relations, and facilities
- ❖ 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:

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

17. 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.

Section 3: Funding

18. (Tier 1) The library board has legal authority over the library's budget and over all gifts, bequests, and donations.

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

20. (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.

21. 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.

To determine per capita support please refer to the Rural Library Funding table on the State Library's Web site at <http://www.statelibraryofiowa.org/go/rurallibfun>.

| (Based on 2009 data from 99 counties) | Outstanding | Enhanced | Minimum required to meet standard |
|--|---|---|---|
| County rural per capita support | \$19.35 per capita (75 th percentile) | \$11.40 per capita (50 th percentile) | \$7.50 per capita (25 th percentile) |
| Chart B. County support per assessed valuation | 23 cents per thousand (75 th percentile) | 17 cents per thousand (50 th percentile) | 10 cents per thousand (25 th percentile) |

Section 4: Staffing

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

22. (Tier 1) 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 accredited college or university

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 - 19,999 | IV, V, VI |
| 20,000 and above | VI |

23. (Tier 2) The library employs paid staff as listed 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.

| City Population | Outstanding | Enhanced | Minimum required to meet standard |
|------------------|------------------------|-----------------------|-----------------------------------|
| Under 500 | 22 hours (.55 FTE) | 20 hours (.50 FTE) | 20 hours (.50 FTE) |
| 500-999 | 34 hours (.85 FTE) | 22 hours (.55 FTE) | 20 hours (.50 FTE) |
| 1,000-2,499 | 70 hours (1.75 FTE) | 34 hours (.85 FTE) | 20 hours (.50 FTE) |
| 2,500-4,999 | 130 hours (3.25 FTE) | 70 hours (1.75 FTE) | 44 hours (1.10 FTE) |
| 5,000-9,999 | 240 hours (6.00 FTE) | 130 hours (3.25 FTE) | 106 hours (2.65 FTE) |
| 10,000-24,999 | 380 hours (9.50 FTE) | 240 hours (6.00 FTE) | 190 hours (4.75 FTE) |
| 25,000-49,999 | 740 hours (18.50 FTE) | 380 hours (9.50 FTE) | 280 hours (7.00 FTE) |
| 50,000 and above | 1595 hours (39.85 FTE) | 740 hours (18.50 FTE) | 590 hours (14.75 FTE) |

24. (Tier 2) The library board adopts written job descriptions that include educational and experience requirements and has a written salary range for each position. 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. It is recommended, but not required, that the library’s job descriptions and salary range are included in the city’s personnel plan.

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. (Tier 3) The library director's performance is evaluated by the board at least annually.
27. Other library employees are evaluated annually by the director or supervisor.
28. The library allows the director and staff at all levels 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.)
29. 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.

Section 5: Collection Management

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 needs, wants, and demands expressed by the community served are the driving forces behind collection management. Collection development includes the planning, selecting, and building of collections in all formats needed by the community. Collection evaluation is the continuous process of analyzing use, age, condition, timeliness, and coverage of library materials.

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

30. (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.

31. (Tier 2) The library allocates a percentage of its total operating funds for purchasing materials for the library’s collection. These materials are purchased in a variety of formats based on the library’s collection development policy, the library’s plan, and current use of the collections. NOTE: When determining total operating funds, include funding from all sources – city, county, state, federal, and private.

Use the current year’s percentage or the average of the last 3 years – whichever is higher.

| Outstanding | Enhanced | Minimum required to meet standard |
|-------------|----------|-----------------------------------|
| 15% | 12% | 10% |

32. (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% |

| Outstanding | Enhanced | Minimum required to meet standard |
|-------------|----------|-----------------------------------|
| 6% | 4.5% | 3% |

33. (Tier 3) The library purchases or adds materials at regular intervals throughout the year to insure 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.

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) | $12\% \div 3 = 4\%$ |

| Outstanding | Enhanced | Minimum Required to meet Standard |
|-------------|----------|-----------------------------------|
| 6% | 4.5% | 3% |

34. (Tier 3) The library determines collection specific turnover rates. The turnover rate is the average number of times each item in a collection is checked out per year. To obtain the turnover rate, divide the total circulation of the collection by the total number of items in that collection.

Turnover rate is a useful tool for evaluating the health of a collection. A high turnover rate shows that a collection is being heavily used. If turnover rate is too high, the collection may be overused and the library may need to purchase more materials. A low turnover rate indicates low circulation of a collection. It may also mean that the collection has too many items and may need to be weeded.

There are no established or agreed upon standards for collection turnover rates. However, a good average for a collection would be 6 to 10 uses per year. This number could fluctuate depending on the collection. Children's board books or DVDs would be expected to have a high turnover rate. Reference and local history archive collections would be expected to have a low turnover rate. The important thing is to determine the average for a specific collection and take the appropriate action.

At a minimum, libraries determine turnover rate for the four collections listed below.

| Collection | Circulation of collection | Total number of Items | Turnover Rate |
|------------------|---------------------------|-----------------------|----------------------|
| Example | 900 | 100 | $900 \div 100 = 9.0$ |
| Adult Books | | | |
| Children's Books | | | |
| Video Recordings | | | |
| Audio Recordings | | | |

35. (Tier 3) The library makes available the local, county, and/or regional newspaper.
36. 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

Section 6: Reference and Readers' Advisory Services

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

- ❖ Advising them on finding a good book
- ❖ Answering specific questions
- ❖ Helping them find and evaluate information
- ❖ Instructing them in the use of library resources

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

The library must be committed to providing information that is complete, accurate, and delivered when the user needs it.

37. (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.
38. (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.
39. 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.

Section 7: Technology

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.

40. (Tier 1) The library offers public access Internet computer(s) and staff trained in their use. Public access computers are located in a public area and designated for public use.
41. (Tier 1) The library counts the total number of uses of Internet computers in the library. If the computer is used for multiple purposes and Internet users 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. Sign-up forms or web-log tracking software also may provide a reliable count of uses. Do not count the use of wireless by customers with their own devices. Only count use of library owned computer equipment.
42. (Tier 3) The library maintains a current Website or similar online presence. The online presence may include access to an online catalog, information about the library, and links to local, state, or national resources.
43. The library budgets for computer replacement on a regular basis.
44. The library sets aside a separate computer location for use by children and/or young adults.
45. The library provides computer and/or Internet training for its customers.
46. The library provides wireless Internet access for its customers.

Section 8: Programming and Services

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.

47. (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.

48. (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
49. 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
50. 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
51. 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

52. 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

53. The library collaborates with other organizations, including agencies that serve special populations, to improve library service. 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

To meet this standard, indicate the agency(s) that you are working with and briefly describe the collaboration.

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

55. The library makes reasonable accommodations in order to provide access to its collections and services to persons with disabilities, and meets relevant requirements of the Americans with Disabilities Act (<http://www.access-board.gov/ada-aba/>). 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 9: Public Relations

Public 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 public 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 public relations.

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

- 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, MySpace, 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) _____

57. The library develops good community relations by regularly communicating with elected officials, business leaders, and civic organizations. Ideas for developing good community relations include:

- ❖ 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

Section 10: Access to Information and Materials

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.

58. (Tier 1) The library has a telephone with the number listed in the local phone book.

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

60. (Tier 1) The library has a catalog of its holdings easily accessible to users.

61. (Tier 1) 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 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 or Sunday

62. (Tier 2) Minimum days and hours of service are as follows. 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.

| Population | Outstanding | Enhanced | Minimum Required to Meet Standard |
|------------------|------------------|-----------------|-----------------------------------|
| Under 500 | 6 days/24 hours | 5 days/22 hours | 4 days/20hours |
| 500-999 | 6 days/25 hours | 5 days/22 hours | 4 days/20 hours |
| 1,000-2,499 | 6 days/36 hours | 6 days/25 hours | 5 days/20 hours |
| 2,500-4,999 | 7 days/48 hours | 6 days/36 hours | 5 days/29 hours |
| 5,000-9,999 | 7 days/ 56 hours | 6 days/48 hours | 5 days/41 hours |
| 10,000-24,999 | 7 days/58 hours | 6 days/56 hours | 6 days/51 hours |
| 25,000-49,999 | 7 days/65 hours | 6 days/58 hours | 6 days/55 hours |
| 50,000 and above | 7 days/68 hours | 6 days/65 hours | 6 days/61 hours |

63. The library is open on Sundays.

64. 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

- 65. All the library's services are available when the library is open.
- 66. 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.
- 67. The library provides directional signs within the library.

Section 11: Physical 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.

- 68. (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.
- 69. (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 _____

- 70. (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.
- 71. (Tier 3) The library building must meet the state definition of accessibility.

ACCESSIBILITY: (Accessible Route) The Iowa State Building Code, 16.701(1), defines accessible route as "a continuous unobstructed path connecting all elements and spaces in a building or facility that can be negotiated by a severely disabled person using a wheelchair and that is also safe for and usable by people with other disabilities. Interior accessible routes may include corridors, floors, ramps, elevators, lifts, and clear floor space at fixtures. Exterior accessible routes may include parking access aisles, curb ramps, walks, ramps, and lifts."

In practical terms:

- ❖ A customer 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 open the door easily
- ❖ Once inside the building, the customer must have access to all public areas, including the restrooms.
- ❖ The restroom must:
 - Accommodate a wheelchair
 - Have a grab bar
 - Have clearance under the sink
 - Have proper insulation around plumbing fixtures under the sink
- ❖ If you have further questions about specific measurements, contact the State Fire Marshall's office in the Iowa Department of Public Safety, phone number 515-281-5132

- 72. 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.
- 73. 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.
- 74. 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.

| 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 |
| 151 to 200 | 6 |
| 201 to 300 | 7 |
| 301 to 400 | 8 |
| 401 to 500 | 9 |
| 501 to 1000 | 2 percent of total |
| 1001 and over | 20 plus 1 for each 100 over 1000 |

- 75. The outside of the building is well lit and is identified with highly visible signs. Sufficient lighting is an important security consideration. Outdoor signs identify the building as a public library and include the library’s service hours.
- 76. The library has proper temperature and humidity control throughout the year. Proper temperature and humidity are important for the comfort of the public and staff and for the protection of library materials.

77. 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 |

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

79. 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 guideline

Tier 1 Standards (24)

1. Library is established and maintained by local ordinance and state law (page 5)
2. Library is governed by a library board of trustees (page 5)
3. Duties of the library board (page 5)
4. Bylaws (page 5)
5. Board meeting frequency (page 6)
6. Four required written policies (page 6)
10. Financial and statistical reports at board meetings (page 9)
11. Library follows requirements as to fiscal year, audits, and budgets (page 9)
12. Orientation program for new board members (page 9)
18. Board's authority over funding (page 10)
19. Board adopts an annual budget (page 10)
20. Library is funded by its city (page 10)
22. Director is certified (page 11)
30. Library determines annual circulation (page 14)
37. Library provides reference and readers' advisory service (page 16)
40. Library offers public access Internet computers (page 17)
41. Library counts number of Internet uses (page 17)
47. Summer Reading Program for children (page 17)
58. Library has a telephone (page 20)
59. Library has email address (page 20)
60. Library has a public access catalog (page 20)
61. Library hours are fixed and posted (page 21)
68. Library has a book return (page 22)
69. Library determines number of annual visits (page 22)

Tier 2 Standards (12)

7. Privacy statements added to circulation policy (page 8)
8. Intellectual freedom statements added to collection development policy (page 8)
13. Director provides board with information about library related laws (page 9)
14. Library keeps borrower registrations up to date (page 9)

- 23. Library has paid staff (page 12)
- 24. Written job descriptions and salary ranges (page 12)
- 31. Minimum collections budget (page 14)
- 38. Participation as interlibrary loan borrower and lender (page 16)
- 48. Free programming for customers of all ages (page 18)
- 56. Uses public relations methods (page 20)
- 62. Minimum number of days and hours of service (page 21)
- 70. Space for child and family use (page 22)

Tier 3 Standards (10)

- 15. Ongoing board development opportunities (page 9)
- 16. Library has a written plan (page 9)
- 25. Orientation program for new employees (page 13)
- 26. Director performance evaluation (page 13)
- 32. Withdrawal of library materials (page 14)
- 33. Addition of library materials (page 15)
- 34. Collection turnover rate (page 15)
- 35. Availability of local newspaper (page 16)
- 42. Current Web site other Web presence (page 17)
- 71. Library building must meet state definition of accessibility (page 22)

Non-Tier Standards (33) – Recommended as best practice. (Must meet 16 of 33 for Tier 3 Accreditation.)

- 9. Board adopts at least two optional policies (page 8)
- 17. Director informs board of pending library related legislation (page 9)
- 21. Library is funded by its county (page 10)
- 27. Staff performance evaluation (page 13)
- 28. Continuing education opportunities for director and other staff (page 13)
- 29. Library provides funding for professional memberships, conferences, or continuing education opportunities (page 13)
- 36. Materials for special needs groups (page 16)

39. Library provides staff trained in reference and readers' advisory service (page 16)
43. Computer replacement schedule (page 17)
44. Separate computer location for children and/or young adults (page 17)
45. Computer/Internet training for public (page 17)
46. Provides wireless access for the public (page 17)
49. Provides outreach services (page 18)
50. Provides free children's programming (page 18)
51. Provides free young adult programming (page 18)
52. Provides free adult programming (page 19)
53. Collaboration with other community organizations to provide services (page 19)
54. Accepts requests for reserves for library materials (page 19)
55. Accommodates access to collections and services to persons with disabilities (page 19)
57. Develops good community relations (page 20)
63. Library is open on Sunday (page 21)
64. Free access to tax supported public library services (page 21)
65. All library services are available to all individuals when the library is open (page 22)
66. Provide equipment to play any audiovisual materials owned (page 22)
67. Directional signs indoors (page 22)
72. Public meeting space for library programming and other groups (page 23)
73. Adequate and convenient parking for library customers (page 23)
74. Adequate and convenient ADA accessible parking (page 23)
75. Outside of building is well lit with good signage (page 23)
76. Proper temperature and humidity control (page 23)
77. Adequate public seating (page 24)
78. Adequate staff workspace (page 24)
79. Space needs assessment (page 24)

Index

A

access · 8, 17, 19, 20, 21, 22, 24, 25, 27
accessibility · 22, 23, 26
accreditation · 3, 4
American Library Association · 8
Americans with Disabilities Act · 19
audiovisual materials · 22
audit · 4, 10

B

board · 5, 6, 8, 9, 10, 11, 12, 13, 15, 19, 20, 24, 25, 26
board meetings · 6
book return · 22, 25
borrowers · 9
budget · 9, 10, 13, 17, 25
bylaws · 5

C

catalog · 17, 20, 25
certification · 11, 12, 13
children · 7, 8, 17, 18, 22, 25, 27
circulation · 6, 8, 14, 15, 25
city council · 5, 20
Code of Iowa · 5, 8
collaboration · 19
collection · 6, 8, 10, 13, 14, 15, 21, 22, 24, 25, 26
community · 3, 6, 10, 11, 12, 13, 16, 17, 18, 19, 20, 21, 22, 23, 27
community relations · 20
computers · 8, 17, 25
continuing education · 9, 11, 13, 26
county library · 10

D

Direct State Aid · 3, 4
director · 5, 6, 9, 10, 11, 13, 20, 24, 26

E

email · 4, 20, 25
employees · 12, 13, 26
Enrich Iowa · 4
evaluation
 collection · 13, 14

director · 13
employee · 13
expenditures · 5

F

Fair Labor Standards Act · 9
free access · 21
full time equivalents · 12
funding · 3, 4, 5, 9, 10, 13, 14, 15, 25, 26

H

hours of service · 21, 26
humidity control · 23, 27

I

intellectual freedom · 7, 8, 13
interlibrary loan · 4, 16, 26
Internet · 6, 7, 17, 25, 27
Iowa Code Chapter 21 · 9
Iowa Code Chapter 22.7 (13) · 9
Iowa Commission of Libraries · 1, 3
Iowa Department of Management · 10
Iowa Library Association · 8, 9, 10
Iowa Library Trustee's Handbook · 9, 10
Iowa State Building Code, 16.701(1) · 22

J

job descriptions · 12, 26

L

laws · 9, 25
legislation · 10
Legislative Day · 10
Library hours · 21, 25
Library Service Area · 9
lighting · 23

M

meeting space · 23
meetings · 5, 6, 9, 20, 25

N

newspaper · 16, 26

O

OCLC · 16
Open Access · 4, 6
open meetings law · 6
ordinance · 5, 25
orientation · 9, 13, 18, 19, 25, 26
outreach · 17, 18, 27

P

parking · 22, 23, 27
per capita · 10, 14
personnel · 5, 6, 7, 10, 11, 12
persons with disabilities · 19, 23, 27
plan · 5, 7, 10, 11, 12, 13, 14, 18, 20, 24, 26
policies · 5, 6, 7, 8, 9, 11, 12, 13, 14, 20, 25, 26
programming · 17, 18, 19, 23, 26, 27
public · 3, 4, 5, 6, 7, 8, 10, 11, 17, 20, 21, 22, 23, 24, 25, 27
Public access computers · 17
Public relations · 8, 20, 26
publicity · 20

R

readers' advisory · 8, 16, 25, 27
reference · 12, 16, 25, 27
registration · 9
reports · 9, 20, 25
reserves · 6, 19, 21, 27

S

salary range · 12
seating · 24

signs · 22, 23, 27
SILO · 16
space needs assessment · 24
staff · 3, 4, 5, 6, 8, 9, 10, 11, 12, 13, 16, 17, 22, 23, 24, 26, 27
standard · 3, 4, 6, 8, 10, 12, 14, 15, 16, 18, 19, 20, 21, 23, 24
State Fire Marshall · 22
State Library of Iowa · 3, 4, 6, 7, 8, 9, 10, 11, 12, 13, 17, 21
Summer Library Program · 17
summer reading program · 17, 18
Sundays · 21

T

technology · 17
telephone · 16, 19, 20, 25
temperature control · 23
trustees · 9, 10, 25
turnover rate · 14, 15, 26

U

U.S. Code Title 29, Chapter 8 · 9
U.S. Constitution · 8
union · 6, 12

W

webinars · 13
WebJunction · 9, 10
Website · 7, 8, 10, 12, 17, 20, 26
weeding · 6, 13, 14
wireless · 17, 27

Y

young adults · 17, 18, 27

