

Public Library Services

The services of the public library are designed to meet the needs of the community it serves. Specific plans for library services are developed as part of the library district's strategic plan.

Standards

1. The library district has a written plan to meet community needs, developed by the board and staff with input from the community.
2. Library hours are set to meet community needs and include morning, afternoon, evening, and weekend hours each week.
3. The library is open to everyone. Full library services are available to all residents of the library district regardless of age or abilities.
4. The library district has a written lending policy which specifies freedom of access, confidentiality of records, types of materials which are loaned, citizen eligibility for library borrowing privileges, and requirements for those residing outside library district boundaries.
5. The library district provides services in the format that is most appropriate to the user's needs, regardless of the user's age or abilities.
6. The library district's practices and policies provide for protection of client confidentiality.
7. The library ensures that its staff are knowledgeable about the library district's services and programs, lending regulations and circulation practices, and respond to the public in a courteous, helpful manner.
8. The library offers outreach services to the community outside the library.
9. The library offers educational, recreational, informational, and cultural programming on its own, or in conjunction with other community organizations.
10. The library district's services include, but are not limited to, these core services:
 - a. reference and reader's advisory service,
 - b. services and programs for children, teens, adults and families,
 - c. circulation of materials,

- d. interlibrary loan or resource sharing for material not available at the library,
- e. public internet access,
- f. public computer access,
- g. basic computer training,
- h. public access photocopying
- i. public access faxing
- j. relationships with community groups,
- k. public programming, services for special populations, and outreach services
- l. public meeting space
- m. digital presence with its website and catalog and through social media

Guidelines

- ___ 1. The library district encourages input by citizens, in the development of its strategic plan through advisory groups, surveys, focus interviews, or other appropriate means. *Standard #1*
- ___ 2. The library district's annual budget reflects the core services and implementation of the strategic plan providing the blueprint for meeting the community's service needs. *Standard #1*
- ___ 3. The library district's strategic plan is reviewed and updated annually by board and staff. *Standard #1*
- ___ 4. Staff who provide services participate in the planning and budgeting process. *Standard #1*
- ___ 5. The library district's governing authority has formally adopted and follows the principles of the American Library Association's intellectual freedom statements. *Standard #1*
- ___ 6. The library district's strategic plan specifies how access to services is provided during all the library's scheduled hours. *Standard #2*
- ___ 7. The library district meets or exceeds the following service hours:
 - a. under 10,000 population—35 hours per week;
 - b. 10,000-25,000 population—55 hours per week;

c. over 25,000 population— 65 hours per week.
Standard #2

- ___ 8. The library district allows lending of all library materials, except those judged irreplaceable or needed in the collection for basic informational services. *Standard #4*
- ___ 9. The library district's circulation process provides accurate, reliable information about the materials collection and patron's use of materials. *Standard #4*
- ___ 10. The library district keeps accurate, up-to-date records of patrons registered for library cards. *Standard #6*
- ___ 11. Programming for all ages is used to help attract new users to the library, to increase awareness of library services, to provide the public with opportunities for lifelong learning, and to provide a neutral public forum for the debate of issues. The library provides a summer reading program for all patrons they serve, or cooperates with other libraries or agencies to provide the programs. *Standard #9*
- ___ 12. The library district sets objectives for its programming activities and uses those objectives to evaluate the programs it offers. *Standard #9*
- ___ 13. The board and administration specify and provide the materials, and staffing which will be needed to support these services. *Standard #10*
- ___ 14. The library district's core services are reviewed and updated as part of the library's strategic plan. *Standard #10*
- ___ 15. Reference and reader's advisory service for all ages are available on site and by telephone, or electronically during all library service hours. The library provides trained staff who are knowledgeable and capable of providing these services during all library service hours. *Standard #10*
- ___ 16. The library provides timely responses to information requests, as monitored through appropriate output measures. *Standard #10*
- ___ 17. Outreach services include collections and programming provided at or to other community locations (this can include delivering items by mail). Examples of outreach locations are:
- a. Adult daycares
 - b. Daycares – including commercial, in-home, or Head Start
 - c. Mental health facilities
 - d. Retirement facilities

- e. Correctional facilities
- f. Schools – public and private
- g. Other community groups and events

Standard #8

____18. The library district provides access or referral for citizens to appropriate literacy training. *Standard #10*