

Standards Toolkit

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Introduction

The new 2014 *Tennessee Library Standards for Non-Metropolitan Libraries* have been revised with the expectation of creating a document which will serve all libraries in the great state of Tennessee as a measure of competency at the least, but with excellence as the overall goal. All Tennessee citizens deserve the very highest quality of library service, regardless of the unique situations of the communities in which they live. With the addition of the "Toolkit," practical resources have been compiled to assist with the implementation and explanation of the standards. The "Toolkit" has been designed as a living document to be amended as new resources and examples of best practice are discovered.

As library boards and librarians work with the "Toolkit," they are encouraged to submit links, documents, or other resources to Jennifer Cowan-Henderson (Jennifer.Cowan-Henderson@tn.gov) for review. The "Toolkit" committee will research each new submission, and those meeting general guidelines and practicality shall be added as necessary.

It is the hope of the committee that this effort shall be a serviceable tool toward the betterment of all Tennessee Libraries now and well into the future.

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Standards for Governance

All Levels:

1. Library is legally established in accordance with the Tennessee Code Annotated 10-3-101.
 - <http://www.lexisnexis.com/hottopics/tncode/>
 - Title 10, Chapter 3, Section 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.
 - <http://kdla.ky.gov/librarians/librarypolicies/Pages/LibraryOperationsPolicies.aspx>
 - <http://www.nmstatelibrary.org/services-for-nm-libraries/programs-services/librarians-toolkit/samples-recommended-policies-for-public-libraries>
 - <http://www.in.gov/library/3290.htm>
 - http://pld.dpi.wi.gov/pld_policies

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

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- <http://www.ctstatelibrary.org/dld/pages/sample-policies-connectic>
4. The library board regularly reviews and evaluates the effectiveness of the library's technology training, online resources, outreach activities, and community partnerships.
 - http://www.usfirst.org/sites/default/files/uploadedFiles/Robotics_Programs/Fundraising_Toolkit/FRCTeam234-BasicsofSWOTAnalysis.pdf
 - <http://www.techsoupforlibraries.org/blog/staff-technology-skills-stories-and-resources>
 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.
 - <http://www.tn.gov/labor-wfd/poster.htm>
 8. Library board establishes a job description that outlines the qualifications and duties for a library director.
 - http://www.webjunction.org/documents/webjunction/Library_Director_Job_Descriptions.html
 9. The library board hires a qualified library director for the administration and daily management of the library.
 - <http://www.ala.org/educationcareers/employment/resources/guideeeemployment>
 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.
 - http://lgdata.s3-website-us-east-1.amazonaws.com/docs/1576/858166/Comparison_of_Responsibilities_August_29_2013_FINAL.pdf

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11. Library board follows the Tennessee Public Meetings Law, TCA 8-44-101 through 8-44-111. ² Minutes are kept for each meeting.

- <http://www.lexisnexis.com/hottopic/tncode/>
 - Title 8, Chapter 44

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>

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Standards for Planning

All Levels:

1. Library has a statement of its mission and/or vision.
 - http://midhudson.org/department/member_information/missions.htm
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.
 - http://www.spl.org/Documents/about/strategic_plan.pdf
 - <http://tsla.libguides.com/policymaking>
 - <http://www.simply-strategic-planning.com/strategic-planning-tools.html>
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
 - <http://www.manager-tools.com/2014/04/development-question>
4. Library board conducts an annual performance evaluation of the library director, including an image evaluation of the library and its services.
 - <http://www.ala.org/educationcareers/sites/ala.org.educationcareers/files/content/careers/corecomp/corecompetences/finalcorecompstat09.pdf>
 - http://lgdata.s3-website-us-east-1.amazonaws.com/docs/1576/870811/Evaluations_101_Not_the_Spanish_Inquisition_Maggie_Bahou.pdf

Levels IV-V:

1. Library tracks key measures about public technology services for planning purposes. The following metrics are tracked on an ongoing basis:

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

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- 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.

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

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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.
 - <http://tsla.libguides.com/aecontent.php?pid=416888&sid=4874914>
 - 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.

Level IV – V:

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

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

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Standards for Collection

All Levels:

1. A bibliographic record is created for each item in the library's collections.
 - LibGuides – Technical Services –
<http://tsla.libguides.com/content.php?pid=416888&sid=3611228>
 - Verso – Cataloging Flow Chart & Cataloging quick Reference Guide –
<http://tsla.libguides.com/content.php?pid=334734&sid=2738619>
 - <http://heritage.utah.gov/library/cataloging-basics>
 - Technical Services & Catalog Training –
 - <http://libraries.idaho.gov/page/able>
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.
 - E-Book Tip Sheets Collection Development for E-Books (June 2011)
http://www.ala.org/offices/sites/ala.org.offices/files/content/oitp/ebook_collection_dev.pdf
 - Collection Development – Madison Public Library
<http://www.madisonpubliclibrary.org/policies/collection-development>
 - Collection Development Policy – Cabarrus County Public Library –
http://www.cabarruscounty.us/government/departments/library/Documents/Collection_Development_Policy.pdf
 - Tennessee State Library and Archives R.E.A.D.S> Collection Development Policy –
<http://tennessee.gov/tsla/lps/READS%20Collection%20Development%20Policy.pdf>

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4. The library promotes the Regional E-Book and Audiobook Download System (R.E.A.D.S.).
 - <http://reads.lib.overdrive.com>
5. The library staff has been trained to use the Tennessee Electronic Library (TEL) and promotes its use to the community.
 - <http://tntel.tnsos.org/libraries.htm#marketing>
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.
 - "Crew: A Weeding Manual for Modern Libraries." Texas State Library and Archives Commission. 2008.
<https://www.tsl.state.tx.us/ld/pubs/crew/index.html>
8. The turnover rate for use of collections should be at least 2.5 times per year.
 - Formula – Total Circulation/(divided by) Total Collection =
Turnover Rate
9. Library collection includes at least 2 items per capita. Items may be physical or virtual.
 - Formula – Total # of materials (both local & regional)/ (divided by) OSAP = Items per capita

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

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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;
 - <http://tsla.libguides.com/training>
 - <http://tsla.libguides.com/digit>
 - 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.).
 - <http://tsla.libguides.com/content.php?pid=202163&sid=1690853>
 - <http://www.bethkanter.org/training-after/>
 - https://www.webjunction.org/events/webjunction/Amp_Up_Your_Technology_Training.html
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}
 - <http://www.speedtest.net/>
 - <http://www.connectedtn.org/>
 - <http://techsoupforlibraries.org/planning-for-success/networking-and-security/bandwidth-management>
 - <http://www.techsoupforlibraries.org/blog/broadband-basics-webinar-follow-up>
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

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

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

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- <http://www.ala.org/offices/oif/ifissues/issuesrelatedlinks/internetusepolicies> .
 - http://www.webjunction.org/documents/webjunction/Create_a_Smart_Wireless_Network_for_Your_Library.html
 - <http://techsoupforlibraries.org/spotlight/better-connectivity>
 - <http://www.techsoup.org/servers-and-networks>
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
- <http://techsoupforlibraries.org/Cookbooks/Planning%20for%20Success/Buying%20and%20Deploying%20Technology/installing-and-patching-software>
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
- <http://www.wikihow.com/Use-a-USB-Flash-Drive>
 - <http://www.wisegeek.org/what-is-data-storage.htm>
 - <http://www.techsoupforlibraries.org/spotlight/a-tech-lab-for-all>
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.
- <http://www.weebly.com/>
 - www.wordpress.com
 - www.blogger.com
 - www.wix.com
8. Library website content, including links, is reviewed monthly.¹²
- <http://home.snafu.de/tilman/xenulink.html>

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>

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

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- <http://www.techsoupforlibraries.org/spotlight/a-tech-lab-for-all>
9. Library uses an automated circulation system and online public access catalog for remote patron use.
- http://www.infotoday.com/cilmag/CILMag_ILSGuide.pdf
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
- <http://techsoupforlibraries.org/spotlight/public-access-through-planning>
 - <http://techsoupforlibraries.org/planning-for-success/networking-and-security/creating-security-policies>
 - <http://www.techsoupforlibraries.org/spotlight/planning-privacy-and-passion>
 - <http://www.techsoupforlibraries.org/blog/securing-public-access-computers-some-alternatives-to-windows-steadystate>
12. A lockdown software program is installed on public computers, which clears online session data from public computers. ¹⁴
- <http://www.fortresgrand.com/products/cls/cls.htm>
 - <http://techsoupforlibraries.org/spotlight/aimee-fifarek>
13. Library staff has access to technology support services. ¹⁵
- <http://www.techsoup.org/community/events-webinars/basic-pc-troubleshooting-2013-02-12>
 - <http://www.techsoup.org/support/articles-and-how-tos/articles-by-subject?subjectid=15>
14. Library has a technology plan that addresses improvement and replacement schedules. Plan is reviewed and updated annually by the board.
- http://www.webjunction.org/documents/ohio/Writing_a_Technology_Plan.html
 - <http://www.kslib.info/librarians/grants-and-funding/e-rate-information-and-resources/technology-planning-toolkit.html>

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>

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15. Library has at least one ADA-compliant computer workstation. ¹⁶
 - <http://techsoupforlibraries.org/spotlight/accessible-technology-year-after-year>
16. Library staff are empowered to extend public computer sessions, assuring adequate time for patrons to complete tasks. ¹⁷
 - <http://www.fortresgrand.com/products/tlm/tlm.htm>
 - <http://techsoupforlibraries.org/blog/extending-public-computer-time-how-libraries-do-it>
 - <http://techsoupforlibraries.org/spotlight/operating-on-the-bleeding-edge>
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.
 - <http://www.qimo4kids.com/>
 - <http://www.awelearning.com/en/markets/libraries/publiclibraries/>
3. Library provides accommodation for public use of computers in privacy while conducting sensitive transactions, within library Internet policies. ¹⁸
 - <http://techsoupforlibraries.org/spotlight/operating-on-the-bleeding-edge>
4. Library provides equipment for public to scan documents into digital formats. ¹⁹
 - <http://techsoupforlibraries.org/spotlight/operating-on-the-bleeding-edge>
 - <http://www.techsoupforlibraries.org/blog/coming-soon-johnson-county-library-ks-makerspace>

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>

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

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- <http://images.library.uiuc.edu/resources/introduction.htm>
5. At least one public computer workstation is equipped for use by the visually impaired.²⁰
- <http://www.afb.org/info/living-with-vision-loss/using-technology/tips-for-computer-users-with-low-vision/125>
 - http://www.library.nashville.org/dis/dis_devices.asp
 - <http://techsoupforlibraries.org/spotlight/accessible-technology-year-after-year>
 - <http://techsoupforlibraries.org/spotlight/%E2%80%9Caccessibility-for-anyone-at-any-stage-at-any-agequot>
 - <http://www.techsoupforlibraries.org/spotlight/making-technology-accessible-to-everybody>
 - <http://www.techsoupforlibraries.org/spotlight/meeting-community-needs-with-technology>
6. Public computer sessions are timed and managed by session management software.²¹
- http://techsoupforlibraries.org/files/CB2_Meal%20Plan%20Five.pdf
7. Library offers color printing.

Levels IV:

1. Website usage statistics are reviewed and analyzed quarterly.²²
- <http://www.google.com/analytics> .
 - <http://emis.ii.fsu.edu/modulestart.cfm?moduleid=40E47074-D53B-4F6E-A24F4DD634032A99>
 - <http://www.techsoupforlibraries.org/spotlight/a-tech-lab-for-all>
 - <http://forums.techsoup.org/cs/community/b/tsblog/archive/2013/10/22/web-analytics-resources-nonprofits-.aspx>

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>

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- <http://www.techsoup.org/support/articles-and-how-tos/few-good-web-analytics-tools>
2. At least one Internet workstation is equipped with photo-editing software.
 - <http://www.serif.com/photoplus/>
 - <http://www.ala.org/support/photo>
 - <http://thenextweb.com/creativity/2014/02/24/9-browser-based-photo-editing-tools/>
 - <http://www.zdwired.com/best-free-image-editing-software/>
 3. Wireless printing is available for public use. ²³
 - <http://www.printeron.com/blog/wireless/>
 - http://www.techsoupforlibraries.org/files/CB2_Meal%20Plan%20Six.pdf
 - <http://www.techsoupforlibraries.org/blog/new-develop-and-expand-wireless-networks-with-brocade-hardware>

Level V:

1. The library provides computers in private spaces for patrons to take tests and communicate virtually with others. ²⁴
 - <http://techsoupforlibraries.org/spotlight/operating-on-the-bleeding-edge>
2. Video conferencing equipment is available for public use. ²⁵
 - <http://www.kslib.info/librarians/services/statewide-resource-sharing/enhanced-library-meeting-rooms-%28elmer%29.html>
3. Computers or mobile devices with extended session periods are available within the library. ²⁶
 - <http://techsoupforlibraries.org/spotlight/operating-on-the-bleeding-edge>

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>

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4. Presentation equipment (e.g. laptop, digital projector, microphone) is available for public use within the library. ²⁷
 - <http://techsoupforlibraries.org/spotlight/operating-on-the-bleeding-edge>
5. Library maintains spare computers to switch out downed devices with fresh hardware within a business day. ²⁸
 - <http://techsoupforlibraries.org/planning-for-success/maintaining-and-sustaining-technology/tools/prolonging-computer-use-tips-and-to>
6. Library uses master image deployment and recovery system for efficient installation and maintenance of public computers. ²⁹
 - <http://techsoupforlibraries.org/blog/securing-public-access-computers-some-alternatives-to-windows-steadystate>
 - <http://techsoupforlibraries.org/spotlight/jarvis-sims>
7. Online public access catalog and library website are optimized for mobile devices.
 - <http://www.google.com/gwt/n>
 - http://ready.mobi/launch.jsp?locale=en_EN
 - http://www.slideshare.net/benjaminrawlins/making-the-library-mobile-on-a-shoestring-budget?qid=1df1a330-20f9-4035-9253-54d08697e6e5&v=qf1&b=&from_search=9

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

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

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

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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.
 - <http://mehi.masstech.org/sites/mehi/files/documents/Computer-Knowledge.pdf>
 - <http://www.digitalliteracyassessment.org/>
 - [http://www.webjunction.org/events/webjunction/Self Directed Achievement.html](http://www.webjunction.org/events/webjunction/Self_Directed_Achievement.html)
 - <http://tsla.libguides.com/aecontent.php?pid=416888&sid=3407439>
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.
 - <http://mehi.masstech.org/sites/mehi/files/documents/Computer-Knowledge.pdf>
 - <http://www.digitalliteracyassessment.org/>
 - [http://www.webjunction.org/events/webjunction/Self Directed Achievement.html](http://www.webjunction.org/events/webjunction/Self_Directed_Achievement.html)
 - <http://tsla.libguides.com/aecontent.php?pid=416888&sid=3407439>

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.
 - http://www.nh.gov/nhsl/lds/director_eval.html
3. Job descriptions and annual evaluations for public services staff include technology competencies and responsibilities, and related performance.³⁰
 - <http://guides.masslibsystem.org/content.php?pid=317244&sid=3126070>
 - <http://www.ctstatelibrary.org/dld/pages/sample-job/descriptions-c>
 - <http://www.nmstatelibrary.org/services-for-nm-libraries/programs-services/librarians-toolkit/library-job-descriptions>
 - http://www.webjunction.org/documents/webjunction/Library_Direct_or_Job_Descriptions.html

Level IV:

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

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

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

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

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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.

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

Standards for Community Relations

All Levels:

1. Library actively partners with local schools.
 - <http://www.k-12.state.tn.us/sde/>
2. An annual image evaluation of the library and its services is conducted by the library board or an outside party.
 - Link to Appendix IV: Image Evaluation document (to be hosted on LibGuides)
 - <http://www.ala.org/yalsa/guidelines/yacompetencies/evaltool>
 - http://www.imls.gov/research/evaluation_resources.aspx
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.
 - <http://tncountycommissioners.org/resources>
4. Library issues news or press releases to local media at least quarterly.
 - <http://www.tennessee.gov/tsla/>
 - <http://msl.mt.gov/WhatsYourStory/How-Tos/>
5. Library conducts surveys at least once every three years to measure patron satisfaction with library services, including technology-based services.³⁴
 - <https://www.surveymonkey.com/>
 - <http://www.lrs.org/library-user-surveys-on-the-web/>
6. Library has a Friends of the Library group.
 - <http://www.friendstnlibraries.org/>
 - <http://www.ala.org/united/friends>
7. The library's Long Range Plan addresses the issues of community relations and public awareness.
 - <http://www.masslibsystem.org/long-range-planning-resources/>
 - <http://tsla.libguides.com/policymaking>

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

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Level III:

1. Library provides information to the public on all basic health and human services programs available in the community.
 - <http://www.kidcentraltn.com/>
2. Library representative establishes and maintains working relationships with community groups, including local workforce development and health and human services agencies.
 - <http://www.2chambers.com/tennesse2.htm>
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.
 - <http://www.2chambers.com/tennesse2.htm>
4. The library has a structured plan for recruiting, training, and using volunteer help.
 - <https://www.fairfaxcounty.gov/library/volunteer/volposdesc.htm>
 - <http://wikis.ala.org/professionaltips/index.php?title=Volunteers>

Levels IV:

1. Library has a community relations plan and provides funds for publishing and distributing materials about the library.
 - <http://www.olc.org/marketing/4pr.htm>
 - <http://www.ala.org/offices/olos/toolkits/rural>

Level V:

1. A private library foundation is legally established to fund special projects.
 - <http://www.ala.org/united/foundations/orgtools>

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2. Library collects community feedback on technology needs at least once every three years. ³⁵

- http://www.webjunction.org/documents/webjunction/Technology_Needs_Assessment.html

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

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Standards for Services

All Levels:

1. Library participates in statewide interlibrary loan through the statewide courier.
 - <http://www.tenn-share.org/firefly/members>
2. Library provides programming for children on a regularly scheduled basis.
 - <http://www.programminglibrarian.org/home.html>
 - <http://tsla.libguides.com/content.php?pid=416888&sid=3621014>
 - <http://www.ala.org/alsc/edcareeers/alsccorecomps>
3. Library enables non-residents to use library materials and technology.
4. Library provides basic information and referral services.
 - <http://techsoupforlibraries.org/blog/free-online-learning-15-sites-to-explore>
 - <http://tsla.libguides.com/content.php?pid=416888&sid=3616153>
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.
 - <http://everyoneon.adcouncil.org/background/>
 - <http://digitallearn.org/>

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

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- <http://techsoupforlibraries.org/blog/tags/technology-training-series>
 - <http://tsla.libguides.com/digit>
2. Library offers space and/or devices to community organizations for technology-related training.³⁷
 - [http://www.webjunction.org/events/webjunction/Support Patron Learning in Small Spaces with Small Budgets.html](http://www.webjunction.org/events/webjunction/Support_Patron_Learning_in_Small_Spaces_with_Small_Budgets.html)
 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.
 - <http://www.programminglibrarian.org/home.html>
2. Library provides full reference services, including standard print and online reference sources and staff assistance in locating additional materials online.
 - <http://wikis.ala.org/professionaltips/index.php?title=Reference>
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
 - <http://www.webjunction.org/news/webjunction/teaching-technology-small-rural-libraries.html>
 - [http://www.webjunction.org/events/webjunction/New Technology Training Materials.html](http://www.webjunction.org/events/webjunction/New_Technology_Training_Materials.html)
 - <http://techsoupforlibraries.org/blog/technology-training-model-1-individual-instruction>

Levels IV:

1. Library provides programming for all ages.
 - <http://www.programminglibrarian.org/home.html>
2. Library is open 55 hours per week, with evening and weekend hours.

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

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

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3. Library provides monthly public digital literacy training on two or more of the topics listed in Level II, item 1.

- <http://everyoneon.adcouncil.org/background/>
- <http://digitallearn.org/>
- <http://techsoupforlibraries.org/blog/tags/technology-training-series>

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.

- <http://everyoneon.adcouncil.org/background/>
- <http://digitallearn.org/>
- <http://techsoupforlibraries.org/blog/tags/technology-training-series>
- <http://www.techsoupforlibraries.org/blog/the-edge-initiative-launching-january-2014>
- <http://www.techsoupforlibraries.org/spotlight/making-technology-accessible-to-everybody>

3. One-on-one training is available for patron-owned devices. ³⁹

- http://www.webjunction.org/events/webjunction/So_Many_Devices_So_Little_Time.html
- <http://www.webjunction.org/explore-topics/mobile-devices.html>

4. Library provides one-on-one technology help for patrons by appointment for at least 30 minute sessions. ⁴⁰

- http://www.webjunction.org/events/webjunction/New_Technology_Training_Materials.html
- <http://techsoupforlibraries.org/blog/technology-training-model-1-individual-instruction>

5. Library maintains a collection of technology devices for loan for staff development and programming purposes. ⁴¹

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>

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- http://www.webjunction.org/events/webjunction/Creating_a_Technology_Petting_Zoo.html
- <http://techsoupforlibraries.org/blog/edge-benchmarks-gadget-instruction>

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Standards for Facility

All Levels:

1. Library facility is ADA-compliant.⁴²
 - <http://www.ada.gov/racheck.pdf>
 - <http://www.dplan.org/>
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.
 - <http://www.dplan.org/default.asp>
 - http://webmini.apls.state.al.us/apls_web/apls/apls/docs/publications/Public%20Library%20Sample%20Disaster%20Plan%20March%202009%20edition.pdf
 - <http://www.ala.org/tools/safety-and-security>
 - <http://www.ala.org/advocacy/govinfo/disasterpreparedness>
 - <http://www.citizencorps.fema.gov/cc/searchCert.do?submitByZip>
 - <http://www.ready.gov/>
3. Library emergency plan is coordinated with local emergency management agencies.
 - <http://www.citizencorps.fema.gov/cc/searchCert.do?submitByZip>
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/>