The purpose of these standards is to promote quality library service to all Texans, to raise the expectations of library clientele, and to provide an authoritative document by which library quality may be measured.

Texas Public Library Standards

2014 Revision

TLA *ad hoc* Committee on Public Library Standards

TEXAS PUBLIC LIBRARY STANDARDS
INTRODUCTION

The TLA *ad hoc* Committee on Public Library Standards was created by the TLA Executive Board in January 1998 and charged with the creation of qualitative and quantitative standards for public library service in Texas. The Texas Library Association Council approved the new standards on April 24, 2004 and by the Texas State Library and Archives Commission on May 14, 2004.

In 2003 the Texas State Library and Archives Commission (Peggy D. Rudd, Director and Librarian) and the Texas Library Association (Eva Poole, President) established the Joint TSLAC/TLA Task Force on Public Library Standards and Accreditation. Its charge included evaluation of the current Texas Public Library Standards for their timeliness, comprehensiveness, and appropriateness and to recommend any changes, if needed.

The same process for 2013 was followed with the Texas State Library and Archives Commission (Mark Smith, Director and Librarian) and the Texas Library Association (Yvonne Chandler, President) establishing the Joint TSLAC/TLA Task Force once again.

Purpose

The purpose of these standards is to promote quality library service to all Texans, to raise the expectations of library clientele, and to provide an authoritative document to which library administrators and supporters may refer when justifying requests for funds. Standards are a way to measure and grow services; whereas, Minimum Criteria are required for public library accreditation.

Philosophy

The Joint TSLAC/TLA Task Force on Public Library Standards and Accreditation has affirmed the following imperatives:

- Value all public libraries and their importance as community resources and as a reflection of a varied cultural heritage.
- Value the diversity and uniqueness of libraries across the state.
- Value the needs of our communities.
- Value intellectual freedom and access to information.
- Value the skills, talents, and contributions of library staff.

Some standards may be applied across the board; however most vary by population groupings and levels of service in order to make the standards relevant and

meaningful for all public libraries. These standards should be implemented at the local level.

There are no separate standards relating to branches or separate service outlets. Library systems with multiple outlets are encouraged to use the standards to evaluate individually each facility and its services, keeping in mind the uniqueness of the population served from that location.

Levels of Service

The Task Force elected to recognize two service levels of enhanced, and exemplary. The enhanced level builds upon the basic and the exemplary upon the enhanced. Libraries which achieve the enhanced or exemplary level will be those where improvement is a progressive rather than reactive process.

Evaluation

As an aid in planning for evaluation, a checklist of standards is included, as Appendix A. The checklist will allow libraries to estimate their status at a glance and will provide a concise overview for presentation to advisory boards, city councils, and other interested parties.

Revision

In order to remain effective, this document needs to be a working document and must evolve to mirror the vitality of good public library service and to continue to raise the bar for improving Texas libraries. Accordingly, the Task Force recommends that TLA, evaluate portions of this set of standards each year. The committee would recommend a time table, and process. If a comprehensive revision is deemed necessary, a Joint Task Force of the Texas State Library and Archives Commission and the Texas Library Association will be appointed to conduct a review and revision process and to recommend changes to the Texas State Library and Archives Commission and the Texas Library Association.

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ADMINISTRATION STANDARDS

Enhanced

To meet enhanced standards, each Texas public library:

☐ Meet the definition of a public library as stated in the Texas Library Systems Act.

☐ Have a Library Board (Governing/Advisory), which meets at least quarterly and have written bylaws governing the conduct of the board and its relationship to the library and the staff.

☐ Have a written mission statement.

☐ Adopt and periodically review policies and procedures responsive to the local community.

☐ Issue an Annual Report of some type to the General Public and to members of the funding agency.

☐ Have written policies and procedures in place, covering:

  o ADA Compliance
  o Circulation
  o Collection Development/Materials Selection
  o Copyright Compliance
  o Customer Service
  o Emergencies and Safety
  o Gifts and Special Collections
  o Interlibrary Loan
  o Internet and other technology issues
  o Patron Complaints
  o Human Resources
  o Privacy and Confidentiality
  o Public Relations
  o Public Service Hours
  o Rules of Conduct for Library Users
  o Records Retention Schedule consistent with the Local Government Records Act

☐ Other policies and procedures should be adopted as appropriate to the library's mission, goals, and facility. These may include Exhibits and Displays, Programming, or Use of Meeting Rooms and Equipment.

☐ Have a written and publicly posted copyright compliance procedure (17 USC 108) (United States Code).

- [ ] Cooperate with other (non-library) agencies to offer information, services, and programs to library users.

- [ ] Cooperate with other public libraries, school, academic, and special libraries to offer information, service, and program to library users.

- [ ] Use a variety of indicators and outcome measures to determine the effectiveness of its service program to comply with reporting requirements of Texas State Library and Archives Commission.

- [ ] Have a written long-range plan, including a technology plan.

- [ ] Provide orientation and continuing education for Library Board.

- [ ] Conduct community studies and makes use of other needs assessment techniques to ensure community participation in the design and delivery of library service.

- [ ] Complete a community analysis at least every five years.

- [ ] Conduct a patron survey at least every three years.

- [ ] Have Friends of the Library Group and/or Library Foundation, at least one of which is organized as a 501 (c) (3) organization for the purpose of accepting tax-exempt donations in support of library programs.

- [ ] Library director is a current member in a professional library organization e.g. Texas Library Association and American Library Association.

Exemplary

To meet Comprehensive standards, each Texas public library will in addition to meeting enhanced standards:

- [ ] Conduct an annual meeting for the purpose of planning and evaluating programs and services attended by Library Board and Library Director.

- [ ] Publish a report annually informing the community of the library's activities and progress in meeting the library's goals as identified in its long-range plan.

- [ ] Review all policies at least every other year.

- [ ] At least one library board member is a current member in a professional library organization e.g. Texas Library Association and American Library Association.

COLLECTION STANDARDS

The purpose of these standards is to ensure that Texas public libraries provide collections that meet community needs. The size of the collection is a significant standard only in relation to its use by the community, reflected in circulation per capita and collection turnover rate, and in the currency of the collection, reflected in percent of collection less than 5 years old, and in the weeding schedule.

Many resources are available to support achievement in these standards. _CREW Method: Expanding Guidelines for Collection Evaluation and Weeding for Small and Medium-sized Public Libraries_ (https://www.tsl.texas.gov/sites/default/files/public/tslac/ld/pubs/crew/crewmethod08.pdf) is a useful guide for an ongoing weeding program, _Selecting and Using a Core Reference Collection_ (https://www.tsl.texas.gov/ld/pubs/corereference/index.html#main-content) identifies essential titles. The Texas State Library and Archives Commission provide these two guides to all public libraries in the state. Additional resources and consulting services are available through the Texas Public Library Systems.

Local history materials are often uniquely valuable materials in a public library collection and of special interest to local communities. However, interest in these collections is not exclusively local and many of these unique and irreplaceable materials are at risk of deterioration. Digitizing local materials will ensure broad access and preservation, and for this reason is encouraged as a goal for public library excellence.

Library collections can be expanded beyond the physical boundaries of the library through access to electronic resources both from within the library and from remote sites (home and office). All libraries can enhance their collection by taking advantage of the electronic resources available through the Texas State Library and Archives Commission and the funding available through a variety of grants and other opportunities. Also, libraries can become proactive information providers by using local funds to license in-house and/or remote access to full-text databases of local interest.

The following are a checklist of non-quantitative collection standards to be met:

- ☐ A collection development plan based on community needs that includes selection criteria, collection specialties, priorities, and requests for reconsideration.

- ☐ The library's collection reflects the diversity of the population served (in terms of age, ethnicity, gender, religious preference, reading interests, and other aspects of the population)

- ☐ A collection that includes access to a variety of formats including electronic resources such as databases, eBooks, streaming video, or online instruction.

- ☐ A collection that includes basic reading skills and English as a second language materials for adult patrons who are learning to read.

- ☐ Collection is up to date and has been reviewed and weeded within the past 5 years

- ☐ Interlibrary loan services are offered as a means to supplement local collections and broaden what is available to the public.

- ☐ The library participates in the state TexShare Card program

- ☐ The library collects local history materials.

- ☐ The library maintains a core reference collection that may include online resources.

	ENHANCED (50th %ile)	EXEMPLARY (75th %ile)
Population	Circulation per capita	
Less than 5,000	4.07	7.42
5,000 - 24,999	3.12	5.25
25,000 - 49,999	4.10	6.73
50,000 - 99,999	4.85	8.81
100,000 - 249,999	5.05	8.25
250,000+	5.84	6.23

Population	Collection size per capita	
Less than 5,000	17,000 items, or 3.36 items per capita, whichever is greater	22,500 items, or 7.95 items per capita, whichever is greater
5,000 - 24,999	2.21 items per capita	3.13 items per capita
25,000 - 49,999	1.95 items per capita	2.46 items per capita
50,000 - 99,999	2.04 items per capita	2.79 items per capita
100,000 - 249,999	1.52 items per capita	2.41 items per capita
250,000+	1.53 items per capita	1.64 items per capita

	ENHANCED (50th %ile)	EXEMPLARY (75th %ile)
Population	Collection age	
ALL	20% of collection less than 5 years old	25% of collection less than 5 years old

Population	Collection turnover rate	
Less than 5,000	0.57	0.83
5,000 - 24,999	0.94	1.42
25,000 - 49,999	1.77	2.97
50,000 - 99,999	2.98	4.12
100,000 - 249,999	2.92	4.75
250,000+	3.33	4.12

FACILITY STANDARDS

Library facility standards are based on the library's mission statement and service goals. Major service factors to consider in developing a facility plan are: collection size, use of technology, adult and children's programming, seating, and meeting room space. One size or configuration does not fit all libraries. Architectural formulas for space allocation described in this section should be used to determine actual facility size and design. In addition, the following list should be utilized in developing a future facility plan or evaluating an existing facility so that the library will:

☐ Comply with federal, state and local building codes, including the *Americans with Disabilities Act* (ADA) and the 2012 *Texas Accessibility Standards (TAS)* http://www.license.state.tx.us/ab/abtas.htm

☐ Have emergency manual and disaster plan

☐ The library ensures that all buildings have the required emergency facilities provided in accordance with the appropriate codes: fire alarms and extinguishers, emergency evacuation routes and exits

☐ The library reviews the value and replacement cost of its buildings and their contents on a regular basis and either self-insures or purchases property and casualty insurance in an amount adequate to protect the library in the event of loss or damage to such property

☐ Review existing and future facilities to provide a safe, secure environment

☐ Have a plan and annual budget for the maintenance of building and grounds

☐ Have convenient and adequate parking based on applicable building codes and anticipated usage

☐ Have an exterior sign identifying the facility as a library that is clearly visible from the street

☐ Feature well designed signs and graphics including the display of the International Symbol of Accessibility, where appropriate

☐ Incorporate changes to existing and future libraries to move toward sustainable buildings by addressing environmental issues, e.g. conserving water, using recyclable materials

☐ Have adequate provision for current electrical, data and telephone connections

☐ Have controlled temperatures and humidity for the benefit of users and staff as well as the protection of library property

☐ Have adequate interior and exterior lighting in all areas

☐ Have an after-hours book return that is fireproof in a safe, well-lit area

☐ Have furnishings and equipment adequate to the needs of users and staff

☐ Have adequate space to meet its service, operation and storage needs

☐ Have adequate noise control

☐ Have meeting space available for library programming and for use by community groups, if such is a part of the library's plan

☐ Be located and designed with input from all stakeholders, including users, staff, and governing officials, and provide accessibility to the greatest number of users

☐ Review space needs assessment every five years.

FINANCE STANDARDS

The following are a checklist of non-quantitative standards to be met:
- ☐ Receive funds on an ongoing basis as the basic funding structure of the library. Funds may be from city, county, taxing districts, other public funding entity, or 501(c) (3) corporation.

- ☐ Submit an annual library budget that addresses the needs of the community as reflected in the long-range plan.

- ☐ Have fiscal procedures and financial management practices consistent with local government practices and state law.

- ☐ Any library that is run by a governing board and is a designated 501-(c)-(3) corporation shall have an independent audit conducted every three years.

- ☐ Allocate funds for staff continuing education direct costs.

- ☐ Provide the minimum salary for a starting librarian's position as reported by the Texas Library Association.

	ENHANCED (50th %ile)	EXEMPLARY (75th %ile)
Population	Materials Expenditures per capita (including electronic resources)	
Less than 5,000	$2.22	$4.52
5,000 - 24,999	$1.72	$2.65
25,000 - 49,999	$1.90	$3.13
50,000 - 99,999	$2.56	$3.27
100,000 - 249,999	$2.36	$4.07
250,000+	$2.57	$3.32

	ENHANCED (50th %ile)	EXEMPLARY (75th %ile)
Population	Operating expenditures per capita	
Less than 5,000	$21.53	$35.71
5,000 - 24,999	$14.54	$22.50
25,000 - 49,999	$15.33	$24.14
50,000 - 99,999	$18.80	$22.53
100,000 - 249,999	$17.38	$21.96
250,000+	$19.79	$23.33

MARKETING STANDARDS

The library will recognize that it has a responsibility to promote library value, resources, services, and programs to all segments of their community by having an active, ongoing marketing plan.

☐ After assessing the communication opportunities in their community, library staff will utilize all available marketing tools which could include printed material, social media, websites, and the media i.e. newspaper, radio and TV.

☐ The library will be aware that each communication reflects the image of the library and should be attractive and accurate.

☐ It is recommended that printed flyers, posters, booklist, etc. have a recognizable look, brand or logo so the public will instantly recognize that it is from the library.

☐ When appropriate, communications will be available in languages other than English.

ADVOCACY STANDARDS

Advocacy incorporates the knowledge that having the support of elected officials, governmental entities and community stakeholders will impact the growth and quality of all libraries.

☐ The library will create and nurture non-partisan relationships by hosting events, attending hearings and informing interested community members about opportunities to lobby for library funding, policy and laws. An effort will be made to inform interested parties about legislative issues on a local, state and federal level to effective positive change for all libraries.

☐ Libraries will provide a communication plan, current usage statistics and key budget information to board members, friends groups and other support individuals. This will enable them to inform policy-making officials about the value of the library and promote library use.

PUBLIC RELATIONS STANDARDS

Libraries should focus attention on the need to foster and maintain a positive image in the community.

☐ Public relations will establish favorable press relationships and public understanding to promote goodwill and get news out about the library on a regular basis. It will target local demographics and reflect language(s) spoken in the community and to take full advantage of the service area's promotional opportunities.

☐ Libraries will recognize that excellent library services and a courteous well-trained staff that meets the needs of every segment of the community are the heart and soul of any public relations effort. Libraries will evaluate all policies and procedures in terms of effect on the public and the library's public relations. Libraries will regularly evaluate the public image of library services, staff and programming.

☐ Libraries are encouraged to use materials provided by the Texas State Library and Archives Commission, and the Texas Library Association

PERSONNEL STANDARDS

The most important component of quality library service is a knowledgeable and experienced library staff committed to providing the highest possible level of service to their community. Staffing begins with the Library Director. The most meaningful measure of staff level incorporates both population served and total service hours resulting in hours open per full-time equivalent (FTE) staff. The formula for deriving the ratio for an individual library is total hours open divided by total FTE's both items are reported in the TSLAC Annual Report. As number of hours open or number of staff increases, this ratio will change. Other staff is added as needed and as funding allows.

All staff members should:

☐ Project an image of competence and courtesy to the public they serve

☐ Have an understanding of the history and development of library services

☐ Know the service goals of the library and be aware of all library policies

☐ Be well-trained in the best practices and procedures required by their position

☐ Training and continuing education hours which can be fulfilled with distance learning, video conferencing workshops and seminars held in-house

☐ Participate in community-based organizations through membership and active participation

☐ Have salaries, hours, and benefits comparable with other positions of the funding entities requiring similar educational preparation and job assignments.

Planning and providing quality library services demands not only traditional bibliographic skills, but also the ability to:

☐ Assess needs

☐ Set objectives as well as evaluate and measure the effectiveness of public library programs

☐ Select materials and provide guidance in the use of all library resources

☐ Work within the political and social structures of the community

☐ Communicate and work effectively with board members and staff

☐ Make use of current and emerging technologies for information and communication

☐ Manage financial resources

☐ Manage fundraising, including grants, gifts, endowments, etc.

☐ In the interest of safety and security libraries should ensure that at least 2 staff/volunteers are in the library during open hours.

☐ If a library has a service population in which at least 30% speak a language other than English as their primary language there should be at least one bilingual staff member on duty during open hours who speaks that language.

POPULATION	ENHANCED (50th %ile)	EXEMPLARY (75th %ile)
1-4,999	**Education requirements for the Director**	
	Bachelor's degree from an accredited college or university plus 3 years of library work experience	Graduate degree in library and information studies from program accredited by ALA
	Completion of Small Library Management Training or an online alternative such as ABLE that is recognized by TSLAC within 3 years of hire or school certification in library science **OR** 18 graduate library science hours.	
	Training	
	Director: Minimum 15 hours per year total or 3 hours of college credit per year.	Director: Minimum 15 hours per year total or 3 hours of college credit per year.
	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.

POPULATION	ENHANCED (50th %ile)	EXEMPLARY (75th %ile)
5,000-9,999	**Education requirements for the Director**	
	Bachelor's degree from an accredited college or university plus 3 years of library work experience	Graduate degree in library and information studies from program accredited by ALA
	Completion of Small Library Management Training or an online alternative such as ABLE that is recognized by TSLAC within 3 years of hire or school certification in library science **OR** 18 graduate library science hours.	
	Training	
	Director: Minimum 15 hours per total or 3 hours of college credit per year.	Director: Minimum 15 hours per year total or 3 hours of college credit per year.
	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.

POPULATION	ENHANCED (50th %ile)	EXEMPLARY (75th %ile)
10,000-24,999	**Education requirements for the Director**	
	Bachelor's degree from an accredited college or university plus 3 years of library work experience	Graduate degree in library and information studies from program accredited by ALA
	Completion of Small Library Management Training or an online alternative such as ABLE that is recognized by TSLAC within 3 years of hire or school certification in library science **OR** Graduate degree in library and information studies from an ALA accredited program	3 years library administrative experience.
	Staffing Requirements	
	Have one FTE per 3,500 populations	Have one FTE per 2,500 population
	Have at least .25 FTE MLS Accredited Librarian	Have at least 1 FTE MLS Accredited Librarian
	Training	
	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.
	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.

POPULATION	ENHANCED (50th %ile)	EXEMPLARY (75th %ile)
25,000-49,999	**Education requirements for the Director**	
	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA
	3 years library administrative experience.	3 years library administrative experience.
	Staffing Requirements	
	Have one FTE per 4,100 population	Have one FTE per 2,850 population
	Have one MLS accredited Librarians per 17,100 population	Have one MLS accredited Librarians per 9,850 population
	Training	
	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.
	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.

POPULATION	ENHANCED (50th %ile)	EXEMPLARY (75th %ile)
50,000-99,999	**Education requirements for the Director**	
	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA
	5 years library administrative experience.	5 years library administrative experience.
	Staffing Requirements	
	Have one FTE per 3,600 populations	Have one FTE per 2,750 population
	Have one MLS accredited Librarians per 15,450 population	Have one MLS accredited Librarians per 9,500 population
	Training	
	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.
	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.

POPULATION	ENHANCED (50th %ile)	EXEMPLARY (75th %ile)
100,000-199,000	**Education requirements for the Director**	
	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA
	5 years library administrative experience.	5 years library administrative experience.
	Staffing Requirements	
	Have one FTE per 4,000 population	Have one FTE per 3,400 population
	Have one MLS accredited Librarians per 14,200 population	Have one MLS accredited Librarians per 10,450 population
	Training	
	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.
	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.

POPULATION	ENHANCED (50th %ile)	EXEMPLARY (75th %ile)
200,000-499,999	**Education requirements for the Director**	
	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA
	5 years library administrative experience.	5 years library administrative experience.
	Staff Requirements	
	Have one FTE per 3,500 population	Have one FTE per 3,100 population
	Have one MLS accredited Librarians per 14,375 population	Have one MLS accredited Librarians per 10,125 population
	Training	
	Director: Minimum 25 hours per year total or 6 hours of college credit per year.	Director: Minimum 25 hours per year total or 6 hours of college credit per year.
	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.

POPULATION	ENHANCED (50th %ile)	EXEMPLARY (75th %ile)
OVER 500,000	**Education requirements for the Director**	
	Graduate degree in library and information studies from program accredited ALA	Graduate degree in library and information studies from program accredited ALA
	5 years library administrative experience.	5 years library administrative experience.
	Staffing Requirements	
	Have one FTE per 3,825 population	Have one FTE per 2,850 population
	Have one MLS accredited Librarians per 12,775	Have one MLS accredited Librarians per 10,775
	Training	
	Director: Minimum 30 hours per year total or 9 hours of college credit per year.	Director: Minimum 30 hours per year total or 9 hours of college credit per year.
	Staff: At least two training programs for all other staff per year.	Staff: At least two training programs for all other staff per year.

SERVICE STANDARDS

Recognizing the diversity of the population in the community, public libraries shall provide all citizens access to information and materials in a timely manner and in useful and convenient formats. Each public library outlet shall apply service standards for hours open based on their individual, locally assigned service population. Through collaboration with TSLAC, TLA, ALA, and other educational and cultural entities, a public library shall strive to offer a variety of low or no cost programs that reflect the community needs and interests. Quality service in a public library shall include digital content such as access for the public and staff to the library catalog of holdings, the Internet, and other electronic resources.

Service standards include accessibility, information services, programming and output measures. Texas public libraries will work toward providing services that meet these standards.

The following accessibility standards apply to all public libraries in Texas:

☐ Core library services shall be available whenever the library is open to the public.

☐ Libraries will have a minimum of two publically accessible Internet terminals.

☐ Provide Interlibrary Loan service either free of charge or for recovery of direct costs

☐ Libraries will have Internet access for staff.

☐ Libraries will have an online catalog of holdings and an automated circulation system.

☐ Libraries will have a copy machine available for administrative and public use

☐ Libraries will have a telephone, fax machine, and scanner available for administrative use.

☐ Libraries will have a system for reserving circulating books

☐ Libraries will have day time and either evening or weekend hours

☐ The library will have staff, signage and publications to help patrons use the library where there is significant population speaking languages other than English in the service area

Accessibility

POPULATION	ENHANCED (50th %ile)	EXEMPLARY (75th %ile)
1-4,999	☐ Library is open at least 35 hours per week	☐ Library is open at least 40 hours per week ☐ Library has a website
5,000-9,999	☐ Library is open at least 40 hours per week ☐ Library has a website	☐ Library is open at least 45 hours per week ☐ Library has a website
10,000-24,999	☐ Library is open at least 45 hours per week ☐ Library has a website ☐ Library has social media presence	☐ Library is open at least 50 hours per week ☐ Library has a website ☐ Library has social media presence ☐ Library provides remote access to online catalog ☐ Library provides remote renewals for materials

25,000-49,999	☐ Library is open at least 50 hours per week ☐ Library has a website ☐ Library has social media presence	☐ Library is open at least 55 hours per week ☐ Library has a website ☐ Library has social media presence ☐ Library provides remote access to online catalog ☐ Library provides remote renewals for materials
50,000-99,999	☐ Library is open at least 60 hours per week ☐ Library has a website ☐ Library has social media presence ☐ Library provides remote access to online catalog	☐ Library is open at least 64 hours per week ☐ Library has a mobile friendly website ☐ Library has social media presence ☐ Library provides remote access to online catalog ☐ Library provides remote renewals for materials
100,000-199,999	☐ Library is open at least 64 hours per week ☐ Library has a website ☐ Library has social media presence ☐ Library provides remote access to online catalog	☐ Library is open at least 68 hours per week ☐ Library has a mobile friendly website ☐ Library has social media presence ☐ Library provides remote access to online catalog ☐ Library provides remote renewals for materials

200,00-499,999	☐ Library is open at least 66 hours per week ☐ Library has a website ☐ Library has social media presence ☐ Library provides remote access to online catalog	☐ Library is open at least 68 hours per week ☐ Library has a mobile friendly website ☐ Library has social media presence ☐ Library provides remote access to online catalog ☐ Library provides remote renewals for materials ☐ Library provides remote online reserve of circulating materials
500,000 +	☐ Library is open at least 72 hours per week ☐ Library has a website ☐ Library has social media presence ☐ Library provides remote access to online catalog	☐ Library is open at least 75 hours per week ☐ Library has a mobile friendly website ☐ Library has social media presence ☐ Library provides remote access to online catalog ☐ Library provides remote renewals for materials ☐ Library provides remote online reserve of circulating materials

Information Services

Texas public libraries provide information services for all patrons.

- ☐ Reference and readers advisory assistance

- ☐ Reference service by telephone to all callers all hours the library is open to the public

- ☐ Information and instruction on the use of the library and its materials and equipment

- ☐ Online database searching with remote access

- ☐ Reference service via e-mail or fax.

- ☐ Exemplary service level services include Enhanced services plus:

- ☐ Virtual reference service

Programming

Texas public libraries should strive to meet the needs of the citizens of their community.

- ☐ Presenting educational, cultural, recreational and reading programs that reflect diverse community needs and interests

- ☐ Providing children's programming to encourage reading and lifelong learning

- ☐ Collaborating with other community organizations and educational institutions to promote library services

- ☐ Providing library outreach services which bring library service to the under-served and un-served

- ☐ Summer reading programs for youth

- ☐ Provide adult programming appropriate to the needs of the community

- ☐ Online book clubs

- ☐ Programming in computer literacy

- ☐ Historical Digitization of community assets

TECHNOLOGY STANDARDS

Public libraries gather, organize and preserve information, they teach the members of their community to find what they need in the most effective and efficient ways. As much information is now collated, published, and created electronically, libraries must provide and be able to guide patrons through a continuing series of new technologies with an evolving succession of devices.

Libraries serve a wide variety of patrons, from those who do not have access to a computer at home to those who chose to remain at home and visit the library only remotely. Electronic communications and software now serve much the same functions as telephones and shelves and are just as necessary. Much of reference has moved online entirely. Libraries are encouraged to provide access to databases and online resources as well as email.

In order to provide these services, public libraries need knowledgeable staff, proper equipment, and good access to chosen content.

Content Access & e-vendors

Public libraries are also representatives of patrons in the larger marketplace. It is incumbent upon them to ensure the protection and privacy of patron data, to strive for easy patron access and use of new technologies, and to provide these services effectively, efficiently, and economically.

To those ends, libraries should require the following from vendors of e-items:

Security

To ensure patron privacy, all patron data moved across open networks (SIP, NSIP, etc.) must be encrypted, regardless of how much of this data the vendor collects or keeps.

Vendors must demonstrate they take steps to minimize internal risks with patron data, e.g. requiring background checks of employees dealing with such data.

Ease of Use

E-resources should be easy to use for the patron, device neutral, and integrated with library Integrated Library Systems (ILS). Further, e-vendors should be working towards open standard for file formats and they should be expected to provide sufficient notice of updates for easy library and end user adaptation.

Access & Pricing Models

E-vendors should provide a standardized selection of access models for e-materials including; pay per use that would include simultaneous use, limited pay per use for specific items (e.g. one year license), and perpetual access.

As end users have different expectations of e-materials than they do of those in print, access models must appear seamless and standardized to the end user and include easy-to-navigate returns.

Pricing models must be predictable for budgetary purposes (e.g. caps or tokens) and able to accommodate on the fly adjustments by the library.

Consortia

For the efficient provision of e-resources in the variety of communities served by Texas libraries, libraries must be able to choose whether or not to become members of a consortium, which consortium they wish to join- with the consent of that consortium- and what the guiding rules of each consortium will be (e.g. whether or not all materials purchased will be accessible to all members, management fees, collection development, etc.)

Portability of e-materials

In the interest of the cost-effectiveness provided by competition, a mechanism should be developed by e-vendors to allow libraries to transfer their e-resources to other vendors, while recognizing the original vendor may have ongoing costs to maintain these resources. This mechanism should be standardized across vendors, transparent, and contractual.

Standards All Populations

Enhanced

- ☐ 1 working computer for public use per **2,000** population served OR a minimum of 2 whichever is greater

- ☐ Office applications software and standard plug-ins (e.g. Adobe Acrobat) loaded on all public computers

- ☐ Anti-virus and spam-blocker software on all public computers

- ☐ At least one printer for public use

- ☐ Authentication of access to e-resources with patron library cards

- ☐ Scanning services

- ☐ Establish a replacement/maintenance schedule for equipment and software (**4** years)

- ☐ Dedicated Internet connection which can support simultaneous use of multiple computers

- ☐ High Speed Internet access with enough bandwidth to support downloading audio and video files

- ☐ Wireless access

Exemplary

- ☐ 1 working computer for public use per **1,500** population served OR a minimum of 2 whichever is greater

- ☐ Office applications software and standard plug-ins (e.g. Adobe Acrobat) loaded on all public computers

- ☐ Specialized software (e.g. Photoshop)

- ☐ Anti-virus and spam-blocker software on all public computers

- ☐ At least one printer for public use

- ☐ Authentication of access to e-resources with patron library cards

- ☐ Scanning services

- ☐ Establish a replacement/maintenance schedule for equipment and software (3 years)

- ☐ Dedicated Internet connection which can support simultaneous use of multiple computers

- ☐ High Speed Internet access with enough bandwidth to support streaming audio and video files

- ☐ Wireless access with printing capabilities

Libraries should consider the following enhancements to current services.

- ☐ Self-check equipment

- ☐ Both Apple and PC computers for public use

- ☐ Ability to use a headphone with public computers

- ☐ Color printers for the public

- ☐ 3D printers

- ☐ Laptop computers, tablets, iPods, and e-readers for in-house use and checkout

- ☐ Digital cameras for checkout

- ☐ Audio/video editing software

- ☐ Distance learning and video conferencing facilities

- ☐ Gaming equipment for all ages

- ☐ Digitized archival and historical collections available on the web

- ☐ Maker spaces- both low & high tech

APPENDIX A

Local Implementation Checklist

Use as a check to compare how your library is doing against the public library standards. Mark each statement according to the following criteria.

ADMINISTRATION STANDARDS	Achieved	Working on	Not yet begun	Not applicable
LIBRARY BOARD				
The Library Board has bylaws.				
The Library Board meets at least quarterly.				
The library provides orientation and continuing education for the Library Board.				
At least one member of the Library Board is a current member in a professional library organization.				
The Library has:				
A written mission statement				
A written long-range plan				
A written technology plan				
The library has policies and procedures covering:				
a. ADA compliance				
b. Circulation				
c. Code of Conduct for library users				
d. Collection Development/Materials Selection				
e. Copyright Compliance (publicly posted)				
f. Customer Service				
g. Emergency Procedures and Safety Standards				
h. Gifts and Special Collections				
i. Human Resources				
j. Interlibrary Loan				
k. Internet and other technology priorities				
l. Patron Complaints				
m. Privacy and Confidentiality				
n. Public Relations				
o. Record Retention Schedule consistent with Local Government Records Act				
p. Other policies and procedures as appropriate to the library's mission, goals and facilities				

	Achieved	Working on	Not yet begun	Not applicable
The library reviews policies and procedures every two years.				
The library issues an Annual Report to the general public and members of the funding agency.				
Cooperate with other (non-library) agencies to offer information, services and programs to library users.				
Partner with other libraries (public, school, academic and special) to offer information, services and programs to library users.				
The library uses a variety of indicators and outcome measures to determine the effectiveness of its service program.				
The library conducts community studies and other assessments to ensure community participation in the design and delivery of library services.				
The library completes a community analysis at least every five years.				
The library completes a patron survey at least every two years.				
The library has a Friends and/or Foundation 501(c)(3) support group.				
The Library Director is a current member in a professional library organization.				
At least one library board member is a current member of a professional library organization.				
The library conducts an annual meeting for the purpose of planning and evaluating services.				

COLLECTION STANDARDS	Achieved	Working on	Not yet begun	Not applicable
A collection development plan based on community needs includes selection criteria, collection specialties, priorities and requests for reconsideration.				
The library collection reflects the diversity of the population in the community.				
The collection includes a variety of formats, including electronic resources.				
The collection includes basic reading skills and English as a Second Language (ESL) materials.				
The collection has been weeded within the past five years.				
Interlibrary Loan services are offered.				
The library participates in the TexShare card program.				
The library collects local history materials.				

The library maintains a core reference collection which may include online resources.				
The library provides an adequate number of materials:				
a. The collection has _____ items				
b. The collection has _____ items per capita				
The library's collection is used by the community:				
a. The circulation per capita is _____				
b. The collection turnover rate is _____				
The library maintains a current collection:				
a. The percentage of the collection less than five years old is _____				
b. The entire collection is weeded every _____ years				

FACILITIES STANDARDS	Achieved	Working on	Not yet begun	Not applicable
The Library will:				
Comply with federal, state and local building codes, including ADA and TABA				
Have an emergency procedures manual and a disaster plan				
Have the required emergency facilities				
Have and regularly reviews adequate insurance for loss or damage to the library				
Review existing and future facilities for safe, secure environment				
Have a plan and budget for the maintenance of the building(s) and grounds				
Have convenient and adequate parking				
Be clearly identified by exterior sign, visible from the street, as a library				
Have well designed signs including the International Symbol of Accessibility where appropriate				
Incorporate changes to move toward sustainable buildings				
Have adequate provision for current electrical, data and telephone needs				
Have controlled temperature and humidity for the benefit of visitors, staff and the protection of property				
Have adequate interior and exterior lighting				
Have an after-hours materials return that is fireproof, in a safe, well-lit area				
Have furnishing and equipment adequate to meet the needs of users and staff				

	Achieved	Working on	Not yet begun	Not applicable
Have adequate space to meet service, operation and storage needs				
Have meeting space for library programs and for use by community groups, if it is part of the library's plan				
Receive input from stakeholders on location, design and accessibility of future locations and renovations				
Complete a space needs assessment every five years				

FINANCE STANDARDS	Achieved	Working on	Not yet begun	Not applicable
The following are non-quantitative standards to be met:				
Receive funds on an ongoing basis as the basic funding structure of the library from: city, county, taxing district, other public funding entity or 501(c)(3) groups.				
Submit and annual library budget that addresses the needs of the community as reflected in the long-range plan.				
Have fiscal procedures and financial management practices consistent with local government practices and state law.				
Any library that is run by a governing board and is designated 501(c)(3) shall have an independent audit conducted every three years.				
Allocate funds for staff continuing education costs				
Provide the minimum salary for a starting librarian's position as reported by the Texas Library Association				
Allocates _____ per capita for materials expenditures				
Allocates _____ per capita for operating expenditures				

MARKETING STANDARDS	Achieved	Working on	Not yet begun	Not applicable
The library has an active, ongoing marketing plan.				
The library has assessed communication opportunities and uses all available marketing tools in the community.				
The library recognizes that communications reflect the image of the library and should be attractive and accurate.				
The library uses a recognizable look, brand or logo on all printed materials.				
When appropriate, the materials are available in language(s) other than English.				

ADVOCACY STANDARDS	Achieved	Working on	Not yet begun	Not applicable
The library will create and nurture non-partisan relationships to inform interested community members about opportunities to lobby for library funding, policy and laws.				
Information will include legislative issues on a local, state and federal level to effect positive change for all libraries.				
The library will provide information to community advocates to enable them to communicate the value of the library to policy-making officials and promote library use.				

PUBLIC RELATIONS STANDARDS	Achieved	Working on	Not yet begun	Not applicable
The library will focus on the need to foster and maintain a positive image in the community.				
The library will establish favorable press relationships.				
The library will target local demographics and reflect language(s) spoken in the community.				
The library will evaluate all policies and procedures in terms of effect on the public and the library's image.				
The library will evaluate the public image of library services, staff and programming.				

PERSONNEL STANDARDS	Achieved	Working on	Not yet begun	Not applicable
All staff members should:				
Project an image of competence and courtesy				
Have an understanding of the history and development of library services				
Know the service goals of the library				
Be aware of all library policies				
Be trained in best practices and procedures required by the position				
Have training and continuing education hours				
Participate in community-based organizations				
Have salaries, hours and benefits comparable with other positions of the funding entity requiring similar educational preparation and job assignments				
The Director has the required education				
The Director completes the required annual training				

	Achieved	Working on	Not yet begun	Not applicable
The staff attends annual continuing education courses/workshops				
There is one FTE per _____ population				
There is _____ FTE MLS per _____population				

SERVICE STANDARDS	Achieved	Working on	Not yet begun	Not applicable
All public libraries in Texas shall:				
Have core library services available when they are open to the public				
Have a minimum of two publicly accessible Internet terminals				
Provide InterLibrary Loan either for free or for recovery of direct costs				
Have Internet access for staff				
Have an online catalog of holdings and an automated circulation system				
Have a copy machine available for administrative and public use				
Have a telephone and scanner available for administrative use				
Have a system for reserving circulating books				
Have day time, evening and weekend hours				
Have staff, signage and publications in appropriate language(s) to help patrons where there is significant population speaking a language other than English				
Service: Accessibility	Achieved	Working on	Not yet begun	Not applicable
The library is open _____ hours per week				
The library has a website				
The library has a social media presence				
The library provides remote access to the online catalog				
The library provides remote renewals for materials				
The library provides remote online reservation of circulating materials				
Service: Information Service	Achieved	Working on	Not yet begun	Not applicable
Reference and readers advisory assistance				
Reference service by telephone when the library is open to the public				
Information and instruction on the use of the library and it materials and equipment				
Online database searching with remote access				
Virtual reference service				

Services: Programs	Achieved	Working on	Not yet begun	Not applicable
To meet the needs of the community the library will:				
Present educational, cultural, recreational and reading programs that reflect diverse community needs and interests				
Provide children's programs to encourage reading and lifelong learning				
Collaborate with other community organizations and educational institutions to promote library services				
Provide library outreach services to the under-served and un-served in the community				
Facilitate a summer reading program for youth				
Provide adult programs appropriate to the needs of the community				
Moderate online book clubs				
Offer programs in computer literacy				
Digitize historical community assets				

TECHNOLOGY	Achieved	Working on	Not yet begun	Not applicable
The library will:				
Provide an adequate number of computers for population served				
Consider technological enhancements to current services as trends indicate				
Require its e-Vendors to encrypt patron data across the internet and minimize internal risks to patron data				
Forward a copy of the Technology Standards to all of its e-Vendors and ask for compliance				

APPENDIX B

Space Needs Worksheet

Library _____

Person completing form _____   Date _____

Step 1 – Design Population

---

a. Current local population (for comparison only)   _____

b. Projected local population   _____

c. Projected nonresident population   _____

d. TOTAL (b + c)   _____

Step 2 – Collection Space

---

a. Books: # of volumes _____/ 10   _____sq. ft.

b. Music CDs/recordings: # of items _____/10   _____ sq. ft.

c. Audio books: # of items _____/10   _____ sq. ft.

d. Videocassettes: # of items _____/ 10   _____ sq. ft.

e. Periodical display: # of titles _____/ 1.5   _____ sq. ft.

f. Periodical storage: # of titles _____/ 0.5 x # of
    years retained _____   _____ sq. ft.

g. TOTAL (a+b+c+d+e+f)   _____ sq. ft.

Projected population (from Step 1:d) _____

a. 7-10 seats/each 1,000 people   _____ seats

b. # of seats _____ x 30   _____ sq. ft.

a. # of workstations _____ x 150   _____ sq. ft.

a. General meeting: # of seats _____ x 10   _____ sq. ft.

b. Conference room: # of seats _____ x 25   _____ sq. ft.

c. Children's program: # of seats _____ x 10   _____ sq. ft.

d. Study Room: # of seats   _____ x 10   _____ sq. ft.

e. TOTAL (a+b+c)   _____ sq. ft.

a. Collection space (from Step 2:g)   _____ sq. ft.

   User seating space (from Step 3:b)   _____ sq. ft.

   Staff work space (from Step 4:a)   _____ sq. ft.

Meeting room space (from Step 5:c) _____ sq. ft.

b. SUBTOTAL 1 _____ sq. ft.

c. Multiply SUBTOTAL 1 by 0.1 _____ sq. ft.

(An alternative method is to list specific types of special-use space and their representative space allocations and enters the total in Step 6:c).

Step 7 – No assignable Space

---

a. SUBTOTAL 1 (from Step 6:b) _____ sq. ft.

b. Special-use space (from Step 6:c) _____ sq. ft.

c. SUBTOTAL 2 (a + b) _____ sq. ft.

d. Multiply subtotal 2 by 0.25 _____ sq. ft.

Step 8 – Public-Access Computer Work Space

---

a. # of workstations _____ x 25 _____ sq. ft.

Step 9 – Putting It All Together

---

a. Collection space (from Step 2:g) _____ sq. ft.

b. User seating space (from Step 3:b) _____ sq. ft.

c. Staff work space (from Step 4:a) _____ sq. ft.

d. Meeting room space (from Step 5:d) _____ sq. ft.

e. Special-use space (from Step 6:c) _____ sq. ft.

f. No assignable space (from Step 7:d)   _____ sq. ft.

g. Public-access computer work space (from Step 8:a)   _____ sq. ft.

h. GROSS AREA NEEDED (a+b+c+d+e+f+g)   _____ sq. ft.

NOTES

Appendix C
Selected Glossary of Terms and Acronyms

- ABLE: Alternative Basic Library Education. An online training program available through Texas State Library website.

- ADA: Americans with Disabilities Act.

- ADA Accessible: An unobstructed space that can be negotiated safely by a person with a disability.

- Advisory Board: External group of citizens that advises a library director and local government on the operations of the library.

- ALA: American Library Association.

- ALA Accredited MLS: A master's degree in the field of library and information awarded by an ALA accredited university.

- Blog: A blog is an online journal generally administered by one individual. It can be a personal diary or a compilation of Web based articles devoted to a single subject that is kept in a reverse chronological order.

- Catalog of Holdings: A system for use by staff and patrons that determines what items are in the library's collection.

- Collection: The total number of all titles and physical units in a library.

- Collection Turnover Rate: A library's total annual circulation divided by the total collection.

- Community-based Organization: Service-based organizations, examples include YWCA, church affiliated, etc.

- Continuing Education: Any formal training that library personnel utilize to improve job-related knowledge.

- Core Library Services: Circulation, reference, technology services and applicable programming for people of all ages (as facilities and scheduling allows).

- Customized Database Searching: A special reference inquiry that requires library personnel to develop search strategies to retrieve information (documents) from electronic databases. These searches often involve several interactions with the patron, and guidelines for customized database searching should be outlined in the library's policies and procedures.

- Director: Chief executive officer of a public library.

- E-book: An electronic version of a printed book that can be downloaded to a computer, e-book reader, palm pilot and other applicable electronic devises.

- Electronic Bulletin Board: An electronic message center for a specific interest group.

- Electronic Database: An accessible collection of information stored within the memory of a computer.

- Electronic Use: Data that accurately reflects the number of times a library Internet connection or database is accessed during a specific time period.

- Full-time Equivalent or FTE: One or more individuals whose total working hours add up to 40 per week.

- Governing Board: Group of citizens appointed by a local government. A governing board is an entity that has legal, financial, and policy-making responsibilities.

- iPod: A portable MP3 electronic device used to play and store audio files such as talking books and music.

- ILL or Interlibrary Loan: Loaning library materials or copies of library materials by one library to another entity outside the loaning library system.

- Internet Accessible Computer Terminals: Computers that are available for the staff and/or the public to access the Internet in the library.

- Internet Homepage/Webpage: A file in HTML (Hypertext Markup Language) format that is accessed over the Internet via a web browser. The term homepage refers to the starting point that will reference other HTML pages. The address of a homepage or a webpage file is called a URL (Uniform Resource Locator).

- LAN: Two or more computers connected with software and hardware; computers can be Wired or wireless.

- Library Outlet: Collections in nursing homes and jails, stations, etc. Not the same as a branch. No staff, no hours open simply a collection that the library has housed in another location.

- Long Range Plan: A document that states the goals and objectives of a library for a specific length of time (usually 3 — 5 years).

- Meeting Room: A public space in a library that is used for programs, meetings and special events.

- Non assignable Space: Hallways, walkways and other areas.

- Online Catalog: A computer-based catalog of holdings.

- Outreach: Library services that extend outside the library facility.

- Patron Computer: A computer assigned solely for patron use.

- Population: Service Population as assigned to a library by the Texas State Library and Archives Commission.

- Public Library: A library that is operated by a single public agency or board and is freely open to all persons in a given community, district or region under identical conditions, and that receives its financial support in whole or part from public funds.

- Remote Access: Communication between a user and a library resource from a location outside the physical library facility.

- SLMT: Small Library Management Training.

- Social Networking Site: An online community that allows users to share information about themselves and areas of common interest. Some of the most popular are: Twitter, Facebook, and You Tube.

- TABA: Texas Architectural Barriers Act

- TLA: Texas Library Association.

- TSLAC: Texas State Library and Archives Commission.

- WAN: A network that covers a large geographic territory; can be public like the Internet or privately used in businesses. For example, in private business a WAN can connect offices located in NY, CA, and TX.

- Wiki: a Web site or page that contains information that can be edited by users. It is a fluid online document.

- Weeding: Evaluation and removal of library materials that are no longer of value to the library because they are outdated, worn or no longer used by the library's patrons.