QSAC – QUALITY SERVICES AUDIT CHECKLIST

MEASURES by Area

HUMAN RESOURCES

Essential CORE Quality Measures – Required

1. The library follows the current certification levels listed in the Library of Michigan's State Aid to Public Libraries Application Process document. [Note: Public library sizes run from the smallest, Class I, to the largest, Class VI, and that certification levels run in the opposite way, the highest certification level being Level I, the lowest being Level IV. The document can be found on the Library of Michigan www.michigan.gov/librarycertification.]

2. The library employs a Director for the following minimum hours per week: Class I - 15 hours per week; a Class II – 20 hours per week; Class III – 30 hours per week; Class IV through Class VI – 35 hours per week.

3. The library makes available to staff a written personnel policy manual approved by the board of trustees or a union contract. The policies are reviewed at least once every two years. [See Human Resources Appendix A for a checklist of personnel policies.]

4. The library maintains written job descriptions, including the duties of each position, the salary ranges, and any educational and experience requirements. These are reviewed and updated at a minimum of once every three years.

5. The library maintains a systematic approach to performance review that measures performance to enhance skills and encourage continuous development of work product.

6. The library establishes an orientation process for new employees. [See Human Resources Appendix A for an orientation checklist.]

7. The library gives each board member a copy of the Michigan Public Library Trustee Manual. For a copy of the manual, see www.michigan.gov/librarytrustee.

Essential ELECTIVE Quality Measures – CHOOSE ONE

1. The library pays for an organizational membership in a statewide or national professional library association.

2. The library's board requires individual certified staff to have not less than 3 hours of continuing education/professional development per year. This can include

online classes, workshops, in service training or other appropriate in-person or online training that focuses on improving library related skills and services.

HUMAN RESOURCES

Enhanced CORE Quality Measures – Required

1. Add Certification Level changes as follows: Class IV library: Level II certification for head librarian and at least two other support staff at Level IV certification. Class V library: Level I certification for head librarian and at least one other support staff at Level I certification, and at least one Level II certification for population over 40,000. Class VI library: Level I certification for head librarian and at least two other support staff at Level II certification, and at least one Level III certification for every 20,000 population over 60,000.

2. The library's board requires individual certified staff to have not less than 3 hours of continuing education/professional development per year. This can include online classes, workshops, in service training or other appropriate training that focuses on improving library related skills and services.

3. The library schedules staff meetings on a regular basis with agendas and staff involvement.

4. The library makes funding available in support of individual or institutional professional library association memberships.

Enhanced ELECTIVE Quality Measures – CHOOSE TWO

1. The library maintains a staff and volunteer recognition program.

2. The library provides in-service opportunities for staff development.

3. The library board encourages and supports staff, with budget allocations and release time, to be involved in community organizations and activities. Typical local organizations for library staff to work with are the Chamber of Commerce, Kiwanis, Rotary, school boards, planning committees, historical and genealogical societies, senior centers, public and private schools, foundations, governmental units, civic and other non-profit organizations.

HUMAN RESOURCES

Excellent CORE Quality Measures - Required

1. Add Certification Level changes as follows: Class V library: Level I certification for head librarian and at least two other support staff at Level I certification. Class VI library: Level I certification for head librarian and at least three other support staff at Level I certification, and at least one Level III certification for every 20,000 population over 80,000.

2. The library makes funding available for at least one certified staff, other than the director, to be involved in at least one community and/or professional organization, other than the director. Professional involvement examples include the Rotary and the Michigan Library Association.

3. The library's board requires individual certified staff to have not less than 6 hours of continuing education/professional development per year. This can include online classes, workshops, in service training or other appropriate training that focuses on improving library related skills and services.

4. The library's volunteers have written policies, procedures, and job descriptions that explain and govern their roles. The library designates a staff member to serve as volunteer coordinator.

5. The library board encourages and supports staff, with budget allocations and release time, to be involved in community organizations and activities. Typical local organizations for library staff to work with are the Chamber of Commerce, Kiwanis, Rotary, school boards, planning committees, historical and genealogical societies, senior centers, public and private schools, foundations, governmental units, civic and other non-profit organizations.

Excellent ELECTIVE Quality Measures – CHOOSE TWO

1. The library has at least a partial tuition reimbursement program for certified staff obtaining a degree in a master's library science program accredited by the American Library Association or other relevant post MLS graduate work.

2. The library pays for all professional staff membership in a statewide or national professional library association. [Professional staff is defined as Level I and Level II certified.]

3. The library pays for board members' membership in a statewide or national professional library association.

4. The board identifies board member candidates with expertise in identified areas, such as legal, marketing, and insurance expertise, or to represent a segment of the population.

GOVERNANCE / ADMINISTRATION

Essential CORE Quality Measures – Required

1. There is a director. The library board hires the director, or, if an advisory board, assists in the hiring. The director is evaluated on a regular basis.

2. The board meets at least bi-monthly and complies with the Michigan Open Meetings Act. The board maintains minutes of its meetings in accordance with state law. [Note: Details of the Opening Meetings Act can be found in the Michigan Office of the Attorney General's Open Meetings Act Handbook at www.michigan.gov/documents/ag/OMA_handbook_287134_7.pdf]

3. The board has approved by-laws that define its board officers, such as President, Secretary, and Treasurer, outlines its purpose and operational procedures, and addresses board conflict-of-interest issues. The board reviews and/or updates its by-laws once every two years.

4. The governing board is responsible for approving written policies for all aspects of library services such as services offered, collection development, personnel, maintenance, technology, finance, and public relations. Advisory Boards should approve and recommend written policies to their governing agency. The library director is responsible for developing procedures and ensuring the policies are carried out correctly. [Note: The director and the board understand their respective roles, the board adopts the policies, whereas the administration implements the policies. See Governance/Administration Appendix B for a list of recommended policies.]

5. The library provides public access to minutes, policies, financial records, and other documents in accordance with the Freedom of Information Act. [Note: Details of the Freedom of Information Act can also be found in Library Laws Handbook: State Laws Relating to Michigan Libraries, 2001-2002 edition at www.michigan.gov/mde/0,1607,7-140-54504_18668_18689---,00.html. Additional information can be found on the Michigan Attorney General's website at http://www.michigan.gov/ag/0,4534,7-164-20988_18160---,00.html]

6. The library receives local support equal to .3 mills taxable value. Local support includes millages, penal fines, and local grants or funds raised within the library's legal service area.

7. The board adopts an annual budget and reviews regular financial reports. If appropriate to their governance, the board contracts for and reviews a regular audit. The board maintains appropriate insurances.

8. The director prepares regular reports for the board, keeping them advised of internal information involving library services, statistics, personnel, and programs

and also of external factors affecting libraries at a regional, state, and federal level.

9. New board members participate in an orientation program which includes a description of library services, the role of the Library of Michigan, and library cooperatives, instruction on their role as policy makers versus policy implementers, a review of the Michigan Public Library Trustee Manual, and a complete tour of the library facilities. [See the Library of Michigan Statewide Library Services web site at www.michigan.gov/statewidelibraryservices.]

10. The board establishes a policy regarding and a plan for the acceptance and recognition of gifts of real and personal property. [See the Library of Michigan's Financial Management Reference Guide at www.michigan.gov/mde/0,1607,7-140-54504_18668_18689-69217--,00.html.]

11. The library or its associated consortium has a policy and procedures for patron data security, both online and in print, and enforcement measures are in place.

Essential ELECTIVE Quality Measures – CHOOSE ONE

1. Board members, Friends members, and library volunteers act as advocates for the library, emphasizing the library as a community resource. The library also encourages participation at the local, cooperative, state, and national levels. [See www.mla.lib.mi.us/advocacy for information on MLA advocacy activities.]

2. The library maintains a written strategic plan, covering a period no longer than 3 to 5 years, which details services, programs and resources to be offered to address community needs. The plan includes a community profile using census reports, local government documents, Chamber of Commerce materials, and any special community planning reports. The library conducts a community survey as part of the planning process to determine if its hours, services, programs, library technology and collections are adequately serving its users. The plan includes a mission statement, goals, objectives, strategies, an implementation schedule and an evaluation plan. The plan is reviewed on an on-going basis. [More on the planning process can be found in titles listed in Planning Resources, Appendix H at www.michigan.gov/qsac.]

3. The board participates in an orientation program, which includes topics such as, but not limited to, background on the Michigan Open Meetings Act, guidelines for setting agendas, methods for running meetings, the Library Privacy Act, and the Children's Internet Protection Act. [See the Library Laws Handbook and the Michigan Public Library Trustee Manual at www.michigan.gov/librarytrustee.]

4. Each board member attends a formal continuing education event offered by a library cooperative, a library association, Friends of Michigan Libraries Trustee

Alliance (foml.org/trustee/) or the Library of Michigan, either in-person or online, within a year of appointment and then a minimum of once every three years.

GOVERNANCE / ADMINISTRATION

Enhanced CORE Quality Measures - Required

1. The library receives local support equal to .5 mills taxable value. Local support includes millages, penal fines, and local grants or funds raised within the library's legal service area.

2. The library maintains a written strategic plan, covering a period no longer than 3 to 5 years, which details services, programs and resources to be offered (beyond the Enhanced services referred to in this document) to address community needs. [Note: For two titles regarding the planning process, see the Appendices.]

3. The board adopts a written financial plan including a written procurement plan for purchasing materials necessary to operate the library. [See Governance and Administration Appendix B - Finance for a list of items to include in a financial plan. For more information see the Library of Michigan's Financial Management Reference Guide at www.michigan.gov/mde/0,1607,7-140-54504_18668_18689-69217--,00.html.]

4. The board establishes a policy regarding and a plan for the acceptance and recognition of endowment funds and planned giving. [See the Library of Michigan's Financial Management Reference Guide at www.michigan.gov/mde/0,1607,7-140-54504_18668_18689-69217--,00.html.]

5. Library trustees will participate in at least one continuing education opportunity every three years. Such opportunities may include in-service programs, speakers or training at the library, the Michigan Library Association's annual conference, or other Library of Michigan, Michigan Library Association (www.mla.lib.mi.us/), Friends of Michigan Libraries (foml.org/trustee/) or library cooperative sponsored workshops.

Enhanced ELECTIVE Quality Measures – CHOOSE ONE

1. The library provides funds for an annual board development workshop or the board completes one annual continuing education activity at the local, regional, state or national level.

2. The director and/or board member(s) meet at least annually with local funding officials, to discuss the library's service and role in the community.

GOVERNANCE / ADMINISTRATION

Excellent CORE Quality Measures - Required

1. The library receives local support equal to .8 mills. Local support includes millages, penal fines, and local grants or funds raised within the library's legal service area.

2. The library conducts a community survey, assessment or focus group exercise every three years as part of the planning process to determine if its hours, services, programs, library technology and collections are serving its community in a superior way. [For sample library surveys and questionnaires see www.lrs.org/usersurveys.php.]

3. The director and board representatives regularly participate in statewide and local legislative activities relating to libraries.

4. The library provides funds for an annual board development workshop or the board completes one annual continuing education activity at the local, regional, or state level.

SERVICES

Essential CORE Quality Measures – Required

1. The library offers all legal service area members, regardless of age, access to all its materials and services, in person and remotely, unless otherwise restricted by federal, state or local law.

2. The library's minimum number of unduplicated open hours, reflecting a mixture of weekday, evening, and weekend hours are as follows: Class I - 15 hours per week; Class II - 20 hours per week; Class III - 30 hours per week; Class IV - 40 hours per week; Class V - 50 hours per week; and Class VI - 55 hours per week.

3. The library offers renewal of library materials and the option of extended loan periods.

4. The library sends out notification to a user that the item is ready for pick up within two business days of it becoming available. The library allows a user to request materials and have the items held for them for pick up.

5. The library participates in patron or library initiated interlibrary loan with other Michigan libraries. The library staff offers interlibrary loan service with every request not met by the library or library system's collection. [Note: Unless the library prefers to purchase the material requested.]

6. The library focuses on customer service by providing prompt service regardless of the method with which the user requests assistance. A user waits no more than five minutes to get service assistance in person, on the phone or through a real time electronic service. If the library is unable to help the patron within five minutes, the library gives the user the option to leave a message. A user waits no more than 24 hours for assistance for a response to their message, email or letter.

7. The library offers programs for users of all age groups during the year. Such programs may include summer reading programs, story times, book clubs, craft groups, computer classes, and so forth, and may be held in the library or at other community locations.

8. To identify and meet the service needs of its community the library conducts an in-house survey of users every three years to determine if its hours, services, collections, technology and programs are adequately serving its users.

9. The library gathers statistics as a means of determining, over a period of time, if its present services, programs, technology and collections are serving its users. [See Services Appendix C for a list of useful statistics.]

10. Library staff "works" the library, actively seeking patrons to help and assist.

11. The library has policies and procedures to provide services to hearing-impaired, speech-impaired and blind users. See the following documents for assistance.
    - *The Americans with Disabilities Act Title II Technical Assistance Manual Covering State and Local Government Programs and Services* at www.ada.gov/taman2.html.
    - *Michigan Rights Handbook for Deaf, Hard of Hearing and DeafBlind People* at www.michigan.gov/documents/cis/Rights_Hb_DODHH_174911_7.pdf
    - *FCC Michigan TRS Page* (lists Michigan telephone relay service numbers) at www.fcc.gov/cgb/dro/trs_michigan.html
    - *Disability Etiquette: Tips on Interacting With People With Disabilities* at www.unitedspinal.org/pdf/DisabilityEtiquette.pdf.

12. The library incorporates activities that support early and family literacy into their programs, such as providing early literacy tips to families attending lapsit programs.

Essential ELECTIVE Quality Measures – CHOOSE THREE

1. The library provides at least one entertainment or educational program per quarter free of charge. The library considers community demographics, the mission of the library, and the availability of programming from other social, cultural, and recreational organizations in the community when planning and evaluating programs.

2. The library promotes the services of the Braille and Talking Book Library using posters, flyers, and verbal recommendations. Contact btbl@michigan.gov for materials.

3. The library has a service plan to provide materials and reference services for those unable to visit the library. Staff gathers material for the homebound of all ages. [Note: Family members, friends or volunteers can provide delivery of materials.]

4. To identify and meet the service needs of its community, library personnel meet with other local community agencies, institutions and organizations once every two years concerning library services and their effectiveness in meeting community needs. Examples of other local agencies include public and private schools, local historical societies, community centers, youth coalitions, and Friends of the Library.

SERVICES

Enhanced CORE Quality Measures - Required

1. The library's minimum number of unduplicated open hours, reflecting a mixture of weekday, evening, and weekend hours are as follows: Class I - 25 hours per week; Class II - 35 hours per week; Class III - 40 hours per week; Class IV - 50 hours per week; Class V - 55 hours per week; Class VI - 60 hours per week.

2. The library offers patron or library initiated interlibrary loan with other Michigan libraries. Library initiated interlibrary loan requests are placed by the next business day.

3. Based on its strategic plan, the library targets and serves selected segments of the community by developing programs to meet their needs. Segments of the community can refer to patrons of specific age groups, such as parents, young adults, seniors. It can also refer to those of a specific ethnic background, such as Hispanic, Native American, or Scandinavian. It can also be those sharing a common interest, such as genealogy, local history, or reading fiction.

4. The library incorporates activities that support adult literacy and English as a second language into their programs, such as collaborating with and promoting literacy councils.

5. Library staff refers users to an appropriate agency, organization or other library if an information request cannot be fully satisfied.

Enhanced ELECTIVE Quality Measures – CHOOSE TWO

1. The library welcomes displays of local art and other special collections.

2. The library visits local elementary schools to promote the summer motivational reading program

2. The library strategic plan includes a program evaluation component that focuses on the impact the library program has on the user. The library evaluates at least one program a year through an outcome-focused evaluation technique. The method of the actual evaluation may be formal or informal, as is appropriate for the specific program.

SERVICES

Excellent CORE Quality Measures – Required

1. The library's minimum number of unduplicated open hours, reflecting a mixture of weekday, evening, and weekend hours are as follows: Class I - 30 hours per week; Class II - 40 hours per week; Class III - 45 hours per week; Class IV - 55 hours per week; Class V - 60 hours per week; Class VI - 65 hours per week.

2. The library provides services or access to services to patrons of all ages with disabilities in formats they can use. The library works and consults with people with disabilities for long-term service planning to ensure they receive services they can use.

3. The library strategic plan includes a program evaluation component that focuses on the impact the library program has on the user. The library evaluates at least one program a year through an outcome-focused evaluation technique. The method of the actual evaluation may be formal or informal, as is appropriate for the specific program.

4. The library incorporates activities that support improved literacy for secondary and higher education students, such as connecting students with area or school literacy services.

Excellent ELECTIVE Quality Measures – CHOOSE TWO

1. The library initiates community-wide literary programs and collaborates with other similar community, regional or statewide initiatives.

2. Library maintains a homebound delivery program.

3. The library is a member of MeLCat or has applied for membership.

4. If the library is a MeLCat member, it allows AV lending or visiting patron borrowing.

COLLECTION DEVELOPMENT

Essential CORE Quality Measures – Required

1. The library has an approved collection development policy, which minimally includes various formats, diverse topics and challenged materials. The policy is reviewed every five years. [See Collection Development Appendix D for recommended collection development policies.]

2. The library maintains or provides access to a current collection of core reference materials to serve user information needs. Materials may be in print or online and may be circulating or in building use.

3. The library spends at least 7% of its operating expenses on materials.

4. The library keeps its collection up-to-date, with a minimum of 15% of its circulating materials acquired within the last five years, and a minimum of 3% of its circulating collection weeded every year. [Note: Divide the number of new circulating materials by the total number of circulating materials to learn your percentage. For excellent advice and methods on weeding, see *The CREW Method: A Weeding Method for Modern Libraries* at www.tsl.state.tx.us/ld/pubs/crew/.]

5. The library provides materials in a variety of formats to serve the needs of its population groups. Formats include such items as large print books, newspapers, children's materials, e-books, and electronic and audio formats.

6. The library provides a mechanism for patrons to suggest items for purchase.

7. The library uses professional reviews or services necessary to select, order and purchase quality materials.

8. The library repairs and conserves materials as is appropriate for the format and use.

9. The library provides access to materials in a variety of formats to ensure equal access for the disabled of all ages. Format examples include audio books, large print books, information in electronic formats, and closed captioned, described, or signed videos. [Note: Information can be found on the Braille and Talking Book Library website at www.michigan.gov/lara/0,4601,7-154-61256_28313_54234---,00.html]

COLLECTION DEVELOPMENT

Enhanced CORE Quality Measures – Required

1. The library spends at least 11% of its operating expenses on materials.

2. The library keeps its collection up-to-date, with a minimum of 20% of its circulating materials acquired within the last five years, and a minimum of 4% of its circulating collection weeded every year.

3. All library resources are identified and findable through the online catalog and are cataloged using AACR2, RDA or other accepted metadata standard. Descriptions of library materials are encoded using the MARC format.

COLLECTION DEVELOPMENT

Excellent CORE Quality Measures - Required

1. The library spends at least 15% of its operating expenses on materials.

2. The library keeps its collection up-to-date, with a minimum of 25% of its circulating materials acquired within the last five years, and a minimum of 5% of its circulating collection weeded every year.

3. The library recognizes items of historic value and arranges appropriate preservation, security and access, either on site or with another institution.

4. Staff and patrons can identify and request on-order and in-process items.

Excellent ELECTIVE Quality Measures – CHOOSE ONE

1. The library provides access to materials for special population groups such as foreign language speakers, genealogists, and those needing Adult Basic Education or emergent literacy materials.

2. The library participates in collaborative collection development with other libraries to develop special collections, such as foreign languages or special topics.

TECHNOLOGY

Essential CORE Quality Measures – Required

1. Library has a telephone and incoming calls are answered within five rings. Sufficient incoming phone lines are available at least 95% of the time based on annual busy signal test. When the library is closed, callers receive a recorded message that provides information about library hours and location.

2. The library has a public web site that is reviewed, updated and the links are checked regularly. The library's website should provide at a minimum the services available, hours, locations, contact and governance information.

3. The public is able to access an Internet enabled workstation without having to wait more than an average of one hour during peak usage time.

4. The library offers access to electronic content, including all Library of Michigan-provided databases via the Michigan eLibrary, MeL.org, on its public website.

5. The public is able to access and use non-circulating library materials in the library regardless of format.

6. Staff is able to communicate with each other electronically.

7. At least one member of the staff monitors selected library related listservs such as michlib-l and disseminates information to other staff as appropriate.

8. The library maintains a budget for technology and has a 2-3 year forward looking technology plan that is reviewed annually.

9. The Library provides, sustains and refreshes its technologies as detailed in its technology plan and annual budget. A refresh may include, but is not limited to: Internet access stations, photocopiers, audio-visual/media technologies, training and technology program spaces, etc. [See Technology Appendix E for suggested technology plan components, including evaluating connectivity needs and hardware and software replacement schedules.]

10. The library has an automated online catalog available to the public remotely via the Internet.

11. The public is able to duplicate portions of library materials for use outside of the library within copyright restrictions.

12. The public is able to use personal productivity software on a workstation in the library.

13. The library provides the following minimum numbers of public access, internet and/or OPAC accessible computing devices per 1,000 population served:

Population served	Public Access Computers per 1,000 served
100,000+	0.42
25,000-99,999	0.39
10,000-24,999	0.56
5,000-9,999	0.81
2,500-4,999	1.09
1,000-2,499	1.72
Under 1,000	2.33

[A library serving a population of 60,000 and has 25 public access computers: 25/(60,000/1,000)=25/60=.4167]

Essential ELECTIVE Quality Measures – CHOOSE TWO

1. The library applies for E-rate funding discounts.

2. The library provides community information on its public web site.

3. The library website is compliant with accessibility standards

4. The library provides classes and/or one-on-one instruction on the use of computing devices

TECHNOLOGY

Enhanced CORE Quality Measures – Required

1. The library provides broadband access of at least 1.5 Mb and meets the minimum bandwidth capacity necessary to support public user demand by providing each public Internet user at least 128 kbps upload and 512 kbps download of network bandwidth capacity.

2. The library uses an Integrated Library System (ILS), which includes an online public access catalog with a graphical user interface, a patron renewal of materials system, and a system whereby patrons may check their user account. These are all available through the library's online public access catalog in the library and through remote access. Patrons can place holds, view their record, and renew library materials 24 hours a day, 7 days a week.

3. The library's automated system supports the National Information Standards Organization protocols for Information Retrieval (IR) for library applications, or, Z39.50.

4. The library provides wireless Internet access to the public.

5. The library web site is designed to be accessible to people with visual disabilities using screen reading software.

6. The library provides community information on its public web site.

7. The library or its associated consortium has a system-wide integrated library system data security plan with a 48-hour recovery of data. Backups and disaster recovery plans are in place and up-to-date.

8. The library provides regularly scheduled digital literacy training. Examples of topics include basic computer skills, library resources, internet searching, social media, privacy and security, training on patron owned devices and office productivity software.

9. On its public website the library identifies MeL.org database resources as being provided by the Library of Michigan using Institute of Museum and Library Services, IMLS, funds. [See Appendix for logos and information.]

Enhanced ELECTIVE Quality Measures – CHOOSE TWO

1. The public can access the Online Public Access Catalog (OPAC) within 2 minutes while in the library.

2. The library provides 3 methods of adaptive technology for use by disabled patrons in the library. [See Adaptive Technologies in Appendix E for a list of various adaptive technologies.]

3. The library applies for E-rate funding discounts.

4.   The library provides the following minimum numbers of public access, internet and/or OPAC accessible computing devices per 1,000 population served:

Population served	Public Access Computers per 1,000 served
100,000+	0.48
25,000-99,999	0.55
10,000-24,999	0.87
5,000-9,999	1.06
2,500-4,999	1.88
1,000-2,499	2.71
Under 1,000	3.75

[To find the Enhanced level for a library serving 60,000, multiply the enhanced value by 60,000 divided by 1,000 to see what the number of computers should be: .55 x (60,000/1,000) = .55 x 60 = 33 computers.]

TECHNOLOGY

Excellent CORE Quality Measures - Required

1. The library provides the community with real-time, electronic communication options.

2. The library offers a database-supported web site, managed by the library. Examples of information to include are a database driven community calendar, a meeting room sign-up form, and online registrations for programs and/or library cards.

3. The library provides online reference tools in addition to Michigan eLibrary resources.

4. The library offers mobile access to the library's catalog and public web site.

5. The public can access the Online Public Access Catalog (OPAC) within 2 minutes while in the library

6. The library provides 3 methods of adaptive technology for use by disabled patrons in the library. [See Adaptive Technologies in Appendix E for a list of various adaptive technologies.]

7. The library provides patrons the ability to create digital content by supplying patrons with photo editing software, video/audio recording and editing software and web development software in at least one outlet.

Excellent ELECTIVE Quality Measures – CHOOSE ONE

1. The library digitizes local community information and makes it available electronically to the public.

2. The library applies for E-rate funding discounts.

3. The library provides the following minimum numbers of public access, internet and/or OPAC accessible computing devices per 1,000 population served:

Population served	Public Access Computers per 1,000 served
100,000+	0.84
25,000-99,999	0.78
10,000-24,999	1.32
5,000-9,999	1.39
2,500-4,999	2.66
1,000-2,499	6.24
Under 1,000	4.95

[To find the Excellent level for a library serving 60,000, multiply the enhanced value by 60,000 divided by 1,000 to see what the number of computers should be: .78 x (60,000/1,000) =.78 x 60 = 47 computers.]

FACILITIES AND EQUIPMENT

Essential CORE Quality Measures – Required

1. The library building meets all applicable building and fire codes and ADA guidelines. [Note: Accommodations can be used to meet guidelines until renovations can occur. See the federal ADA site at www.ada.gov and the *ADA Guide for Small Towns* at www.ada.gov/smtown.htm.]

2. An exterior sign identifies the facility as a library. Library hours are visible from the outside of the building at all public entrances.

3. Internal signage is compliant with the American Disabilities Act (includes use of Braille), clear, easily read and understood. Emergency exits, evacuation routes, and fire extinguishers are clearly marked.

4. The library's accessible features, such as entrance doors, restrooms, water fountains, and parking spaces, display the International Symbol of Accessibility.

5. Parking, staff and public access areas are easily identified, well-lit during darkness, and are handicap accessible.

6. The library provides seating for a variety of public needs.

7. The library's internal lighting meets the following standards:
    - Staff areas – 50 foot candles average measured horizontally at the desktop.
    - Public service desks – 50 foot candles average measured horizontally at the counter top.
    - Small conference rooms – 30 to 40 foot candles average measured horizontally at the desktop. Dimmers may be used for alternate lighting needs such as AV.
    - Large multi-purpose rooms – 40 foot candles average. Dimmers may be used for alternate lighting needs such as AV.
    - Reading areas – 30 to 40 foot candles average measured horizontally at the desktop.
    [See the *Illuminating Engineering Society Handbook* for further reference, Table 29.2 Library Facilities Illuminance Recommendations.]

8. The library projects a clean, cared-for image based on regularly scheduled indoor and outdoor maintenance and cleaning. [See Public Relations Appendix G for sample Library Image Audit.]

9. The library provides for the after-hours return of materials.

10. The library provides a safe environment to its staff and patrons to the best of its ability. Emergency first-aid supplies are readily available and emergency

procedures are in place for threats such as weather, public health or personal safety emergencies

11. The library discards or recycles unused or out-of-date property and materials at least annually.

12. The library conducts regular fire and safety inspections and drills

13. The library has a collection disaster plan in place. [See Council of State Archivists' web site and Pocket Response Plan in Facilities and Equipment Appendix F.]

14. The library equips its restrooms with diaper changing stations.

FACILITIES AND EQUIPMENT

Enhanced CORE Quality Measures - Required

1. The library follow ALA guidelines on building size.

2. The library's internal lighting meets Institute of Electrical and Electronic Engineers standards of 35-foot candles at floor level.

3. The library provides separate areas for children's services, collections and activities and for teen services, collections and activities.

4. The library has a budget for capital improvements.

Enhanced ELECTIVE Quality Measures – CHOOSE THREE

1. The library provides a public meeting room.

2. The library provides facilities for teaching technology classes.

3. The library provides a lounge seating area.

4. The library provides study carrels.

5. The library entrance includes an automatic door opener.

6. The library uses a gate counter to track building usage.

FACILITIES AND EQUIPMENT

Excellent CORE Quality Measures - Required

1. The library conducts regular energy audits. [See the U.S. Department of Energy site at www.energysavers.gov/.]

2. Long-range plans include updated or new facilities to meet anticipated community needs.

3. The library entrance includes an automatic door opener.

4. Interior library signs are multilingual if applicable based on the population served.

5. The library provides a dedicated public meeting space. Choose only if Facilities Enhanced Elective #1 was not used for Enhanced Level Certification.

Excellent ELECTIVE Quality Measures – CHOOSE TWO

1. The library includes LEED building design in renovations or new buildings. [See www.usgbc.org for further information on LEED measures.]

2. The library uses Dark Sky lighting methods in renovations or new buildings. [See www.darksky.org for further information on Dark Sky measures.]

3. The library has a recycling program for library office waste.

4. The library uses motion-activated lights in limited use interior spaces.

PUBLIC RELATIONS

Essential CORE Quality Measures – Required

1. The library board approves a public relations policy. The library board and staff regularly evaluate its policies and procedures in terms of their effect on the public and the library's public relations efforts. [See Public Relations Appendix G for list of items needed in a public relations policy.]

2. The library allocates a portion of its operating budget to support its public relations activities. This can include staff time dedicated to public relations activities.

3. The library provides a method for patrons to comment on anything in the library that concerns them. When appropriate, these communications are shared with the library board and staff.

4. The library provides a handout that explains the library and its services.

5. The library's telephone number is listed in the white and yellow pages of the telephone directory if applicable and full contact information is listed on its website.

6. The library makes distribution materials such as posters, flyers, and/or bookmarks to promote its programs and services.

7. The library distributes an annual report in person and electronically to the community, local municipalities, officials and legislators.

8. The library meets with local officials and legislators annually about library services, funding and the role of the library in the community.

Essential ELECTIVE Quality Measures – CHOOSE FOUR

1. The library maintains a list of local media and their contact person for easy access to publicity.

2. The library uses local media to promote its programs and services. [See Public Relations Appendix G for a list of various media opportunities.]

3. The library staff schedules an annual walk-through in and outside the library to assess its appearance and the image it projects. The library can ask new patrons, neighboring staff, or cooperative staff for similar assessments. [See Public Relations Appendix G for sample Library Image Audit.]

4. The library staff wears tags identifying they work at the library. [Note: This does not necessarily that you must use a name.]

5. The library does a program about library services at least once a year for a local service club, such as Kiwanis, Lions, Rotary or other appropriate local groups.

6. The library collaborates with other community libraries, such as school, academic, hospital, etc., to provide programs and services to the community.

7. The library uses social media to increase visibility in the community

PUBLIC RELATIONS

Enhanced CORE Quality Measures - Required

1. The library maintains a spot for library promotional materials in a public area.

2. The library publishes a newsletter, at least semi-annually. The newsletter can be made available solely on the library's web page.

3. The library develops partnerships with other community groups and agencies to showcase how the library can support and improve their services, such as Headstart, senior centers, at risk youth services, economic development groups, small business groups, literacy councils, etc.

4. The library brands its services and uses a local library slogan and logo. These are used on signs, web page, and distributed promotional materials such as brochures, business cards, stationary, annual report, bookmarks, and fliers.

5. The library does a program about library services at least once a year for a local service club, such as Kiwanis, Lions, Rotary or other appropriate local groups.

6. The library creates a plan to keep the library visible to the public on a monthly basis, using newsletters, contests, programs, etc.

8. The library collaborates with other community libraries, such as school, academic, hospital, etc., to provide programs and services to the community.

Enhanced ELECTIVE Quality Measures – CHOOSE TWO

1. The library designates one staff member to coordinate public relations activities. [Note: This person may be the director.]

2. The library board and administration promote the formation of and support active participation in a Friends group.

3. The library maintains a permanent file of all its press releases and promotional materials to capture the library's public history.

PUBLIC RELATIONS

Excellent CORE Quality Measures - Required

1. The library regularly engages their community including non-users, via focus groups, surveys, conversations, etc. The library uses its community survey or focus group to determine the level of the public's awareness of library services, need for new services, and the effectiveness of its public relations plan. [For sample library surveys and questionnaires see www.lrs.org/usersurveys.php.]

2. The library designates or employs a public relations or marketing coordinator.

3. The library provides a dedicated public meeting space. Choose only if Facilities Enhanced Elective #1 was not used for Enhanced Level Certification.

4. The library board and administration promote the formation of and support active participation in a Friends group.

Excellent ELECTIVE Quality Measures – CHOOSE ONE

1. The library establishes community advisory groups to encourage community involvement and improve service. Examples of such groups include youth, seniors, genealogy, local history, and other identified segments of the population.

2. The library develops and maintains a contact list of key community leaders, interest groups, and agencies and regularly distributes informational materials.