

Tennessee Standards for Non-Metropolitan Public Libraries

Revised 2014



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Tennessee State Library and Archives

Tennessee Secretary of State Tre Hargett

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INTRODUCTION

Public library standards provide specific criteria by which libraries can be measured and evaluated. They provide focus and direction for action and accountability within local library communities. The newly revised 2014 Tennessee Standards for Non-Metropolitan Libraries should be beneficial to all Tennessee public libraries and the people they serve.

This manual can be used as a self-evaluation tool. Each standard is presented as a statement, allowing the library to determine whether it meets or does not meet the criteria. Library board and staff members are therefore encouraged to familiarize themselves with the standards and should adopt the standards as both assessment and planning tools to meet local community needs. We recommend that library boards and staff periodically review and discuss their library's progress in meeting the standards. TSLA may leverage grant funds and other advantages to encourage libraries to meet these standards. TSLA staff through Tennessee's nine regional libraries are prepared to assist public libraries in using this manual to its fullest potential.

2014 PUBLIC LIBRARY STANDARDS COMMITTEE

The Tennessee Minimum Standards for Non-Metropolitan Libraries were first developed in 1988-9. Revisions were subsequently completed in 1996 and 2003. The 2014 revisions were launched by a thorough review of the standards by the Tennessee State Library and Archives Planning and Development Section, in partnership with the Tennessee Advisory Council on Libraries.

State Librarian and Archivist Chuck Sherrill then appointed the following individuals to complete the revisions and incorporate selected content from the newly released Edge Assessment Gates Edge Initiative:

Tricia Bengel, Nashville Public Library

Susan Simmons Byrne, Clinch River Regional Library

Alan Couch, Spring Hill Public Library

Jennifer Cowan-Henderson, Tennessee State Library and Archives

Melanie Estal, Network Services Consultant, Middle West TN, Information Systems Division, TN Department of State

Suzanne Hall, Trustee, Maury County Public Library

Andrew Hunt, Director, Cleveland Bradley County Public Library

Amy Lippo, Assistant Director, Sullivan County Public Library System

Roben Mounger, Buffalo River Regional Library

Lisa Walker, Tennessee State Library and Archives

Mary Beth West, Trustee, Blount County Public Library

The service that these individuals provided has set the course for future-ready public libraries. The significant number of hours that they contributed to this effort will benefit Tennesseans for years to come.

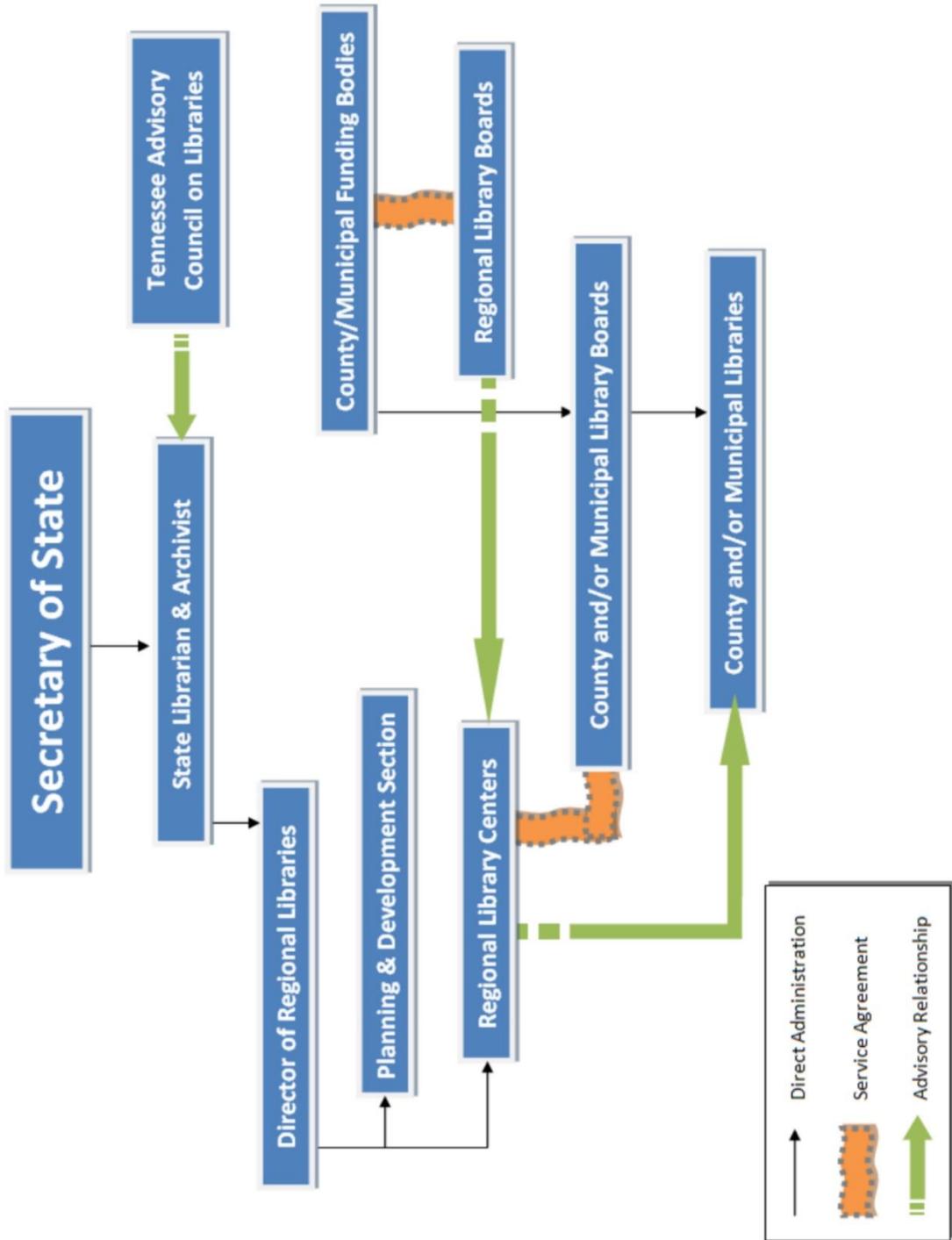
Changes and Revisions

The Committee made numerous other adjustments and additions to the standards in order to reflect the changes in library operations and services since the previous version. Most significantly, benchmarks from the Edge Initiative have been added to update our approach to technology and related issues in Tennessee Libraries. The Edge benchmarks have been footnoted in the text.

The 2014 revision also includes an increase in the upper size of Level V libraries, based on the level of population growth in some of Tennessee's larger non-metropolitan library service areas:

LEVEL	2003 Standards	2014 Revised Standards
I	Under 5,000 people	Under 5,000 people
II	5,000 – 9,999 people	5,000 – 9,999 people
III	10,000 – 24,999 people	10,000 – 24,999 people
IV	25,000 – 49,999 people	25,000 – 49,999 people
V	50,000 – 175,000 people	50,000 – 300,000 people

Relationship between the Tennessee State Library & Archives and Local Public Libraries



THE TENNESSEE PUBLIC LIBRARY SYSTEM

Several levels of government and their respective agencies are involved in creating, maintaining, and improving public library service in Tennessee. The General Assembly provides the legal framework within which these various agencies operate and interact in the Tennessee Code Annotated, Title 10. An organizational chart depicting the interrelationship between these agencies entitled “The Relationship between the Tennessee State Library and Archives and Local Public Libraries” is given on the previous page.

The Office of the Secretary of State

The Secretary of State is the chairman and chief executive officer of the State Library and Archives. He has direct responsibility for executing the agency’s rules, regulations, policies, and programs. He is authorized to accept and administer funds or materials made available to the State Library System. In addition, he is empowered to appoint a State Librarian and Archivist.

The Tennessee State Library and Archives

The State Librarian and Archivist is the chief administrative officer of the State Library System. As such, he is responsible for providing leadership in the development of public library services throughout the state and the coordination of the following programs: the Tennessee Regional Library System; the Tennessee Library for the Blind and Physically Handicapped; public library construction; and other programs that affect public library service in Tennessee. Responsibility for and coordination of the development of public library services is provided directly through the Planning and Development Section and the Regional Library System of the Tennessee State Library and Archives.

The State Library and Archives receives Library Services and Technology Act (LSTA) grant funds from the Institute of Museum and Library Services. These funds are used to implement a five-year plan designed to support LSTA initiatives including services to the disadvantaged. LSTA initiatives include, but are not limited to, technology support for public libraries, the Tennessee Electronic Library and the R.E.A.D.S. audio- and e-book program.

The Tennessee Advisory Council on Libraries

The Tennessee Advisory Council on Libraries advises the Tennessee State Library and Archives on its long-range program for library services in Tennessee. The Advisory Council discusses policy matters in the administration of the long range program and assists in evaluating library programs, services and activities, with special emphasis on

federally-funded projects. Members of the Council are appointed by the Secretary of State and include at least one representative each from the public library, school library, academic library, special library, and regional library sectors; a representative from the Tennessee Library Association and from Tenn-Share; and general library users.

The Tennessee Regional Library System

At present in 2014, the nine regional libraries provide state and federal assistance to 171 non-metropolitan public libraries and 41 branch libraries in 91 counties. Regional Library staff will provide valuable recommendations and assistance to local library staff and library trustees as they seek to meet and maintain the new standards.

Each of these nine multi-county regional libraries is advised by a regional library board composed of two representatives of each county participating in the region. As a group, the board represents all of the people of the region being served by the regional library. Individual board members are also responsible for representing their home counties.

The regional libraries provide the following services to participating public libraries:

- Leadership to librarians, library trustees, and governmental officials in the development of effective public library service within the region;
- Staff development programs and in-service training programs for employees and trustees;
- Funds and acquisitions services;
- Promotion of cooperation and coordinated programs among public libraries ;
- Information technology support through the Library Information Services group;
- Collection, maintenance, and dissemination of statistical information; and
- [R.E.A.D.S.](#): the Regional ebook and Audiobook Download System.

County/Municipal Funding Bodies and Library Boards

County or municipal library boards are appointed by their respective legislative bodies under the authority of *TCA Title 10-3-101* and *10-3-103*. The county/municipal library board has the "power to direct all the affairs of the library..." The library board has direct administrative and fiscal responsibility for all libraries and/or branches under its purview.

To participate in the multi-county Regional Library System, a county or municipal library board must be legally established and enter into an annual Service Agreement with the State Library and Archives.

The Library Service Agreement obligates the local library board to:

1. Confirm and provide proof (upon request) that the library has been legally established in accordance with Tennessee Code Annotated 10-3-101.
2. Furnish annual documents for participation in the Tennessee State Library and Archives Regional System, including, but not limited to:
 - The Public Library Maintenance of Effort Agreement;
 - The Public Library Service Agreement;
 - The Official Public Library Service Area Population Agreement;
 - County/City and Regional Library Board Appointments and Contact Information;
 - The Public Library Annual Statistics Survey;
 - Board of Trustees minutes and other reports made to the County and/or City governing body; and
 - A Long-range Plan for Library Services and Technology.
3. Support the allocation of locally appropriated public funds at a level not less than the amount appropriated in the last fiscal year, as well as the expenditure of locally appropriated funds at a level not less than the total amount expended in the last fiscal year. This is referred to as “Maintenance of Effort” (MOE) in various documents and also applies to library operating hours as detailed in item 4 of this document.
4. Maintain a schedule of service hours which best meets the needs of the residents and which will not fall below the level set in the preceding year. Note: Unduplicated branch hours are included in the service hours provided system-wide.
5. Follow all local, state and federal laws and regulations, including, but not limited to, display and provision of the mail-in Application for Voter Registration within the library facilities. (See National Voter Registration Act of 1993) Display posters and provide written material, provided by the Tennessee Division of Elections, educating the public regarding election law changes such as photo identification requirements.
6. Provide basic library services free to the inhabitants of the city or county. Extend the privileges and facilities of the library to persons residing outside the County or City upon such terms as it may deem proper.
7. Adopt written board bylaws and library usage policies and provide copies to the Regional Library.

8. Include Regional Director, or regional designee, in all board meetings as a non-voting participant and provide information related to the meeting and library and board official acts.
9. Participate in trustee continuing education and training provided by the Regional Library and the Tennessee State Library and Archives.
10. Require library director and/or staff participation at a minimum of four Regional Library-sponsored training programs annually.
11. Provide MARC-compatible cataloging records to the statewide catalog database.

STANDARDS REVIEW PROCESS

The 2014 Revision process includes a public review process, during which any individual has access to view the revised draft and submit comments to the Tennessee State Library and Archives. The 2014 Revision will then be finalized by the Planning and Development Section and the Regional Library System Directors.

USING THIS DOCUMENT

The 2014 Revision of the Standards for Non-Metropolitan Libraries is based on the framework of the following assumptions:

- Library boards and staff will periodically review and discuss their library's progress in meeting the standards, with assistance of regional librarians.
- These standards reflect average, achievable current conditions in Tennessee public libraries. Tennessee public library standards will be reviewed and revised as needed.
- Although these standards are based on the population of the library's service area, the Committee believes that each county in Tennessee should work toward having a Level IV Public Library, even if the county population is less than 25,000.
- These standards do not address the special characteristics of the four metropolitan public libraries in Tennessee.
- These standards do not address the varying governance configuration for county library systems.

- It is intended that this document be used to evaluate libraries and library systems, including branches, which are not specifically addressed, but should be assessed as part of the whole.

The achievement of a standard at one or more levels above a library's own level is construed to be a level of excellence.

**OVERVIEW OF 2014 TENNESSEE STANDARDS FOR
NON-METROPOLITAN FULL-SERVICE LIBRARIES**

Area	Standard	Level I	Level II	Level III	Level IV	Level V
		Under 5,000	5,000- 9,999	10,000- 24,999	25,000- 49,999	50,000- 300,000
Governance	Legally established	●	●	●	●	●
	Board has bylaws	●	●	●	●	●
	Written policies	●	●	●	●	●
	Evaluates technology training, etc.	●	●	●	●	●
	Technology management work experience	●	●	●	●	●
	Key community service organization	●	●	●	●	●
	Posted legal compliance notices	●	●	●	●	●
	Job description for director	●	●	●	●	●
	Qualified director	●	●	●	●	●
	Board hires Director; Director hires and supervises staff	●	●	●	●	●
	TN Public Meetings Law	●	●	●	●	●
	6 board meetings/year	●	●	●	●	●

Area	Standard	Level I Under 5,000	Level II 5,000- 9,999	Level III 10,000- 24,999	Level IV 25,000- 49,999	Level V 50,000- 300,000
Planning	Statement of mission and/or vision	●	●	●	●	●
	Long Range Plan	●	●	●	●	●
	Annual review of plan	●	●	●	●	●
	Annual performance evaluation of director and image evaluation	●	●	●	●	●
	Tracks key technology service measures				●	●

Area	Standard	Level I Under 5,000	Level II 5,000- 9,999	Level III 10,000- 24,999	Level IV 25,000- 49,999	Level V 50,000- 300,000
Budget	Meets MOE	●	●	●	●	●
	Written, justified budget	●	●	●	●	●
	Board reviews budget at each meeting	●	●	●	●	●
	Funds managed in accordance with GASB 54 where applicable	●	●	●	●	●
	Sufficient salary and benefit appropriations that are comparable to similar positions	●	●	●	●	●
	At least \$6.50 per capita from local sources	●	●	●	●	
	10% budgeted for materials	●	●	●		
	At least \$7.00 per capita from local sources				●	
	At least \$8.00 per capita from local sources					●
	15% budgeted for materials				●	●

Area	Standard	Level I	Level II	Level III	Level IV	Level V
		Under 5,000	5,000- 9,999	10,000- 24,999	25,000- 49,999	50,000- 300,000
Collection	Bibliographic record for each item	●	●	●	●	●
	Records updated in statewide catalog at least quarterly; complete update annually	●	●	●	●	●
	Policy addresses digital collections	●	●	●	●	●
	Promotes R.E.A.D.S.	●	●	●	●	●
	Staff trained to use TEL and promotes TEL	●	●	●	●	●
	Host at least 1 TEL training annually	●	●	●	●	●
	Weeded in accordance with CREW	●	●	●	●	●
	Turnover rate of at least 2.5 times per year	●	●	●	●	●
	At least 2 items per capita	●	●	●	●	●

Area	Standard	Level I	Level II	Level III	Level IV	Level V
		Under 5,000	5,000-9,999	10,000-24,999	25,000-49,999	50,000-300,000
Technology	Basic computer literacy	●	●	●	●	●
	Dedicated, adequate Internet connection	●	●	●	●	●
	Free wireless local area network	●	●	●	●	●
	Protective and productivity software	●	●	●	●	●
	Adequate Internet workstations	●	●	●	●	●
	Can use portable data storage devices	●	●	●	●	●
	One-click access to TEL and R.E.A.D.S.	●	●	●	●	●
	Website content reviewed monthly	●	●	●	●	●
	Automated circulation system and OPAC	●	●	●	●	●
	Designated phone line	●	●	●	●	●
	Privacy and security of patron data	●	●	●	●	●
	Lockdown software to clear session data	●	●	●	●	●
	Access to technology support services	●	●	●	●	●
	Technology plan updated annually	●	●	●	●	●
	At least 1 ADA-compliant workstation	●	●	●	●	●
	Staff can extend computer sessions	●	●	●	●	●
	Public access copier	●	●	●	●	●
	Public fax service	●	●	●	●	●
	Dedicated area for technology training	●	●	●	●	●
	At least 1 children's workstation	●	●	●	●	●
Accommodation for using computers in privacy	●	●	●	●	●	
Equipment to scan documents	●	●	●	●	●	
At least 1 workstation equipped for use by the visually impaired	●	●	●	●	●	
Session management software	●	●	●	●	●	
Library offers color printing	●	●	●	●	●	
Website usage analyzed quarterly	●	●	●	●	●	
At least 1 workstation equipped with photo-editing software	●	●	●	●	●	
Wireless printing for public use	●	●	●	●	●	
Private workstations	●	●	●	●	●	
Video conferencing equipment	●	●	●	●	●	
Extended session periods	●	●	●	●	●	
Presentation equipment	●	●	●	●	●	
Spare computers	●	●	●	●	●	
Master image deployment and recovery	●	●	●	●	●	
OPAC and website optimized for mobile devices	●	●	●	●	●	

Area	Standard	Level Under 5,000	Level II 5,000- 9,999	Level III 10,000- 24,999	Level IV 25,000- 49,999	Level V 50,000- 300,000
Personnel	Paid director, at least 20 hours per week	●	●	●	●	●
	Staff provided same benefits as other government employees	●	●	●	●	●
	All staff attend 2 CE programs annually; 1 to build technology skills	●	●	●	●	●
	All staff provided work time for technology training	●	●	●	●	●
	Director attends 4 CE programs annually; 1 to build technology skills	●	●	●	●	●
	1 FTE director (PLMP), at least 1 FTE support staff, and 1 FTE clerk	●	●	●	●	●
	Director attends 1 workshop outside region annually	●	●	●	●	●
	Annual staff evaluations			●	●	●
	Job descriptions and evaluations include technology competencies			●	●	●
	1 FTE director, at least 2 FTE support staff, and 2 FTE clerks			●		
	1 FTE MLS director, at least 3 FTE support staff, and 3.5 FTE clerks				●	
	2 FTE MLS librarians (one being director), 4 FTE support staff (one dedicated to computers), and 9.5 FTE clerks					●
	IT expertise				●	●
	Digital content and instructional training				●	●
	Annual goal setting includes technology				●	●

Area	Standard	Level I	Level II	Level III	Level IV	Level IV
		Under 5,000	5,000-9,999	10,000-24,999	25,000-49,999	50,000-300,000
Community Relations	Partners with local schools	●	●	●	●	●
	Annual image evaluation	●	●	●	●	●
	Meetings of local funding bodies at least quarterly	●	●	●	●	●
	News or press releases at least quarterly	●	●	●	●	●
	Surveys every 3 years	●	●	●	●	●
	Friends of the Library group	●	●	●	●	●
	Long Range Plan addresses community relations	●	●	●	●	●
	Health and human services information			●	●	●
	Community group relationships			●	●	●
	Speak to community groups at least once annually			●	●	●
	Structured volunteer plan			●	●	●
	Community relations plan and funds for distributing materials about library				●	●
	Private library foundation					●
Community feedback on technology needs at least once every 3 years					●	

Area	Standard	Level I	Level II	Level III	Level IV	Level V
		Under 5,000	5,000- 9,999	10,000- 24,999	25,000- 49,999	50,000- 300,000
Services	Statewide ILL through courier	●	●	●	●	●
	Regular children's programming	●	●	●	●	●
	Programming for young adults, adults, and seniors			●		
	Programming for all ages				●	●
	Nonresidents can use materials, technology	●	●	●	●	●
	Basic information and referral services	●	●	●	●	●
	Full reference services			●	●	●
	Space and/or devices to community organizations for technology training		●	●	●	●
	Open at least 20 hours per week with evening or weekend hours	●	●	●	●	●
	Open 35 hours per week with evening or weekend hours		●			
	Open 45 hours per week with evening and weekend hours			●		
	Open 55 hours per week with evening and weekend hours				●	
	Open 60 hours per week with evening and weekend hours					●
	Quarterly digital literacy training on 1 or more topics		●	●		
	Monthly digital literacy training on 2 or more topics				●	
	Twice per month digital literacy training					●
	One-on-one technology help on demand for at least 10 minute sessions			●	●	●
One-on-one technology help by appointment for at least 30 minute sessions					●	
One-on-one technology training for patron-owned devices					●	
Collection of technology devices					●	

Area	Standard	Level I Under 5,000	Level II 5,000- 9,999	Level III 10,000- 24,999	Level IV 25,000- 49,999	Level V 50,000- 300,000
Facility	Library is ADA-compliant	●	●	●	●	●
	Emergency/disaster preparedness plan	●	●	●	●	●
	Coordination with local emergency management agencies	●	●	●	●	●
	At least 2,500 square feet or 0.5 square feet per capita, whichever is greater	●	●	●	●	●
Space for tables and chairs for collaborative use	Study rooms	●	●	●	●	●

Standards for Governance

All Levels:

1. Library is legally established in accordance with the Tennessee Code Annotated 10-3-101.
2. County or municipal library boards are appointed by their respective legislative bodies under authority of Tennessee Code Annotated 10-3-101 and 10-3-103. The county/municipal library boards are the governing bodies of the public library and shall operate under bylaws, which are updated regularly. Bylaws shall include provisions for the number of board meetings per year, number of board members, staggered terms, and rotation of officers. Bylaws will be reviewed every 3 years and filed with the regional library.
3. Library board has written policies for the library that are reviewed every other year by the board and revised when necessary. Policies include, but are not limited to, the following:
 - a. Personnel;
 - b. Circulation;
 - c. Technology Use;
 - d. Collection Development;
 - e. Facilities and Meeting Space Use; and
 - f. Confidentiality of Library Records¹.
4. The library board regularly reviews and evaluates the effectiveness of the library's technology training, online resources, outreach activities, and community partnerships.
5. At least one library board member has work experience in a technology management-related field.
6. At least one board member sits on the board of a key community service organization.
7. Library posts all required federal and state law compliance notices.

¹ TCA 10-8, <http://www.lexisnexis.com/hottopics/tncode/>

8. Library board establishes a job description that outlines the qualifications and duties for a library director.
9. The library board hires a qualified library director for the administration and daily management of the library.
10. The board functions as a policy-making and oversight body, and entrusts the director and staff with the day to day management of the library. The director hires and supervises library staff, including branch managers.
11. Library board follows the Tennessee Public Meetings Law, TCA 8-44-101 through 8-44-111. ² Minutes are kept for each meeting.
12. Library board meets a minimum of 6 times a year.

² TCA 8-44-101 through 8-44-111,
<https://www.comptroller.tn.gov/openrecords/pdf/open%20meetings%20draft8-44-101.pdf>

Standards for Planning

All Levels:

1. Library has a statement of its mission and/or vision.
2. Library has a written Long Range Plan (i.e. Plan of Goals and Objectives), which is used to make management and organizational decisions. Branches are included in the Long Range Plan.
3. The library board and library staff review the Long Range Plan and its progress annually. The library should use a variety of indicators and measures to determine if the library is meeting the community's needs.³
4. Library board conducts an annual performance evaluation of the library director, including an image evaluation of the library and its services.

Levels IV-V:

1. Library tracks key measures about public technology services for planning purposes. The following metrics are tracked on an ongoing basis:
 - a. Number of hours public computers and other devices are in use by patrons;
 - b. Number of attendees in technology classes;
 - c. Average wait times for public computers and other devices;
 - d. Number of wireless sessions; and
Number of one-on-one technology help sessions⁴.

³ Indicators may include surveys, usage statistics, staff observations, patron comments, focus groups, etc.

⁴ Edge Initiative, 10.3, <http://www.libraryedge.org/benchmarksv1>

Standards for Budget

All Levels:

1. Annual library appropriation from local government sources meets or exceeds appropriation of the preceding year and the annual library expenditure of local funds meets or exceeds the expenditures of the preceding year (Maintenance of Effort).
2. The Library Board and director prepare a written and itemized annual budget.
 - a. The Library Board should request adequate funding to enable the library to meet the Public Library Standards.
 - b. If the library does not currently meet the standards for staffing, hours open and funding for collections, the amount of additional local appropriation necessary to meet the standards will be calculated. That information is shared as part of the library's budget request to local government(s).
 - c. Library financial records are audited annually by the governing agencies or an independent auditor.
3. Library Board reviews line item budget and spending at each board meeting.
4. All library funds established and managed in accordance with GASB 54 guidelines where applicable. ⁵
5. Sufficient local government appropriations are budgeted to provide salaries and benefits that are comparable to county/municipal positions with similar requirements.

Level I – III:

1. 10% of local appropriations is budgeted for materials.

⁵ Governmental Accounting Standards Board Statement No. 54,
<http://www.gasb.org/st/summary/gstsm54.html>

Level IV – V:

1. 15% of local appropriations is budgeted for materials.

Standards for Collection

All Levels:

1. A bibliographic record is created for each item in the library's collections.
2. All bibliographic records for materials added to the library and bibliographic information for materials deleted from the library collection are updated in the statewide Tennessee Library Catalog at least quarterly. A complete update of all bibliographic information for the library is conducted at least once annually.
3. The Collection Development Policy addresses digital collections.
4. The library promotes the Regional E-Book and Audiobook Download System (R.E.A.D.S.).
5. The library staff has been trained to use the Tennessee Electronic Library (TEL) and promotes its use to the community.
6. The library hosts at least one TEL training session for the public and staff annually.
7. The collection is weeded in accordance with CREW guidelines:⁶
 - a. Weed at least: 5% of the physical collection.
 - b. Add at least: 5% to the physical collection.
8. The turnover rate for use of collections should be at least 2.5 times per year.
9. Library collection includes at least 2 items per capita. Items may be physical or virtual.

⁶ CREW: A Weeding Manual for Modern Libraries, <https://www.tsl.state.tx.us/ld/pubs/crew/index.html>

Standards for Technology

All Levels:

1. All library staff demonstrate basic computer literacy, including:
 - a. The ability to navigate the basic operational and productivity software necessary to complete core work functions, including word processing and simple spreadsheets;
 - b. The ability to navigate search engines and browsers;
 - c. The ability to send and receive email;
 - d. An understanding of basic computer terminology; and
 - e. A working knowledge of hardware and peripherals (monitors, printers, keyboards, touchscreens, etc.).
2. Library has a dedicated Internet connection with adequate bandwidth to support public demand, at the minimum speeds stipulated in the chart in Appendix VI, as demonstrated by speed tests.^{7,8}
3. Library will have free wireless local area network access to the public. Wireless Internet access extends to all public areas of the library. ⁹
4. Each Internet workstation includes protective software and office productivity software (e.g., word processing, spreadsheets, and presentations), a PDF reader, and Flash™ Player.¹⁰
5. Library has adequate Internet workstations so patrons have access to a computer with a wait time of 30 minutes or less under normal conditions.
6. Internet workstations include patron ability to retrieve and store data to portable devices.¹¹

⁷ Edge Initiative, 9.2, <http://www.libraryedge.org/benchmarksv1>

⁸ Edge Initiative, 10.1, <http://www.libraryedge.org/benchmarksv1>

⁹ Edge Initiative, 9.3, <http://www.libraryedge.org/benchmarksv1>

¹⁰ Edge Initiative, 7.1, <http://www.libraryedge.org/benchmarksv1>

¹¹ Edge Initiative, 2.1, <http://www.libraryedge.org/benchmarksv1>

7. Library will have a web presence including one-click access to TEL and R.E.A.D.S., with information about library programs and activities as well as library contact information.
8. Library website content, including links, is reviewed monthly.¹²
9. Library uses an automated circulation system and online public access catalog for remote patron use.
10. Library has a designated phone line and responds to calls from the public.
11. Library policies and procedures ensure privacy and security of patron data.¹³
12. A lockdown software program is installed on public computers, which clears online session data from public computers.¹⁴
13. Library staff has access to technology support services.¹⁵
14. Library has a technology plan that addresses improvement and replacement schedules. Plan is reviewed and updated annually by the board.
15. Library has at least one ADA-compliant computer workstation.¹⁶
16. Library staff are empowered to extend public computer sessions, assuring adequate time for patrons to complete tasks.¹⁷
17. Library has a public access copier.
18. Library has a public fax service.

Level III:

1. Library has a dedicated area for technology training.
2. Library has one or more specialized computer workstations for children.
3. Library provides accommodation for public use of computers in privacy while conducting sensitive transactions, within library Internet policies.¹⁸

¹² Edge Initiative, 2.2, <http://www.libraryedge.org/benchmarksv1>

¹³ Edge Initiative, 7.1, <http://www.libraryedge.org/benchmarksv1>

¹⁴ Edge Initiative, 7.1 and 10.2, <http://www.libraryedge.org/benchmarksv1>

¹⁵ Edge Initiative, 10.2, <http://www.libraryedge.org/benchmarksv1>

¹⁶ Edge Initiative, 11.1, <http://www.libraryedge.org/benchmarksv1>, and Americans with Disabilities Act, <http://www.ada.gov/>

¹⁷ Edge Initiative, 9.3, <http://www.libraryedge.org/benchmarksv1>

¹⁸ Edge Initiative, 9.4, <http://www.libraryedge.org/benchmarksv1>

4. Library provides equipment for public to scan documents into digital formats. ¹⁹
5. At least one public computer workstation is equipped for use by the visually impaired. ²⁰
6. Public computer sessions are timed and managed by session management software. ²¹
7. Library offers color printing.

Levels IV:

1. Website usage statistics are reviewed and analyzed quarterly. ²²
2. At least one Internet workstation is equipped with photo-editing software.
3. Wireless printing is available for public use. ²³

Level V:

1. The library provides computers in private spaces for patrons to take tests and communicate virtually with others. ²⁴
2. Video conferencing equipment is available for public use. ²⁵
3. Computers or mobile devices with extended session periods are available within the library. ²⁶
4. Presentation equipment (e.g. laptop, digital projector, microphone) is available for public use within the library. ²⁷
5. Library maintains spare computers to switch out downed devices with fresh hardware within a business day. ²⁸

¹⁹ Edge Initiative, 9.4, <http://www.libraryedge.org/benchmarksv1>

²⁰ Edge Initiative, 11.1, <http://www.libraryedge.org/benchmarksv1>

²¹ Edge Initiative, 9.3, <http://www.libraryedge.org/benchmarksv1>

²² Edge Initiative, 2.2, <http://www.libraryedge.org/benchmarksv1>

²³ Edge Initiative, 9.4, <http://www.libraryedge.org/benchmarksv1>

²⁴ Edge Initiative, 9.4, <http://www.libraryedge.org/benchmarksv1>

²⁵ Edge Initiative, 9.4, <http://www.libraryedge.org/benchmarksv1>

²⁶ Edge Initiative, 9.3, <http://www.libraryedge.org/benchmarksv1>

²⁷ Edge Initiative, 9.4, <http://www.libraryedge.org/benchmarksv1>

²⁸ Edge Initiative, 10.2, <http://www.libraryedge.org/benchmarksv1>

6. Library uses master image deployment and recovery system for efficient installation and maintenance of public computers. ²⁹
7. Online public access catalog and library website are optimized for mobile devices.

²⁹ Edge Initiative, 10.2, <http://www.libraryedge.org/benchmarksv1>

Standards for Personnel

All Levels:

1. The library director is paid, and works at least twenty hours per week.
2. Library staff are provided the same benefits as other employees of the local government funding body.
3. All library staff attend two continuing education programs annually. At least one of these programs will be designed to build technology skills.
4. All library staff are provided work time for training in technology.
5. Library director attends four continuing education programs annually. At least one of these programs will be designed to build technology skills.

Level II:

1. Library staff consists of a FTE director, at least one FTE support staff, and one FTE clerk. Within five years after being appointed, non-MLS directors will enroll in the Public Library Management Program.
2. Library director attends one workshop outside the region annually.

Level III:

1. Library staff consists of a FTE library director, at least two FTE support staff, and two FTE clerks.
2. All library staff receive annual performance evaluations including plans for professional development in the coming year.
3. Job descriptions and annual evaluations for public services staff include technology competencies and responsibilities, and related performance. ³⁰

Level IV:

³⁰ Edge Initiative, 8.2., <http://www.libraryedge.org/benchmarksv1>

1. Library staff consists of a FTE MLS director and at least three FTE support staff and three and a half FTE clerks.
2. Library staff includes personnel with sufficient IT expertise to maintain the library's network and public technology systems. ³¹
3. Key staff are provided with opportunities to attend training in the creation of digital content, and in instructional design and techniques. ³²
4. Annual goal setting for public services staff includes plans for improving technology performance. ³³

Level V:

1. Library staff consists of at least two FTE MLS librarians, one being the director, four FTE support staff including a staff person who is dedicated full time to computer maintenance and training, and nine and a half FTE clerks.

³¹ Edge Initiative, 10.2, <http://www.libraryedge.org/benchmarksv1>

³² Edge Initiative, 8.1, <http://www.libraryedge.org/benchmarksv1>

³³ Edge Initiative, 8.2, <http://www.libraryedge.org/benchmarksv1>

Standards for Community Relations

All Levels:

1. Library actively partners with local schools.
2. An annual image evaluation of the library and its services is conducted by the library board or an outside party.
3. A board representative will attend the meetings of the local funding bodies at least once a quarter, informing the commissioners or aldermen of library activities and initiatives.
4. Library issues news or press releases to local media at least quarterly.
5. Library conducts surveys at least once every three years to measure patron satisfaction with library services, including technology-based services.³⁴
6. Library has a Friends of the Library group.
7. The library's Long Range Plan addresses the issues of community relations and public awareness.

Level III:

1. Library provides information to the public on all basic health and human services programs available in the community.
2. Library representative establishes and maintains working relationships with community groups, including local workforce development and health and human services agencies.
3. A library representative is prepared and available to speak to community groups about library services and programs, including technology topics. At least one such speaking engagement is conducted annually.
4. The library has a structured plan for recruiting, training, and using volunteer help.

³⁴ Edge Initiative, 6.2, <http://www.libraryedge.org/benchmarksv1>

Levels IV:

1. Library has a community relations plan and provides funds for publishing and distributing materials about the library.

Level V:

1. A private library foundation is legally established to fund special projects.
2. Library collects community feedback on technology needs at least once every three years. ³⁵

³⁵ Edge Initiative, 6.2, <http://www.libraryedge.org/benchmarksv1>

Standards for Services

All Levels:

1. Library participates in statewide interlibrary loan through the statewide courier.
2. Library provides programming for children on a regularly scheduled basis.
3. Library enables non-residents to use library materials and technology.
4. Library provides basic information and referral services.
5. Library is open a minimum of 20 hours per week, with evening or weekend hours.

Level II:

1. Library provides quarterly public digital literacy training on one or more of the following topics:
 - a. Basic computer skills;
 - b. Office productivity software (e.g., word processing, spreadsheets, presentations);
 - c. Internet searching;
 - d. Privacy and security;
 - e. Library resources;
 - f. Social media; and
 - g. Multi-media (e.g. photo, video, audio)³⁶.
2. Library offers space and/or devices to community organizations for technology-related training.³⁷
3. Library is open 35 hours per week, with evening or weekend hours.

Level III:

1. Library provides programming for young adults, adults, and seniors.

³⁶ Edge Initiative, 1.1, <http://www.libraryedge.org/benchmarksv1>

³⁷ Edge Initiative, 5.1, <http://www.libraryedge.org/benchmarksv1>

2. Library provides full reference services, including standard print and online reference sources and staff assistance in locating additional materials online.
3. Library is open 45 hours per week, with evening and weekend hours.
4. Library provides one-on-one technology help for patrons on demand for at least 10 minute sessions.³⁸

Levels IV:

1. Library provides programming for all ages.
2. Library is open 55 hours per week, with evening and weekend hours.
3. Library provides monthly public digital literacy training on two or more of the topics listed in Level II, item 1.

Level V:

1. Library is open 60 hours per week, with evening and weekend hours.
2. Library provides public digital literacy training at least twice per month. Over the course of a year, training is provided on all of the topics listed in Level II, item 1.
3. One-on-one training is available for patron-owned devices. ³⁹
4. Library provides one-on-one technology help for patrons by appointment for at least 30 minute sessions. ⁴⁰
5. Library maintains a collection of technology devices for loan for staff development and programming purposes. ⁴¹

³⁸ Edge Initiative, 1.2, <http://www.libraryedge.org/benchmarksv1>

³⁹ Edge Initiative, 1.2, <http://www.libraryedge.org/benchmarksv1>

⁴⁰ Edge Initiative, 1.2, <http://www.libraryedge.org/benchmarksv1>

⁴¹ Edge Initiative, 6.1, <http://www.libraryedge.org/benchmarksv1>

Standards for Facility

All Levels:

1. Library facility is ADA-compliant.⁴²
2. Library has an emergency/disaster preparedness plan, including provisions to open the library when possible during a local disaster in order to make the library's Internet connection, public computers, and other resources available.
3. Library emergency plan is coordinated with local emergency management agencies.
4. Library space is at least 2,500 square feet or 0.5 square feet per capita, whichever is greater.
5. Library provides ample space for tables and chairs set up for collaborative use by patrons.

Level IV – V:

1. Library provides study rooms where users can talk as they work together.

⁴² Americans with Disabilities Act, <http://www.ada.gov/>

BRANCH LIBRARY SERVICE AREAS

The main library identifies a service area population for each branch for internal planning purposes using the following guidelines:

- If a branch is located in a community separate from that of the main library, it can be considered to serve the population of that community.
- If a branch is located in the same community as the main library, it can be considered to serve the population within a five-mile radius of the branch.

BRANCH LIBRARIES CHECKLIST (See Glossary)

_____ Main library establishes a budget for each branch.

_____ Main library includes branch staff in its planning process and ensures that the needs of community served by the branch area are addressed within its Long Range Plan.

_____ Main library collects statistics for each branch.

_____ Branch library should meet standards required of full-service libraries serving populations of similar size in the areas of Personnel, Collection, Technology, Services, and Facility (See Levels I-IV).

_____ Branch library has an online catalog, which includes main library and all branch library collections.

APPENDIX I:
OFFICIAL PUBLIC LIBRARY SERVICE AREA
DESCRIPTION OF METHODOLOGY

STATE LIBRARY FORMULA I: Used in counties with more than one independent full service public library

Step 1: Using figures from the most current Population Estimates and Totals available for Tennessee from the U.S. Department of Commerce, Bureau of the Census, determine the total population living in communities in the county that meet one of the following criteria:

A. Have full service public libraries as defined in the Tennessee Standards for Non Metropolitan Public Libraries

or

B. Have the library located in the county seat “designated” to serve as a full-service public library when no library in the county has more than 2,000 square feet.

Step 2: Determine the percentage of the population living in communities that meet the criteria in Step 1 that lives in each such community.

Step 3: Apportion the total county population in accordance with the percentages established in Step 2.

EXAMPLE: Grundy County, Population: 14,288

Step 1: Population in Communities that meet the criteria in Step 1

Altamont	1,136
Monteagle	1,238
TOTAL	2,374

Step 2: Percentage of population living in communities that meet the criteria in Step 1 that lives in each such community

Altamont	1,136 (48% of 2,374)
Monteagle	1,238 (52% of 2,374)

Step 3: Service population of each community library

Altamont	6,837 (48% of 14,288)
Monteagle	7,451 (52% of 14,288)
TOTAL	14,288

STATE LIBRARY FORMULA II: Used in counties in which there are library systems

Step 1: Determine the total population served by each library system by adding the populations of the cities in which the main library and its branches are located using the most current Population Estimates and Totals available for Tennessee from the U.S. Department of Commerce, Bureau of the Census.

Step 2: Using the total system population as determined in Step 1, review the other libraries in the county and apply the appropriate methodology (either I or III) in this attachment to determine service area.

STATE LIBRARY FORMULA III: Used in counties in which one or more libraries are wholly supported by city funds

Step 1: Determine the total population living in communities served by full-service public libraries wholly supported with city funds, using the most current Population Estimates and Totals available for Tennessee from the U.S. Department of Commerce, Bureau of the Census. The service area for such a city is the population of the city.

Step 2: Subtract the figure obtained in Step 1 from the total county population. Use this figure as the total county population and continue as in **STATE LIBRARY FORMULA I** - Steps 1 - 3.

EXAMPLE: Rutherford County

Population: 190,143

Step 1: Population served by the full-service libraries in cities wholly supported with city funds

La Vergne	18,687
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Step 2: Subtract La Vergne population from county total

Rutherford County	190,143
La Vergne	<u>18,687</u>
TOTAL	171,456

Step 3: Service population of each community library/library system

La Vergne Public Library	18,687
Linebaugh Public Library (Rutherford County)	
(Includes Smyrna Public Library Branch)	<u>171,456</u>
TOTAL	190,143

STATE LIBRARY SPECIAL FORMULAS: Used in counties in which the three standard State Library Formulas (I-III) do not accurately reflect conditions.

Special Formulas include Census Divisions and Data Collection methods described below or **any other method** agreed upon by **all** libraries in the county with the approval of the County Board and the Regional Director.

CENSUS DIVISIONS:

Counties that use Census Divisions to identify Library Service Areas should include a list of the specific Census Divisions assigned to each library and a brief explanation of why the assignments were made.

DATA COLLECTION: Used in counties in which neither the State Library Formulas nor the Census Divisions accurately reflect conditions.

Counties that believe that their service patterns are unique can work with their regional librarian and staff from the State Library and Archives to develop surveys and other data collection instruments that will identify use patterns.

APPENDIX II:

PUBLIC LIBRARY POLICY CHECKLIST

Every phase of library operation should be broadly covered by a policy. The following is a list of policies that may be relevant to your library's need. Every library does not necessarily require every policy on the list. The list is arranged in the form of an outline to underscore how policies may relate to one another. Listed under each policy are items that may be considered and covered when making the policy.

- I. Mission and Vision Statement
- II. Library Board of Trustees Bylaws
- III. Long Range Plan
- IV. Technology Plan
- V. Public Service, or User-Related Policies
 - A. Eligibility for borrowing and services
 - 1. Resident and non-resident; Tennessee Library Card
 - 2. Responsibilities of borrowers
 - 3. Materials access policy (ex. juv., ref. material, new users)
 - 4. Interlibrary loan
 - 5. Programming and outreach
 - B. Circulation policy
 - 1. Loan period, renewal, and overdue
 - 2. Number of items loaned
 - 3. Confidentiality
 - 4. Reserved materials
 - 5. Charges for services, fines, fees
 - 6. Lost or damaged materials
 - 7. Special collections
 - 8. Audiovisual resources
 - 9. Mobile devices & equipment
 - C. Reference policy
 - 1. General reference (scope, depth, and type)
 - a. Services for students (proctoring)

- b. Services for genealogist, guests, etc.
 - 2. Telephone and virtual reference
- D. Technology and Internet Use Policies
 - 1. Internet safety
 - 2. Computer Access
 - 3. Wireless internet access (internal/external)
- E. Photocopier and other equipment use (fax, scanner, microfilm reader printer, etc.)
- F. Facilities use policy
 - 1. Hours of operation
 - 2. *Americans with Disabilities Act* compliance
 - 3. Surveillance
 - 4. Meeting room use
 - 5. Displays, exhibits, and bulletin boards
 - 6. Use of grounds and outdoor spaces
 - 7. Special Events
- G. Code of Conduct
 - 1. Unattended children
 - 2. Loitering, sleeping
 - 3. Noise levels
 - 4. Food and drink
 - 5. Drugs and alcohol
 - 6. Defacing library resources
 - 7. Harassment
 - 8. Weapons
 - 9. Disruptive behavior
- H. Community Partnerships
 - 1. Cooperative borrowing/lending agreements
 - 2. Partnerships with schools and community groups
 - 3. Friends Group & Foundation
- I. Public Relations
 - 1. Public relations authority and responsibility

- 2. Media
- 3. Scope and emphasis
- 4. Distribution of promotional materials
- 5. Participation of staff and trustees
- J. Volunteers
 - 1. Role and responsibilities
 - 2. Recruitment and selection
 - 3. Duties and any limitations
 - 4. Recognition and awards
- VI. Collection Development Policy
 - A. Mission and goals with community description
 - B. Responsibility for selection
 - C. Criteria for selection and quality of materials
 - D. Type and various formats collected
 - 1. Physical materials
 - 2. Digital collections
 - E. Scope of collection and priorities
 - F. Duplication of materials
 - G. Collection development for age groups and special populations
 - H. Selection procedures and vendor relations
 - I. Evaluation, weeding, maintenance, disposal, replacement, and inventory
 - J. Textbooks and materials related to school curricula
 - K. Censorship, access, and challenged materials
 - 1. Request for Reconsideration of Materials
 - 2. Freedom to read (ALA)
 - 3. Freedom to view (ALA)
 - 4. Intellectual Freedom Statement (ALA)
 - 5. Library Bill of Rights (ALA)
 - L. Gifts, memorials, and donations
 - 1. Condition of acceptance of gift materials
 - 2. Disposition of non-usable gifts

3. Acceptance of property, paintings, equipment, money, etc.
 4. Acknowledgement of gifts by the library
- M. Special collections
1. Local history
 2. Genealogy
 3. Local writers
 4. Archives & Manuscripts
- VII. Management Policies
- A. General
1. Organizational authority and responsibility
 2. Budgeting and purchasing
 3. Use of library vehicles and equipment
 4. Inventory and insurance of buildings and contents
- B. Personnel
1. Responsibility and authority
 2. Hiring practices
 - a. Recruitment
 - b. Requirements, qualifications, and job descriptions
 - c. Vacancies
 - d. Appointments
 - e. Nepotism
 3. Performance Policies
 - a. Probation period
 - b. Performance evaluation
 - c. Position classification
 - d. Promotion
 - e. Demotion
 - f. Transfer
 - g. Disciplinary action
 - h. Grievance
 - i. Personnel records

- j. Termination
 - k. Layoffs and recall procedures
 - l. Outside employment/Dual employment
 - 4. Salaries and benefits
 - a. Pay
 - b. Leaves of absence (sick, vacation, family, etc.)
 - c. Insurance
 - d. Retirement
 - e. Pay period
 - f. Pay increases
 - g. Minimum Wage
 - h. Workers' Compensation
 - i. Harassment, Discrimination in Employment and Human Rights
 - 5. Confidentiality of personal and health information
 - a. Job Safety & Health protection
 - b. Emergency Numbers
 - c. Other Federal, State and local labor laws
- C. Facilities
 - 1. Acquisition and ownership
 - 2. Administrative responsibility for facilities
 - 3. Responsibility for building maintenance
 - 4. Insurance and liability
 - 5. Emergency preparedness and disaster/recovery plans

**APPENDIX III:
BUDGET AND SPENDING REPORT**

This is a sample outline of a budget and spending report which should be prepared for each meeting of the Library Board of Trustees.

Account Reconciliation as of the end of the previous month:

Beginning Balance	\$0.00
Total Receipts	+\$0.0
Interest	+\$0.0
Total Expenses	-0.00
Ending Balance	\$0.00

Budget Spending:

Line Item	Budgeted Amount	Amount Spent	Amount Remaining
Salaries	\$0.00	\$0.00	\$0.00
Benefits	\$0.00	\$0.00	\$0.00
Library Material	\$0.00	\$0.00	\$0.00
Maintenance	\$0.00	\$0.00	\$0.00
Supplies	\$0.00	\$0.00	\$0.00
Utilities	\$0.00	\$0.00	\$0.00
Telephone	\$0.00	\$0.00	\$0.00
Summer Reading	\$0.00	\$0.00	\$0.00

APPENDIX IV: IMAGE EVALUATION

Factors as diverse as the physical building, the appearance of the collection, the signage, and the staff's attitude affect the image of the library and how the public feels about the library and its staff. The checklist should be completed by walking through the building and the grounds and observing everything carefully. Each evaluator should complete the checklist, comparing their results at a board meeting. ⁴³

THE PHYSICAL BUILDING

- Are there directional signs around town to find the library?
- Is there an exterior sign with the library's name and hours readable from the street?
- Is the exterior library sign in good condition?
- Are the mailbox and flag poles well maintained ?
- Is the book drop easily accessible and attractive?
- Is the overall look of the building attractive? Appealing?
- Are the windows clean?
- Are drapes drooping?
- If there are exterior displays, how do they look? How frequently are they changed?
- Are landscaping plants trimmed neatly?
- Do the grounds look well-maintained?
- Is the library easily accessible to the handicapped?
- Are there adequate parking spaces? Are they clearly marked? Is the parking lot well lit?
- Are there appropriate smoking receptacles provided for the public and located according to legally established guidelines? Are they well maintained?
- Are entrance and exit doors handicap-accessible and easy to use?
- Are doors easy to open?
- Are there trash receptacles available?
- Is there security available after hours?
- Are there electrical outlets available to the public for charging personal devices?
- Are bicycle racks available?
- Is there a designated courier drop-off location?

⁴³ Evaluators could include funding bodies, policy makers, local/regional board members, volunteers or other support groups.

Comments: -----

INTERIOR OF THE LIBRARY

- Is the condition of the library generally well maintained?
- Does it look organized? Clean?
- Are there adequate directional signs?
- Is it too cluttered?
- Are you satisfied with the color scheme?
- Do the walls need to be repaired or painted?
- Does the carpeting need to be cleaned or replaced?
- Is there sufficient lighting?
- Are the windows and window treatments clean and well maintained?
- Is the furniture in good condition and well maintained? Is the furniture appropriate for its function?
- Are stacks and seating arranged for optimal use?
- Are donor walls up to date?
- Is there a break room available for staff use?
- Are there lockers available for staff use?
- Is there an area for collecting recyclables?

Comments:-----

FOYER/ENTRANCE

- Is the foyer clean, well maintained, inviting and clear?
- Are the displays up to date and well maintained?
- Are there empty display cases that need to be filled or removed?
- Does the entry area effectively orient the user to the library?
- Is there adequate signage?
- Comments-----

SIGNS

- As you stand in the entry area, what directional signs do you see? (Sometimes signs are unnecessary and only add clutter.)
- Are there clear directional signs?
- Are the signs appropriate? Is the lettering legible and readable?
- Are confusing terms used?
- Do the signs appear crisp and current?
- Are they accurate?
- Is the size of lettering consistent from sign to sign?
- Are there arrows and digital signs?
- Comments:-----

THE COLLECTION

- Does the shelving look well-maintained? If painted, is it chipped? Are there fingerprints?
- Do the shelves sag?
- Do the books sit at the edge of the shelf?
- Do the books need bookends to keep them from falling over?
- How much of the collection is on the second, third, and fourth shelves? How much of the collection is on other shelves that may be too high or low?
- Are the books so crowded that it is difficult to extract one?
- Is the collection regularly weeded?
- Do books on the shelves need to be mended?
- Do most books have plastic or paper jackets?
- Are the labels in the same place on all of the books?
- Are the labels all neatly typed?
- Are the paperbacks neat and new-looking?
- Are the racks attractive?
- Are books yellowed? Do they have curling corners? Should some be discarded?
- Is there a designated genealogy room?

Comments:-----

DISPLAYS AND BULLETIN BOARDS

- Are displays and bulletin boards attractive and well maintained?

- ❑ Are the notices on the bulletin board timely? Attractive? How often is the bulletin board updated? Weekly? Monthly? Annually?
- ❑ Are displays filled with books? Are there gaps that need to be filled in?
- ❑ Are displays restocked regularly?
- ❑ Are the displays located in “prime” locations?
- ❑ Are outdated items removed regularly?
- ❑ Comments:-----

PROMOTIONAL MATERIALS

- ❑ Are promotional materials that list the library phone number, hours and web page readily available?
- ❑ Are flyers colorful and appealing?
- ❑ Do flyers and bookmarks look professional? Is the typing neat? Is the print clear?
- ❑ How are the flyers and bookmarks displayed? Are there too many items on the display table?
- ❑ Are outdated items removed regularly?
- ❑ Comments: -----

THE STAFF

- ❑ Are staff and volunteers dressed professionally?
- ❑ Are they available and easily accessible?
- ❑ Are they friendly? Do they greet people by name? Do they smile?
- ❑ Are they obviously willing to help?
- ❑ Do staff provide hands-on assistance to help the customer find appropriate material?
- ❑ Does the person at the circulation desk present the image and impression by which you want the library to be judged?
- ❑ Do personnel listen carefully to requests?
- ❑ How are people with fines and lost books treated?
- ❑ How do the staff react to uncomfortable situations?
- ❑ How does the staff react to disruptive patrons?
- ❑ Do children receive the same quality of service as adults?
- ❑ Is the person answering the telephone courteous and helpful?
- ❑ Are staff willing to participate in the general upkeep of the building if needed? Picking up trash, cleaning bathrooms, etc?
- ❑ Is staff technologically proficient and able to help patrons appropriately?

- Is staff using personal devices or social media on work time?
- Are staff and volunteers wearing a nametag?
- Comments:-----

TECHNOLOGY

- Are there ample outlets available for patron usage?
- Is equipment hardware and cabling installed appropriately?
- Is there at least one public PC equipped with assistive technology?
- Comments:-----

RESTROOMS

- Are the public restrooms properly identified?
- Are the public restrooms close to high traffic areas?
- Is there a children’s restroom or family friendly facility available?
- Is there a diaper changing station in both the men’s room and women’s room?
- Is there a separate restroom for staff?
- Are the facilities ADA accessible?
- Is the trash can overflowing?
- Is there a trash can close to the door?
- Are the toilets/sinks clean?
- Do the commodes flush properly?
- Are there plenty of paper products and refills readily available?
- Is there soap available?
- Are mirrors clean/streak-free?
- Is the lighting sufficient?
- Is the area under the sink lockable or inaccessible?
- Are the partitions clean and free from graffiti?
- Is the floor clean and free from trash?
- Are the walls freshly painted and attractive?
- Comments:-----

Adapted from: Beth Wheeler Fox. *The Dynamic Community Library*. American Library Association, 1988, pp. 70-73.

APPENDIX V:

LIBRARY FACILITY GUIDELINES

The following statements are intended to provide library boards and staff with some general guidelines for planning and operating library buildings:

- ❑ Library facilities are readily available to all residents of the library's service area.
- ❑ Sites for library facilities are selected using generally accepted criteria for library site selection including sufficient space for expansion.
- ❑ New facilities are planned to include provision for expansion to accommodate population growth and future changes in the areas served.
- ❑ The library facility has adequate space to implement the full range of library services consistent with the library's long range plan and the standards for Tennessee public libraries.
- ❑ The library building meets applicable local and state codes, including standard building and life safety codes.
- ❑ The library building meets provisions of federal and state requirements for physical accessibility, including the ADA Accessibility Guidelines for Buildings and Facilities (ADAAG) and the North Carolina Handicapped Code.
- ❑ Adequate and convenient parking is available to the library's patrons and staff on or adjacent to the library's site.
- ❑ The outside of the building is well lighted and identified with appropriate signs of high visibility.
- ❑ Service hours are posted at all entrances.
- ❑ The entrance is clearly visible and is located on the side of the building that most users approach.
- ❑ The library has proper temperature and humidity control throughout the year for the comfort of the public and staff, and for protection of library materials.

- ❑ Interior lighting is evenly distributed and glare is avoided.
- ❑ The library has allocated space for child and family use, with all materials readily available, and provides furniture and equipment designed for children and persons with disabilities.
- ❑ The library building supports the implementation of current and future telecommunications and electronic information technologies.
- ❑ The library has public meeting space available for its programming and for use by other community groups.
- ❑ A book return is provided for returning library materials when the library is closed. After-hours material depositories are fireproof.
- ❑ The building is clean and well maintained. The library has a maintenance schedule for the site, building, and equipment.
- ❑ The library building is adequately secure and provides for safe use by public and the staff.
- ❑ Emergency procedures are in place, including emergency exits and plans for their use.
- ❑ The library has a disaster preparedness plan.
- ❑ The building and contents are insured.
- ❑ At least every five years, the library director and library board complete a written space needs assessment based on the following: current space requirements; community study findings; changes in access points, services, size of collections, types of materials; and staffing levels mandated the library's plan; and space requirements resulting from implementation of the standards in this document.
- ❑ On a more frequent basis, the library director, staff, and library board review the facility to ensure efficient space utilization.

APPENDIX VI:

Minimum Download Speeds

Minimum Download Speeds in Megabytes per Second per Connection

Total Number of Internet Computers (staff and public)	Minimum	Short Range Optimum	Long Range (2020)
More than 200	108.0	129.6	≥1,000
151-200	54.0	64.8	≥1,000
101-150	48.6	58.3	≥1,000
56-100	32.4	38.9	≥1,000
41-55	17.8	21.4	≥1,000
26-40	13.0	15.6	≥1,000
16-25	10.4	12.4	≥1,000
11-15	6.2	7.5	≥1,000
6-10	4.1	5.0	≥1,000
1-5	1.5	2.7	≥1,000

Upload speeds should be a minimum of 1.5 Mbps or 33% of download speed, whichever is faster.

Broadband Allocation (Downstream plus Upstream) in Megabytes per Second per Connection

Total Number of Internet Computers (staff and public)	Minimum	Short Range Optimum	Long Range (2020)
More than 200	144.0	172.8	≥1,000
151-200	72.0	86.4	≥1,000
101-150	64.8	77.8	≥1,000
56-100	43.2	51.8	≥1,000
41-55	23.8	28.5	≥1,000
26-40	17.3	20.7	≥1,000
16-25	13.8	16.6	≥1,000
11-15	8.3	10.0	≥1,000
6-10	5.5	6.6	≥1,000
1-5	3.0	4.3	≥1,000 ⁴⁴

⁴⁴ Connectivity Matrices courtesy of Peter Haxton, State Library of Kansas, <http://www.kslib.info/>

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GLOSSARY

- ADA-COMPLIANT:** In accordance with the Americans with Disabilities Act, <http://www.ada.gov/>.
- AUDIT:** Per TCA 10-3-106, all library accounts must be audited annually by or under the county legislative body and/or city governing body (see <http://www.lexisnexis.com/hottopics/tncode/>).
- BANDWIDTH:** The amount of information that can be sent through a connection between two computers in a given amount of time. Computers may be connected by telephone wires, by coaxial cable, or through radio waves or microwaves. A connection that can transmit more data in a shorter period of time is said to have more bandwidth than another, slower connection. Bandwidth directly affects the quality of transmitted information.
- BASIC HEALTH AND HUMAN SERVICES PROGRAMS:** Examples include food and shelter assistance, basic family support services, and crisis management resources.
- BRANCH LIBRARY:** A branch library is a library that is administered by a central or main library and that does not report to a board. Branch libraries are included in the main library legal service area and their statistics are reported as a part of the main library statistics. The level of the main library is determined by the population of the total system (main library and branches) service area and the standards included in that level are measured using the composite statistics of the system.
- CERTIFIED PUBLIC LIBRARY MANAGER:** A graduate of the Tennessee Public Library Management Program. This three-year program is designed for non-MLS library directors and branch managers.
- CLERICAL STAFF (CLERKS):** Staff members who spend the majority of their work time filing, shelving, and processing library materials and performing other clerical tasks.
- CITY LIBRARY:** See Municipal Library.
- COLLECTION DEVELOPMENT POLICY:** Policies and procedures developed to describe the scope and purpose of the library collection. Such policies include criteria for selection and weeding in all subject areas and the criteria for accepting gift materials.
- COMMUNITY LIBRARY:** A community library is a small public library that is legally organized pursuant to the Tennessee Code. It does have a service area which it is obligated to serve, but its service area and population are assigned by the Tennessee State Library and Archives to a Full Service Library in the County. Community Libraries typically serve a limited geographic area (2-4 miles radius of the library) and have limited roles that meet locally defined needs.
- COMMUNITY PARTNERSHIPS:** A collaborative relationship between a library and another community organization, agency, or business.
- COMMUNITY RELATIONS:** Community relations refers to how a library relates to and makes itself known to the community it serves. It includes interaction with organizations within the community, beneficial partnerships, publicity, the impact of library services on the community, etc.
- COUNTY LIBRARY:** A County Library is a public library that was created by the County government pursuant to the provisions of the Tennessee Code to serve the residents of the County.
- CPLM:** See Certified Public Library Manager.
- DEVICES:** Small electronic items such as smartphones, tablets and e-readers.
- FTE:** See Full Time Equivalent.

FULL-SERVICE LIBRARY: Any public library which meets or exceeds the minimum criteria in the standards for a Level I library. In any county that does not have a library that meets the definition, the Tennessee State Library and Archives may designate a library as the full-service library.

FULL TIME EQUIVALENT (FTE): One FTE is one employee working the number of hours the funding body has determined is a full time work week. In most Tennessee public libraries that number of hours is 37.5 per week. To calculate Full Time Equivalent, determine the number of hours worked each week by all staff in a given category (clerical, support staff, etc.) and divide the total by 37.5.

IMAGE EVALUATION: On-site evaluation by public library trustees or selected community representatives to examine the appearance of the physical building, the grounds, the library's collection, signage, etc. for the purpose of repairing, cleaning, or reorganizing the library to better appeal to its customers and potential customers.

INFORMATION AND REFERRAL: The process of linking library users with community agencies which can provide a needed service.

INTERLIBRARY LOAN: Interlibrary loan occurs when an item of library material, or a copy of the material is made available by one library to another upon request. It includes both lending and borrowing.

LIBRARY SERVICE AREA: See Service Area.

LONG-RANGE PLAN: A plan for library services and management that is developed in accordance with the Public Library Association's Planning for Results manual. A Long-Range Plan typically covers from three to five years and is updated annually.

MAINTENANCE OF EFFORT: This is measured in two ways: (1) The allocation from city and county monies to a library must equal or exceed the previous year's allocation (excluding one-time and capital allocations); (2) the expenditures of the library must equal or exceed the previous year's expenditure (excluding one-time and capital expenditures and gifts).

MATERIALS: Physical or digital items available for patron use. Includes books, music, software, databases, videos, etc.

MLS: Master's degree in library science from an ALA-accredited library school.

MUNICIPAL LIBRARY: A library that is created by City or Town governments pursuant to the provisions of the Tennessee Code to serve the residents of the City or Town.

OSAP: Official service area population, as calculated according to the methodology in Appendix I.

OUTREACH: The provision of library services or materials outside the physical library.

PER CAPITA: Per person; the number of people in library service area is determined by the OSAP methodology on page 36.

PERSONNEL POLICIES AND PROCEDURES: Policies and procedures defining all aspects of employment in the library, including benefits, leave time, discipline, promotion, etc.

PROFESSIONAL LIBRARIAN (See MLS)

PROGRAMMING: A planned activity in which a staff member, or a person invited by a staff member, provides information to a group of people. A program can be presented on or off the library premises, as long as it is sponsored by the library. Meetings sponsored by other groups, and presented in the library meeting rooms, are not considered to be programming.

PROTECTIVE SOFTWARE: A computer program that protects computers from viruses, malware, and other malicious electronic intrusions. This also includes software that prevents permanent

unauthorized computer changes from being saved by non-administrative users by restoring the hard drive to its original state after the user logs off or the computer is rebooted.

PUBLIC-ACCESS CATALOG: An online database that allows library staff and patrons to determine what items are in the library collection and what items are currently checked out. Some public access catalogs provide online reserves and renewals.

R.E.A.D.S: A service available to patrons of libraries that belong to the Tennessee Regional Library System. It provides thousands of ebooks and digital audiobooks that can be downloaded to computers/laptops or a variety of portable devices. R.E.A.D.S. is available at: <http://reads.lib.overdrive.com/>

READY REFERENCE: Any reference service that can be provided using an almanac, an encyclopedia, a dictionary and/or an atlas.

REFERENCE SERVICE: An information contact with a library user which involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff.

SERVICE AREA: The population a public library serves.

SERVICE PROGRAM: Services that a public library offers to the general public and the activities through which the library accomplishes those services. Service programs may include children's programming, adult programming, literacy programming, reference service, computer literacy, etc.

SUPPORT STAFF: Staff members without MLSs who spend the majority of their work time providing reference services, presenting programs, and working with the public in other ways. Support staff members normally have at least two years of college education.

TECHNOLOGY PLAN: A written document which addresses a library's software and hardware needs, expected replacement cycle of existing hardware and software, maintenance contracts, procedures for repair, staff and/or public training needs, etc. and the projected costs of these items. Normally, a Technology Plan covers a three year period. It may be a part of the library's overall Long Range Plan or a separate document.

TEL: The Tennessee Electronic Library is an online reference library that gives everyone in Tennessee access to resources for school, work and life-long learning. There are articles and encyclopedias for students to use, resume builders and practice tests for job seekers, and online foreign language courses for everyone. TEL works anytime, anywhere in Tennessee and is paid for by the State Library, with funds from the Tennessee General Assembly and the United States Institute of Museum and Library Services. TEL is available at: www.tntel.info

TENN-SHARE: Tenn-Share is a Tennessee non-profit corporation and a 501(c)(3) not-for-profit organization that helps Tennessee libraries deliver efficient, effective library services through group purchasing power and innovating resource sharing projects. Information about Tenn-Share is available at: <http://www.tenn-share.org/>

TOWN LIBRARY: See Municipal Library.

TURNOVER RATE: Total annual circulation divided by total items in the collection.

WEED: To evaluate each item in the library collection against criteria stated in a collection development policy and discard those items that do not meet the criteria.