

**TENNESSEE MINIMUM STANDARDS  
FOR  
NON-METROPOLITAN PUBLIC  
LIBRARIES**

**REVISED 2003**

**Planning and Development Division  
Tennessee State Library and Archives  
Department of State  
Nashville, Tennessee**

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## INTRODUCTION

Public library standards provide specific criteria by which libraries can be measured and evaluated. They provide focus and direction for action and accountability within local library communities. The newly revised 2003 *Tennessee Minimum Standards for Non-Metropolitan Libraries* should be beneficial to all Tennessee public libraries and the people they serve.

This manual is designed as a self-evaluation tool. Each standard is presented as a statement, allowing the library to determine whether it meets or does not meet the criteria. Tennessee State Library and Archives staff through Tennessee's twelve regional libraries are prepared to assist public libraries in using this manual to its fullest potential.

### **2003 PUBLIC LIBRARY STANDARDS COMMITTEE**

The *Tennessee Minimum Standards for Non-Metropolitan Libraries* were first developed in 1988-90 and then revised in 1996. In keeping with the tradition of appointing one representative from each of Tennessee's twelve regions to serve on the Minimum Standards Committee, State Librarian and Archivist Edwin S. Gleaves, with the approval of Secretary of State Riley C. Darnell, appointed the following individuals to recommend revisions. The committee included representatives from Levels I – V libraries, two library trustees, two regional directors, and a representative from the Tennessee Advisory Council on Libraries.

**Blue Grass: Pat Buzzell, Blue Grass Regional Library Board of Trustees**

**Caney Fork: Karen Tittle, Director, May Justus Memorial Library, Monteagle**

**Clinch Powell: Jane Giles, Director, Clinton Public Library**

**Forked Deer: Sharon Simpson, Director, McIver's Grant Public Library, Dyersburg**

**Fort Loudoun: Andy Hunt, Director, Cleveland Public Library**

**Highland Rim: Diana Skousen, Director, Highland Rim Regional Library**

**Nolichucky: Don Reynolds, Director, Nolichucky Regional Library**

**Reelfoot: Virginia Whitworth, Director Emeritus, Benton County Public Library**

**Shiloh: Bill Wernet, Lee Ola Roberts Public Library Board of Trustees, Whiteville, and Tennessee Advisory Council on Libraries**

**Upper Cumberland: Diane Duncan, Director, Putnam County Public Library, Cookeville**

**Warioto: Pam Ford, Director, Stewart County Public Library, Dover**

**Watauga: Lusetta Slagle, Director, Washington County Public Library– Gray Branch**

These individuals deserve our thanks for months of careful deliberation resulting in a much-needed revision of *Tennessee Minimum Standards for Non-Metropolitan Libraries*. We believe the following document provides an excellent workbook for assessing current local library programs and services, as well as a vehicle to assist in planning for the future growth of Tennessee public libraries.

**Assumptions Upon Which the Standards Are Based**

The 2003 Standards Committee used four assumptions as a framework:

- ❖ Assumption One: These standards remain minimum standards. However, because of already-existing wide diversity in some statistical categories among libraries in our state, the committee has recommended an occasional Standard of Excellence to which libraries can strive.
- ❖ Assumption Two: These standards reflect average, achievable current conditions in Tennessee public libraries. Tennessee public library standards will be reviewed and revised as needed.
- ❖ Assumption Three: Although these standards are based on the population of the library’s service area, the Committee believes that each county in Tennessee should work toward having a Level IV Public Library, even if the county population is less than 25,000.
- ❖ Assumption Four: These standards do not address the special characteristics of the four metropolitan public libraries in Tennessee, nor do they address the optimum configuration for county library systems.

**Changes and Revisions**

The Standards Revision Committee had access to current statistics about all Tennessee public libraries, the availability of which led to several changes in the revised *Standards*. A few of the most significant changes and revisions are outlined below.

- ❖ Because of a significant population increase in one Level V library service area, Level V Non-metropolitan libraries in Tennessee now serve from 50,000 to 175,000 people. Three Level V libraries currently serve populations of more than 100,000. These three library service areas range from 108,000 to 171,500. The smallest Metropolitan library in Tennessee currently serves a population of 308,000.

1996 Standards	
LEVEL	POPULATION
I	Under 5,000
II	5,000-9,999
III	10,000-24,999
IV	25,000-49,999
V	50,000-150,000

2003 Revised Standards (See Appendix I)	
LEVEL	POPULATION
I	Under 5,000
II	5,000-9,999
III	10,000-24,999
IV	25,000-49,999
V	50,000-175,000

- ❖ Standards categories have been changed to reflect the new and expanded roles that technology and community relations play in public libraries. Standards for hours open are now included under the category Services.

1996 STANDARD CATEGORIES
Governance
Plan
Budget
Hours
Staffing
Collection
Telecommunications
Services
Facility

2003 REVISED STANDARD CATEGORIES
Governance
Planning
Budget
Community Relations
Personnel
Collection
Technology
Services
Facility

- ❖ The salaries of library directors in Tennessee remain quite low when compared to those of library directors in other states. The new standards for entry-level salaries of library directors were determined with consideration of data from the statewide *Tennessee Public Library Director Salary Survey: 2001-2002*. The *Survey* included salaries of library directors who have served as directors for many years. Therefore, the committee did not recommend using current averages as minimum standards as was done in 1996. The new standards are considerably higher than those of 1996, but the new standards are also intended only as entry-level, beginning salaries. Salaries should obviously be examined closely each year for cost of living and merit increases.

The reason for the significantly higher recommended minimum entry level salary levels at Levels IV and V is that both levels require a director with the MLS degree.

LIBRARY LEVEL	1996 MINIMUM STANDARD	2001-02 AVERAGE HOURS WORKED PER WEEK	2001-02 AVERAGE HOURLY WAGE	2001-02 MEDIAN HRLY WAGE	2003 RECOMMENDED BEGINNING SALARY
I	\$10,500 (\$5.05 hrly)	31.75	\$10.51	\$9.99	\$8.00
II	\$14,500 (\$6.97)	33.85	\$9.68	\$8.97	\$8.50
III	\$17,000 (\$8.17)	37.01	\$12.40	\$12.50	\$12.00
IV	\$23,000 (\$11.06)	38.47	\$14.47	\$13.76	\$17.00
V	\$30,000 (\$14.42)	39.56	\$21.82	\$21.77	\$20.50

- ❖ The 2003 *Standards* add more basic standards for Community Libraries. The committee felt strongly that any public library, however small, serving the citizens of Tennessee should be held to certain minimum standards of expectation and accountability.

1996 Standards for Community Libraries
Permanent location
Permanent collection
Regularly scheduled hours
Paid staff
Listed telephone
Maintenance of Effort

2003 Revised Categories for Community Libraries
Governance
Planning
Budget
Personnel
Collection
Community Relations
Technology
Services
Facility

- ❖ The 1996 standard requiring a specific circulation per capita has been deleted. While circulation remains important as a measure of library service within some communities, with the advent of online resources within libraries, it has become increasingly difficult to measure the success of libraries using only circulation statistics. The Tennessee State Library and Archives will, however, continue to collect circulation statistics as defined annually by the Federal-State Cooperative System.
- ❖ The new 2003 standards require that all public libraries in Tennessee provide some degree of reference assistance to patrons. In addition, all public libraries are now required to enter their bibliographic holdings on the online statewide database and to participate in statewide interlibrary loan. These are basic services that all public libraries should be able to offer their patrons.
- ❖ The new 2003 standards require that all public libraries provide “adequate” public Internet workstations. There are no national standards for numbers of library workstations per capita. Each library needs to determine numbers of workstations by considering such factors as community needs, numbers of patrons waiting for significant periods of time, space allowances, etc. The annual publication *Tennessee Public Library Statistics* provides statistics for comparing numbers of Internet terminals in Levels I – V libraries throughout Tennessee.

In addition, the new standards require “adequate” bandwidth to serve the Internet access needs of both staff and public. It is essential that computers used in the public library setting perform at acceptable speeds with minimal delays.

INSERT ORGANIZATIONAL CHART  
(PAGE 8 IN MANUAL)

## **THE TENNESSEE PUBLIC LIBRARY SYSTEM**

Several levels of government and their respective agencies are involved in creating, maintaining, and improving public library service in Tennessee. The General Assembly provides the legal framework within which these various agencies operate and interact in the *Tennessee Code Annotated, Title 10*. A graphic depiction of the interrelationship between these agencies is provided in the organization chart entitled "The Relationship Between the Tennessee State Library and Archives and Local Public Libraries."

### **The State Library and Archives Management Board**

The State Library and Archives Management Board consists of the Secretary of State, the State Treasurer, the Comptroller of the Treasury, the Commissioner of Education, and the Commissioner of Finance and Administration. The State Librarian and Archivist serves as Executive Secretary to the Board.

The State Library and Archives Management Board serves as the chief policy making body for the Tennessee State Library and Archives. According to *TCA, Title 10-1-104*, one of the functions of the Management Board is "the encouragement of library development throughout the state by means of advice, guidance, and library extension services, in the course of which the division is empowered to enter into local, regional or interstate contracts with competent agencies in the furtherance of library services." As a part of this function, the Management Board is empowered to "establish policies to govern the administration of the state library system ... [and] such policies, rules and regulations as may be deemed by it necessary to govern the use of such properties and the use and disposition of materials under its jurisdiction."

### **The Office of the Secretary of State**

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

### **The Tennessee State Library and Archives**

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

## **The Tennessee Advisory Council on Libraries**

The Tennessee Advisory Council on Libraries advises the Tennessee State Library and Archives on its long-range program for library services in Tennessee. The Advisory Council discusses policy matters in the administration of the long range program and assists in evaluating library programs, services and activities, with special emphasis on federally-funded projects. Members of the Council are appointed by the Secretary of State and include at least one representative each from the public library, school library, academic library, special library, and regional library sectors; a representative from the Tennessee Library Association and from Tenn-Share; and general library users.

## **The Tennessee Regional Library System**

On July 1, 1999, Tennessee's twelve regional libraries became an integral part of the Tennessee State Library and Archives. The twelve regional libraries provide state and federal assistance to 176 non-metropolitan public libraries (including full-service and community libraries) and 36 branch libraries in 91 counties. Regional Library staff continue to provide valuable recommendations and assistance to local library staff and library trustees as they seek to meet and maintain the new minimum standards.

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

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

- ◆ Leadership to librarians, library trustees, and governmental officials in the development of effective public library service within the region
- ◆ Staff development programs and in-service training programs for employees and trustees
- ◆ Collections of book and non-book materials
- ◆ Promotion of cooperation and coordinated programs among public libraries
- ◆ Delivery of materials to otherwise un-served areas of the region through van service
- ◆ Support services for librarians and library users with special needs and interests
- ◆ Collection, maintenance, and dissemination of statistical information

## **County/Municipal Funding Bodies and Library Boards**

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

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

The Services of Agreement obligates the local library board to:

- ◆ Furnish an annual Application for Regional Library Services
- ◆ Meet the State of Tennessee Maintenance of Effort (MOE) requirements
- ◆ Maintain a schedule of service hours equal to or greater than that in the preceding year
- ◆ Furnish required statistics and information to the regional library and to local government
- ◆ Comply with Title VI of the Civil Rights Act of 1964
- ◆ Extend library privileges and facilities to persons outside its service area on whatever basis it deems best
- ◆ Participate in training provided by the regional library
- ◆ Prepare an annual long-range program for the library that includes both service and management goals
- ◆ Cooperate with the regional library in long-range planning for library development

### **STANDARDS REVIEW PROCESS**

The first draft of the *2003 Tennessee Minimum Standards for Non-Metropolitan Public Libraries* was presented at a program at the Annual Conference of the Tennessee Library Association in April, 2003. Draft copies of the *2003 Standards* were also distributed to the twelve regional libraries and posted on the Tennessee State Library and Archives website for review through June 30, 2003. In addition, the Tennessee Advisory Council on Libraries reviewed the draft and recommended its approval.

In August, 2003, the 2003 Standards Revision Committee met for the last time to consider written comments and recommendations from public library staff, trustees, and advocates received to date. The final version of the *Standards* was completed on August 29, 2003.

Jane Pinkston  
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Tennessee State Library and Archives  
Nashville, Tennessee  
September, 2003

## OVERVIEW OF 2003 TENNESSEE MINIMUM STANDARDS FOR NON-METROPOLITAN FULL-SERVICE LIBRARIES

	<b>PUBLIC LIBRARY LEVEL V</b>	<b>PUBLIC LIBRARY LEVEL IV</b>	<b>PUBLIC LIBRARY LEVEL III</b>	<b>PUBLIC LIBRARY LEVEL II</b>	<b>PUBLIC LIBRARY LEVEL I</b>
<b>SERVICE POPULATION</b>	50,000-175,000	25,000-49,999	10,000-24,999	5,000-9,999	Under 5,000
<b>GOVERNANCE</b>	<ul style="list-style-type: none"> <li>▪ Legally established</li> <li>▪ Board has bylaws</li> <li>▪ Six board meetings/year</li> <li>▪ Written policies</li> <li>▪ Posted legal compliance notices</li> <li>▪ Board hires director; Director hires and supervises staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Legally established</li> <li>▪ Board has bylaws</li> <li>▪ Six board meetings/year</li> <li>▪ Written policies</li> <li>▪ Posted legal compliance notices</li> <li>▪ Board hires director; Director hires and supervises staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Legally established</li> <li>▪ Board has bylaws</li> <li>▪ Six board meetings/year</li> <li>▪ Written policies</li> <li>▪ Posted legal compliance notices</li> <li>▪ Board hires director; Director hires and supervises staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Legally established</li> <li>▪ Board has bylaws</li> <li>▪ Six board meetings/year</li> <li>▪ Written policies</li> <li>▪ Posted legal compliance notices</li> <li>▪ Board hires director; Director hires and supervises staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Legally established</li> <li>▪ Board has bylaws</li> <li>▪ Six board meetings/year</li> <li>▪ Written policies</li> <li>▪ Posted legal compliance notices</li> <li>▪ Board hires director; Director hires and supervises staff</li> </ul>
<b>PLANNING</b>	<ul style="list-style-type: none"> <li>▪ Mission statement</li> <li>▪ Long Range Plan</li> <li>▪ Annual evaluation</li> <li>▪ Branches included in Long Range Plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Mission statement</li> <li>▪ Long Range Plan</li> <li>▪ Annual evaluation</li> <li>▪ Branches included in Long Range Plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Mission statement</li> <li>▪ Long Range Plan</li> <li>▪ Annual evaluation</li> <li>▪ Branches included in Long Range Plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Mission statement</li> <li>▪ Long Range Plan</li> <li>▪ Annual evaluation</li> <li>▪ Branches included in Long Range Plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Mission statement</li> <li>▪ Long Range Plan</li> <li>▪ Annual evaluation</li> </ul>
<b>BUDGET</b>	<ul style="list-style-type: none"> <li>▪ Meets MOE</li> <li>▪ Written, justified budget</li> <li>▪ Board reviews budget at each meeting</li> <li>▪ Annual audit</li> <li>▪ Salaries and benefits budget comparable to county/municipal positions with similar requirements</li> </ul>	<ul style="list-style-type: none"> <li>▪ Meets MOE</li> <li>▪ Written, justified budget</li> <li>▪ Board reviews budget at each meeting</li> <li>▪ Annual audit</li> <li>▪ Salaries and benefits budget comparable to county/municipal positions with similar requirements</li> </ul>	<ul style="list-style-type: none"> <li>▪ Meets MOE</li> <li>▪ Written, justified budget</li> <li>▪ Board reviews budget at each meeting</li> <li>▪ Annual audit</li> <li>▪ Salaries and benefits budget comparable to county/municipal positions with similar requirements</li> </ul>	<ul style="list-style-type: none"> <li>▪ Meets MOE</li> <li>▪ Written, justified budget</li> <li>▪ Board reviews budget at each meeting</li> <li>▪ Annual audit</li> <li>▪ Salaries/benefits budget comparable to county/municipal positions with similar requirements</li> </ul>	<ul style="list-style-type: none"> <li>▪ Meets MOE</li> <li>▪ Written, justified budget</li> <li>▪ Board reviews budget at each meeting</li> <li>▪ Annual audit</li> <li>▪ Salaries and benefits budget comparable to county/municipal positions with similar requirements</li> </ul>

	<b>PUBLIC LIBRARY LEVEL V</b>	<b>PUBLIC LIBRARY LEVEL IV</b>	<b>PUBLIC LIBRARY LEVEL III</b>	<b>PUBLIC LIBRARY LEVEL II</b>	<b>PUBLIC LIBRARY LEVEL I</b>
<b>BUDGET (cont'd)</b>	<ul style="list-style-type: none"> <li>▪ Minimum of 15% of local appropriation for materials <i>Excellence: 20%</i></li> <li>▪ Minimum of \$7.50 per capita appropriated from local sources <i>Excellence: \$22 per capita</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum of 15% of local appropriation for materials <i>Excellence: 20%</i></li> <li>▪ Minimum of \$6.50 per capita appropriated from local sources <i>Excellence: \$16 per capita</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum of 10% of local appropriation for materials <i>Excellence: 15%</i></li> <li>▪ Minimum of \$5.75 per capita appropriated from local sources <i>Excellence: \$11 per capita</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum of 10% of local appropriation for materials <i>Excellence: 15%</i></li> <li>▪ Minimum of \$5.75 per capita appropriated from local sources <i>Excellence: \$11 per capita</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum of 10% of local appropriation for materials <i>Excellence: 15%</i></li> <li>▪ Minimum of \$5.75 per capita appropriated from local sources <i>Excellence: \$11 per capita</i></li> </ul>
<b>PERSONNEL</b>	<ul style="list-style-type: none"> <li>▪ Director - MLS</li> <li>▪ Beginning salary \$20.50 an hour</li> <li>▪ 2 FTE MLS librarians</li> <li>▪ 4 FTE paraprofessionals; includes .60 FTE computer staff</li> <li>▪ 9.5 FTE clerks</li> <li>▪ All eligible staff have access to health insurance</li> <li>▪ All eligible staff participate in employer-supported retirement program</li> <li>▪ Director – 4 CE programs a year</li> <li>▪ Staff – 1 CE program a year</li> </ul>	<ul style="list-style-type: none"> <li>▪ Director - MLS</li> <li>▪ Beginning salary \$17 an hour</li> <li>▪ 4 FTE paraprofessionals; includes .60 FTE computer staff</li> <li>▪ 3.5 FTE clerks</li> <li>▪ All eligible staff have access to health insurance</li> <li>▪ All eligible staff participate in employer-supported retirement program.</li> <li>▪ Director – 4 CE programs a year</li> <li>▪ Staff – 1 CE program a year</li> </ul>	<ul style="list-style-type: none"> <li>▪ Director – CPLM</li> <li>▪ Beginning salary \$12 an hour <i>Excellence: \$13</i></li> <li>▪ 2 FTE paraprofessionals</li> <li>▪ 2 FTE clerks</li> <li>▪ All eligible staff have access to health insurance</li> <li>▪ All eligible staff participate in employer-supported retirement program</li> <li>▪ Director – 4 CE programs a year</li> <li>▪ Staff – 1 CE program a year</li> </ul>	<ul style="list-style-type: none"> <li>▪ Director – CPLM</li> <li>▪ Beginning salary \$8.50 an hour <i>Excellence: \$9.50</i></li> <li>▪ 1 FTE paraprofessional</li> <li>▪ 1 FTE clerk</li> <li>▪ All eligible staff have access to health insurance</li> <li>▪ All eligible staff participate in employer-supported retirement program</li> <li>▪ Director – 4 CE programs a year</li> <li>▪ Staff – 1 CE program a year</li> </ul>	<ul style="list-style-type: none"> <li>▪ .75 Director - CPLM</li> <li>▪ Beginning salary \$8.00 an hour <i>Excellence: \$9</i></li> <li>▪ .75 clerk</li> <li>▪ All eligible staff have access to health insurance</li> <li>▪ All eligible staff participate in employer-supported retirement program</li> <li>▪ Director – 4 CE programs a year</li> <li>▪ Staff – 1 CE program a year</li> </ul>

	<b>PUBLIC LIBRARY LEVEL V</b>	<b>PUBLIC LIBRARY LEVEL IV</b>	<b>PUBLIC LIBRARY LEVEL III</b>	<b>PUBLIC LIBRARY LEVEL II</b>	<b>PUBLIC LIBRARY LEVEL I</b>
<b>COLLECTION</b>	<ul style="list-style-type: none"> <li>▪ 2 items per capita <i>Excellence:</i> 3 items per capita</li> <li>▪ Turnover rate – 2.5</li> <li>▪ Weed – 5% <i>Excellence:</i> 15%</li> <li>▪ Add – 5% <i>Excellence:</i> 15%</li> <li>▪ Bibliographic records posted to statewide online database</li> </ul>	<ul style="list-style-type: none"> <li>▪ 2 items per capita <i>Excellence:</i> 3 items per capita</li> <li>▪ Turnover rate – 2.5</li> <li>▪ Weed – 5% <i>Excellence:</i> 15%</li> <li>▪ Add – 5% <i>Excellence:</i> 15%</li> <li>▪ Bibliographic records posted to statewide online database</li> </ul>	<ul style="list-style-type: none"> <li>▪ 2 items per capita <i>Excellence:</i> 3 items per capita</li> <li>▪ Turnover rate – 2.5</li> <li>▪ Weed – 5% <i>Excellence:</i> 15%</li> <li>▪ Add – 5% <i>Excellence:</i> 15%</li> <li>▪ Bibliographic records posted to statewide online database</li> </ul>	<ul style="list-style-type: none"> <li>▪ 2 items per capita <i>Excellence:</i> 4 items per capita</li> <li>▪ Turnover rate – 2.5</li> <li>▪ Weed – 5% <i>Excellence:</i> 15%</li> <li>▪ Add – 5% <i>Excellence:</i> 15%</li> <li>▪ Bibliographic records posted to statewide online database</li> </ul>	<ul style="list-style-type: none"> <li>▪ 2 items per capita; 7,500 volume minimum <i>Excellence:</i> 4 items per capita</li> <li>▪ Turnover rate – 2.5</li> <li>▪ Weed – 5% <i>Excellence:</i> 15%</li> <li>▪ Add – 5% <i>Excellence:</i> 15%</li> <li>▪ Bibliographic records posted to statewide online database</li> </ul>
<b>COMMUNITY RELATIONS</b>	<ul style="list-style-type: none"> <li>▪ Networks with community groups</li> <li>▪ Annual image evaluation</li> <li>▪ Friends of the Library <i>Excellence:</i> Structured volunteer program</li> <li>▪ Budgeted community relations plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Networks with community groups</li> <li>▪ Annual image evaluation</li> <li>▪ Friends of the Library <i>Excellence:</i> Structured volunteer program</li> <li>▪ Budgeted community relations plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Networks with community groups</li> <li>▪ Annual image evaluation</li> <li>▪ Friends of the Library</li> <li>▪ Community relations/public awareness addressed in Long Range Plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Networks with community groups</li> <li>▪ Annual image evaluation</li> <li>▪ Friends of the Library</li> <li>▪ Community relations/public awareness addressed in Long Range Plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Networks with community groups</li> <li>▪ Annual image evaluation</li> <li>▪ <i>Excellence:</i> Friends of the Library</li> <li>▪ Community relations/public awareness addressed in Long Range Plan</li> </ul>

	<b>PUBLIC LIBRARY LEVEL V</b>	<b>PUBLIC LIBRARY LEVEL IV</b>	<b>PUBLIC LIBRARY LEVEL III</b>	<b>PUBLIC LIBRARY LEVEL II</b>	<b>PUBLIC LIBRARY LEVEL I</b>
<b>TECHNOLOGY</b>	<ul style="list-style-type: none"> <li>▪ Technology plan</li> <li>▪ Dedicated Internet connection with adequate bandwidth</li> <li>▪ Adequate* public Internet workstations <i>Excellence:</i> Computer training area <i>Excellence:</i> Individual computer rooms</li> <li>▪ .60 FTE computer staff (see PERSONNEL) <i>Excellence:</i> 1 FTE</li> <li>▪ Automated circulation system and public-access catalog <i>Excellence:</i> 24/7 catalog access</li> <li>▪ Library website <i>Excellence:</i> ADA-compliant website</li> <li>▪ Adequate phone lines</li> <li>▪ Public access photocopier <i>Excellence:</i> Multiple copiers</li> <li>▪ Dedicated fax line <i>Excellence:</i> Public fax service</li> </ul>	<ul style="list-style-type: none"> <li>▪ Technology plan</li> <li>▪ Dedicated Internet connection with adequate bandwidth</li> <li>▪ Adequate* public Internet workstations <i>Excellence:</i> Computer training area <i>Excellence:</i> Individual computer rooms</li> <li>▪ .60 FTE computer staff (see PERSONNEL) <i>Excellence:</i> 1 FTE</li> <li>▪ Automated circulation system and public-access catalog <i>Excellence:</i> 24/7 catalog access</li> <li>▪ Adequate phone lines</li> <li>▪ Public access photocopier <i>Excellence:</i> Multiple copiers</li> <li>▪ Dedicated fax line <i>Excellence:</i> Public fax service</li> </ul>	<ul style="list-style-type: none"> <li>▪ Technology plan</li> <li>▪ Dedicated Internet connection with adequate bandwidth</li> <li>▪ Adequate* public Internet workstations</li> <li>▪ Designated staff member with basic computer skills</li> <li>▪ Automated circulation system and public-access catalog <i>Excellence:</i> 24/7 catalog access</li> <li>▪ Adequate phone lines</li> <li>▪ Public access photocopier</li> <li>▪ Dedicated fax line <i>Excellence:</i> Public fax service</li> </ul>	<ul style="list-style-type: none"> <li>▪ Technology plan</li> <li>▪ Dedicated Internet connection with adequate bandwidth</li> <li>▪ Adequate* public Internet workstations</li> <li>▪ Designated staff member with basic computer skills</li> <li>▪ Automated circulation system and public-access catalog <i>Excellence:</i> 24/7 catalog access</li> <li>▪ Dedicated phone line <i>Excellence:</i> Multiple phone lines</li> <li>▪ Public access photocopier</li> <li>▪ Dedicated fax line <i>Excellence:</i> Public fax service</li> </ul> <p><i>*See TN Public Library Statistics for comparisons</i></p>	<ul style="list-style-type: none"> <li>▪ Technology Plan</li> <li>▪ Dedicated Internet connection with adequate bandwidth</li> <li>▪ Two public Internet workstations</li> <li>▪ Access to technical assistance</li> <li>▪ Automated circulation system and public-access catalog <i>Excellence:</i> 24/7 catalog access</li> <li>▪ Dedicated phone line</li> <li>▪ Public access photocopier</li> <li>▪ Dedicated fax line</li> </ul>

	<b>PUBLIC LIBRARY LEVEL V</b>	<b>PUBLIC LIBRARY LEVEL IV</b>	<b>PUBLIC LIBRARY LEVEL III</b>	<b>PUBLIC LIBRARY LEVEL II</b>	<b>PUBLIC LIBRARY LEVEL I</b>
<b>SERVICES</b>	<ul style="list-style-type: none"> <li>▪ Statewide interlibrary loan <i>Excellence:</i> TN Library Card program</li> <li>▪ Programming for children <i>Excellence:</i> All ages</li> <li>▪ Full reference assistance</li> <li>▪ Library open 60 hrs per week, with evening and weekend hrs.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Statewide interlibrary loan <i>Excellence:</i> TN Library Card program</li> <li>▪ Programming for children <i>Excellence:</i> All ages</li> <li>▪ Full reference assistance</li> <li>▪ Library open 55 hrs per week, with evening and weekend hrs.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Statewide interlibrary loan <i>Excellence:</i> TN Library Card program</li> <li>▪ Programming for children <i>Excellence:</i> All ages</li> <li>▪ Ready reference Information and Referral <i>Excellence:</i> Full Reference</li> <li>▪ Library open 45 hrs. per week, with evening and weekend hrs.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Statewide interlibrary loan <i>Excellence:</i> TN Library Card program</li> <li>▪ Programming for children <i>Excellence:</i> All ages</li> <li>▪ Ready reference <i>Excellence:</i> Information and referral <i>Excellence:</i> Full reference</li> <li>▪ Library open 35 hrs. per week, with evening or weekend hrs.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Statewide interlibrary loan <i>Excellence:</i> TN Library Card program</li> <li>▪ Programming for children <i>Excellence:</i> All ages</li> <li>▪ Ready reference <i>Excellence:</i> Information and referral services <i>Excellence:</i> Full reference</li> <li>▪ Library open 20 hrs. per week, with evening or weekend hrs. <i>Excellence:</i> Open 30 or more hrs. per week.</li> </ul>
<b>FACILITY</b>	<ul style="list-style-type: none"> <li>▪ .5 sq. ft. per capita</li> <li>▪ Meets ADA</li> <li>▪ Maintenance schedule</li> <li>▪ Disaster preparedness plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ .5 sq. ft. per capita</li> <li>▪ Meets ADA</li> <li>▪ Maintenance schedule</li> <li>▪ Disaster preparedness plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ .5 sq. ft. per capita</li> <li>▪ Meets ADA</li> <li>▪ Maintenance schedule</li> <li>▪ Disaster preparedness plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ .75 sq. ft. per capita</li> <li>▪ Meets ADA</li> <li>▪ Maintenance schedule</li> <li>▪ Disaster preparedness plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ .75 sq. ft. per capita; minimum 2,000 sq. ft. for full-service</li> <li>▪ Meets ADA</li> <li>▪ Maintenance schedule</li> <li>▪ Disaster preparedness plan</li> </ul>

## **STANDARDS FOR NON-METROPOLITAN FULL-SERVICE PUBLIC LIBRARIES**

### **LEVEL V CHECKLIST**

**SERVICE POPULATION: 50,000-175,000**

#### **GOVERNANCE**

- \_\_\_\_\_ Library is legally established in accordance with the *Tennessee Code Annotated* 10-3-101.
  
- \_\_\_\_\_ County or municipal library boards are appointed by their respective legislative bodies under authority of *Tennessee Code Annotated* 10-3-101 and 10-3-103. The county/municipal library boards are the governing bodies of the public library and shall operate under bylaws, which are updated regularly. Bylaws shall include provisions for the number of board meetings per year, staggered terms, and rotation of officers.
  
- \_\_\_\_\_ Library board meets at least six times a year.
  
- \_\_\_\_\_ Library board has written policies that are reviewed annually and revised when necessary. (See Appendix II).
  
- \_\_\_\_\_ Library posts all required federal and state law compliance notices. (See Appendix II).
  
- \_\_\_\_\_ Library board hires a qualified library director for the administration and daily management of the library. The director hires and supervises library staff, including branch managers.

#### **PLANNING**

- \_\_\_\_\_ Library has a mission statement.
  
- \_\_\_\_\_ Library has a written Long Range Plan (i.e. Plan of Goals and Objectives), which is used to make management and organizational decisions.
  
- \_\_\_\_\_ Library board and library staff review this plan annually. The library should use a variety of indicators and measures to determine if the library is meeting the community's needs.
  
- \_\_\_\_\_ Branches are included in the Long Range Plan.

## LEVEL V CHECKLIST (cont'd)

### BUDGET

- \_\_\_\_\_ Annual library appropriation from local sources meets or exceeds appropriation of the preceding year and the annual library expenditure of local funds meets or exceeds the expenditures of the preceding year (Maintenance of Effort).
- \_\_\_\_\_ Library has written, itemized and justified budget that is audited annually.
- \_\_\_\_\_ Library Board of Trustees reviews budget and spending at each board meeting. (See Appendix III).
- \_\_\_\_\_ Sufficient local appropriations are budgeted to provide salaries and benefits comparable to county/municipal positions with similar requirements.
- \_\_\_\_\_ 15% of local appropriations is budgeted for materials.  
\_\_\_\_\_ *Standard of Excellence:* 20% of local appropriations is budgeted for materials.
- \_\_\_\_\_ \$7.50 per capita is appropriated from local sources.  
\_\_\_\_\_ *Standard of Excellence:* \$22.00 per capita is appropriated from local sources.

### PERSONNEL

- \_\_\_\_\_ Library employs full-time Director with an MLS (Master's degree in Library and Information Science).
- \_\_\_\_\_ Library pays Director a beginning salary of \$20.50 an hour.
- \_\_\_\_\_ Library employs two FTE librarians with an MLS.
- \_\_\_\_\_ Library employs four FTE paraprofessionals. (.60 FTE paraprofessional serves as computer staff.)
- \_\_\_\_\_ Library employs 9.5 FTE clerks.
- \_\_\_\_\_ All eligible staff have access to health insurance.
- \_\_\_\_\_ All eligible staff participate in employer-supported retirement program.
- \_\_\_\_\_ Director attends four training programs a year.
- \_\_\_\_\_ Other staff attend one training program a year.

## LEVEL V CHECKLIST (cont'd)

### COLLECTION

- \_\_\_\_\_ Two items per capita.  
\_\_\_\_\_ Standard of Excellence: Three items per capita.
- \_\_\_\_\_ Turnover rate of library materials is 2.5.
- \_\_\_\_\_ Library weeds 5% of the collection per year.  
\_\_\_\_\_ Standard of Excellence: Library weeds 15% of the collection each year.
- \_\_\_\_\_ Library adds 5% to the collection per year.  
\_\_\_\_\_ Standard of Excellence: Library adds 15% to the collection each year.
- \_\_\_\_\_ Library's bibliographic records are posted on statewide online database.

### COMMUNITY RELATIONS

- \_\_\_\_\_ Library networks with community groups to increase visibility and to meet its goals.
- \_\_\_\_\_ Library conducts an annual image evaluation of facilities (See Appendix IV).
- \_\_\_\_\_ Library assists in creating a structured Friends of the Library group.  
\_\_\_\_\_ Standard of Excellence: Library has a structured volunteer program (i.e. volunteer coordinator, training manual, job descriptions, tracking and reporting of hours).
- \_\_\_\_\_ Library formally addresses community relations and provides necessary funds to support program within the library's overall Long Range Plan.

### TECHNOLOGY

- \_\_\_\_\_ A technology plan (part of the library's Long Range Plan) addresses computer placement cycle, software needs, budgetary issues, etc.
- \_\_\_\_\_ Library has dedicated Internet connection with adequate bandwidth for staff and public access.
- \_\_\_\_\_ Library has multiple public Internet workstations adequate for the service program and population served. (See *Tennessee Public Library Statistics* for comparisons.)  
\_\_\_\_\_ Standard of Excellence: Library has computer training area.  
\_\_\_\_\_ Standard of Excellence: Library has individual computer rooms.

### **LEVEL V CHECKLIST (cont'd)**

- \_\_\_\_\_ Library has regularly updated website.  
\_\_\_\_\_ *Standard of Excellence:* Library has ADA-compliant website.
- \_\_\_\_\_ Library has designated staff member, formally trained in information technology, with primary responsibility for computer technology as part of the job description (60% of the time).  
\_\_\_\_\_ *Standard of Excellence:* Full-time technology staff member.
- \_\_\_\_\_ Library has an automated circulation and public-access catalog system.  
\_\_\_\_\_ *Standard of Excellence:* 24/7 catalog access available through the Internet.
- \_\_\_\_\_ Library has multiple phone lines, adequate for the service program and population served.
- \_\_\_\_\_ Library has a public access photocopier.  
\_\_\_\_\_ *Standard of Excellence:* Library has multiple public access photocopiers.
- \_\_\_\_\_ Library has dedicated fax line.  
\_\_\_\_\_ *Standard of Excellence:* Library offers fax service for the public.

### **SERVICES**

- \_\_\_\_\_ Library participates in the statewide interlibrary loan system.  
\_\_\_\_\_ *Standard of Excellence:* Library participates in the Tennessee Library Card program.
- \_\_\_\_\_ Library provides programming for children.  
\_\_\_\_\_ *Standard of Excellence:* Library provides programming for all ages.
- \_\_\_\_\_ Library provides full reference assistance to patrons, using both print and non-print resources.
- \_\_\_\_\_ Library is open sixty hours per week, with evening and weekend hours.

### **FACILITY (See Appendix V)**

- \_\_\_\_\_ Library has .5 square feet per capita.
- \_\_\_\_\_ Library meets ADA requirements.
- \_\_\_\_\_ Library has a maintenance schedule for the site, building, and equipment.
- \_\_\_\_\_ Library has a disaster preparedness plan.

**STANDARDS FOR  
NON-METROPOLITAN FULL-SERVICE PUBLIC LIBRARIES**

**LEVEL IV CHECKLIST  
SERVICE POPULATION: 25,000-49,999**

**GOVERNANCE**

- \_\_\_\_\_ Library is legally established in accordance with the *Tennessee Code Annotated* 10-3-101.
  
- \_\_\_\_\_ County or municipal library boards are appointed by their respective legislative bodies under authority of *Tennessee Code Annotated* 10-3-101 and 10-3-103. The county/municipal library boards are the governing bodies of the public library and shall operate under bylaws, which are updated regularly. Bylaws shall include provisions for the number of board meetings per year, staggered terms, and rotation of officers.
  
- \_\_\_\_\_ Library board meets at least six times a year.
  
- \_\_\_\_\_ Library board has written policies that are reviewed annually and revised when necessary. (See Appendix II).
  
- \_\_\_\_\_ Library posts all required federal and state law compliance notices. (See Appendix II).
  
- \_\_\_\_\_ Library board hires a qualified library director for the administration and daily management of the library. The director hires and supervises library staff, including branch managers.

**PLANNING**

- \_\_\_\_\_ Library has a mission statement.
  
- \_\_\_\_\_ Library has a written Long Range Plan (i.e. Plan of Goals and Objectives), which is used to make management and organizational decisions.
  
- \_\_\_\_\_ Library board and library staff review this plan annually. The library should use a variety of indicators and measures to determine if the library is meeting the community's needs.
  
- \_\_\_\_\_ Branches are included in the Long Range Plan.

## LEVEL IV CHECKLIST (cont'd)

### BUDGET

- \_\_\_\_\_ Annual library appropriation from local sources meets or exceeds appropriation of the preceding year and the annual library expenditure of local funds meets or exceeds the expenditures of the preceding year (Maintenance of Effort).
- \_\_\_\_\_ Library has written, itemized and justified budget that is audited annually.
- \_\_\_\_\_ Library Board of Trustees reviews budget and spending at each board meeting. (See Appendix III).
- \_\_\_\_\_ Sufficient local appropriations are budgeted to provide salaries and benefits comparable to county/municipal positions with similar requirements.
- \_\_\_\_\_ 15% of local appropriations is budgeted for materials.
- \_\_\_\_\_ *Standard of Excellence:* 20% of local appropriations is budgeted for materials.
- \_\_\_\_\_ \$6.50 per capita is appropriated from local sources.
- \_\_\_\_\_ *Standard of Excellence:* \$16.00 per capita is appropriated from local sources.

### PERSONNEL

- \_\_\_\_\_ Library employs full-time Director with an MLS (Master's degree in Library and Information Science).
- \_\_\_\_\_ Library pays Director a beginning salary of \$17 an hour.
- \_\_\_\_\_ Library employs four FTE paraprofessionals. (.60 paraprofessional serves as computer staff.)
- \_\_\_\_\_ Library employs 3.5 FTE clerks.
- \_\_\_\_\_ All eligible staff have access to health insurance.
- \_\_\_\_\_ All eligible staff participate in employer-supported retirement program.
- \_\_\_\_\_ Director attends four training programs a year.
- \_\_\_\_\_ Other staff attend one training program a year.

## LEVEL IV CHECKLIST (cont'd)

### COLLECTION

- \_\_\_\_\_ Two items per capita.  
\_\_\_\_\_ Standard of Excellence: Three items per capita.
- \_\_\_\_\_ Turnover rate of library materials is 2.5.
- \_\_\_\_\_ Library weeds 5% of the collection per year.  
\_\_\_\_\_ Standard of Excellence: Library weeds 15% of the collection each year.
- \_\_\_\_\_ Library adds 5% to the collection per year.  
\_\_\_\_\_ Standard of Excellence: Library adds 15% to the collection each year.
- \_\_\_\_\_ Library's bibliographic records are posted on statewide online database.

### COMMUNITY RELATIONS

- \_\_\_\_\_ Library networks with community groups to increase visibility and to meet its goals.
- \_\_\_\_\_ Library conducts an annual image evaluation of facilities (See Appendix IV).
- \_\_\_\_\_ Library assists in creating a structured Friends of the Library group.  
\_\_\_\_\_ Standard of Excellence: Library has a structured volunteer program (i.e. volunteer coordinator, training manual, job descriptions, tracking and reporting of hours).
- \_\_\_\_\_ Library formally addresses community relations and provides necessary funding to support program within the library's overall Long Range Plan.

### TECHNOLOGY

- \_\_\_\_\_ A technology plan (part of the library's Long Range Plan) addresses computer replacement cycle, software needs, budgetary issues, etc.
- \_\_\_\_\_ Library has dedicated Internet connection with adequate bandwidth for staff and public access.
- \_\_\_\_\_ Library has multiple public Internet workstations adequate for the service program and population served. (See *Tennessee Public Library Statistics* for comparisons.)  
\_\_\_\_\_ Standard of Excellence: Library has computer training area.  
\_\_\_\_\_ Standard of Excellence: Library has individual computer rooms.

#### **LEVEL IV CHECKLIST (cont'd)**

- \_\_\_\_\_ Library has designated staff member, formally trained in information technology, with primary responsibility for computer technology as part of job description (60% of time).  
\_\_\_\_\_ *Standard of Excellence:* Full-time technology staff member.
- \_\_\_\_\_ Library has an automated circulation and public-access catalog system.  
\_\_\_\_\_ *Standard of Excellence:* 24/7 catalog access available through the Internet.
- \_\_\_\_\_ Library has multiple phone lines, adequate for the service program and population served.
- \_\_\_\_\_ Library has a public access photocopier.  
\_\_\_\_\_ *Standard of Excellence:* Library has multiple public access photocopiers.
- \_\_\_\_\_ Library has dedicated fax line.  
\_\_\_\_\_ *Standard of Excellence:* Library offers fax service for the public.

#### **SERVICES**

- \_\_\_\_\_ Library participates in the statewide interlibrary loan system.  
\_\_\_\_\_ *Standard of Excellence:* Library participates in the Tennessee Library Card program.
- \_\_\_\_\_ Library provides programming for children.  
\_\_\_\_\_ *Standard of Excellence:* Library provides programming for all ages.
- \_\_\_\_\_ Library provides full reference assistance to patrons, using both print and non-print resources.
- \_\_\_\_\_ Library is open fifty-five hours per week, with evening and weekend hours.

#### **FACILITY (See Appendix V)**

- \_\_\_\_\_ Library has .5 square feet per capita.
- \_\_\_\_\_ Library meets ADA requirements.
- \_\_\_\_\_ Library has a maintenance schedule for the site, building, and equipment.
- \_\_\_\_\_ Library has a disaster preparedness plan.

# STANDARDS FOR NON-METROPOLITAN FULL-SERVICE PUBLIC LIBRARIES

## LEVEL III CHECKLIST SERVICE POPULATION: 10,000-24,999

### GOVERNANCE

- \_\_\_\_\_ Library is legally established in accordance with the *Tennessee Code Annotated* 10-3-101.
  
- \_\_\_\_\_ County or municipal library boards are appointed by their respective legislative bodies under authority of *Tennessee Code Annotated* 10-3-101 and 10-3-103. The county/municipal library boards are the governing bodies of the public library and shall operate under bylaws, which are updated regularly. Bylaws shall include provisions for the number of board meetings per year, staggered terms, and rotation of officers.
  
- \_\_\_\_\_ Library board meets at least six times a year.
  
- \_\_\_\_\_ Library board has written policies that are reviewed annually and revised when necessary. (See Appendix II).
  
- \_\_\_\_\_ Library posts all required federal and state law compliance notices. (See Appendix II).
  
- \_\_\_\_\_ Library board hires a qualified library director for the administration and daily management of the library. The director hires and supervises library staff, including branch managers.

### PLANNING

- \_\_\_\_\_ Library has a mission statement.
  
- \_\_\_\_\_ Library has a written Long Range Plan (i.e. Plan of Goals and Objectives) which is used to make management and organizational decisions.
  
- \_\_\_\_\_ Library board and library staff review this plan annually. The library should use a variety of indicators and measures to determine if the library is meeting the community's needs.
  
- \_\_\_\_\_ Branches are included in the goals and objectives.

### LEVEL III CHECKLIST (cont'd)

#### BUDGET

- \_\_\_\_\_ Annual library appropriation from local sources meets or exceeds appropriation of the preceding year and the annual library expenditure of local funds meets or exceeds the expenditures of the preceding year (Maintenance of Effort).
- \_\_\_\_\_ Library has written, itemized and justified budget that is audited annually.
- \_\_\_\_\_ Library Board of Trustees reviews budget and spending at each board meeting. (See Appendix III).
- \_\_\_\_\_ Sufficient local appropriations are budgeted to provide salaries and benefits comparable to county/municipal positions with similar requirements.
- \_\_\_\_\_ 10% of local appropriations is budgeted for materials.
- \_\_\_\_\_ Standard of Excellence: 15% of local appropriations is budgeted for materials.
- \_\_\_\_\_ \$5.75 per capita is appropriated from local sources.
- \_\_\_\_\_ Standard of Excellence: \$11.00 per capita is appropriated from local sources.

#### PERSONNEL

- \_\_\_\_\_ Library employs full-time Tennessee Certified Public Library Manager as director.
- \_\_\_\_\_ Library pays director a beginning salary of \$12 an hour.
- \_\_\_\_\_ Standard of Excellence: Library pays director a beginning salary of \$13 an hour.
- \_\_\_\_\_ Library employs two FTE paraprofessionals.
- \_\_\_\_\_ Library employs two FTE clerks.
- \_\_\_\_\_ All eligible staff have access to health insurance.
- \_\_\_\_\_ All eligible staff participate in employer-supported retirement program.
- \_\_\_\_\_ Director attends four training programs a year.
- \_\_\_\_\_ Other staff attend one training program a year

### LEVEL III CHECKLIST (cont'd)

#### COLLECTION

- \_\_\_\_\_ Two items per capita.  
\_\_\_\_\_ *Standard of Excellence:* Three items per capita.
- \_\_\_\_\_ Turnover rate of library materials is 2.5.
- \_\_\_\_\_ Library weeds 5% of the collection per year.  
\_\_\_\_\_ *Standard of Excellence:* Library weeds 15% of the collection each year.
- \_\_\_\_\_ Library adds 5% to the collection per year.  
\_\_\_\_\_ *Standard of Excellence:* Library adds 15% to the collection each year.
- \_\_\_\_\_ Library's bibliographic records are posted on statewide online database.

#### COMMUNITY RELATIONS

- \_\_\_\_\_ Library networks with community groups to increase visibility and to meet its goals.
- \_\_\_\_\_ Library conducts an annual image evaluation of facilities (See Appendix IV).
- \_\_\_\_\_ Library assists in creating a structured Friends of the Library group.
- \_\_\_\_\_ Library addresses community relations and public awareness in the library's overall Long Range Plan.

#### TECHNOLOGY

- \_\_\_\_\_ A technology plan (part of the library's Long Range Plan) addresses computer replacement cycle, software needs, budgetary issues, etc.
- \_\_\_\_\_ Library has dedicated Internet connection with adequate bandwidth for staff and public access.
- \_\_\_\_\_ Library has multiple public Internet workstations adequate for the service program and population served. (See *Tennessee Public Library Statistics* for comparisons.)
- \_\_\_\_\_ Library has designated staff member with responsibility for computer technology as part of the job description.
- \_\_\_\_\_ Library has an automated circulation and public-access catalog system.  
\_\_\_\_\_ *Standard of Excellence:* 24/7 catalog access available through the Internet.

### LEVEL III CHECKLIST (cont'd)

- \_\_\_\_\_ Library has multiple phone lines, adequate for the service program and population served.
- \_\_\_\_\_ Library has a public access photocopier.
- \_\_\_\_\_ Library has dedicated fax line.
- \_\_\_\_\_ Standard of Excellence: Library offers fax service for the public.

### SERVICES

- \_\_\_\_\_ Library participates in the statewide interlibrary loan system.
- \_\_\_\_\_ Standard of Excellence: Library participates in the Tennessee Library Card program.
- \_\_\_\_\_ Library provides programming for children.
- \_\_\_\_\_ Standard of Excellence: Library provides programming for all ages.
- \_\_\_\_\_ Library provides Ready Reference assistance to patrons.
- \_\_\_\_\_ Standard of Excellence: Library provides information and referral services.
- \_\_\_\_\_ Standard of Excellence: Library provides full reference assistance.
- \_\_\_\_\_ Library is open forty-five hours per week, with evening and weekend hours.

### FACILITY (See Appendix V)

- \_\_\_\_\_ Library has .5 square feet per capita.
- \_\_\_\_\_ Library meets ADA requirements.
- \_\_\_\_\_ Library has a maintenance schedule for the site, building, and equipment.
- \_\_\_\_\_ Library has a disaster preparedness plan.

# STANDARDS FOR NON-METROPOLITAN FULL-SERVICE PUBLIC LIBRARIES

## LEVEL II CHECKLIST

SERVICE POPULATION: 5,000-9,999

### GOVERNANCE

- \_\_\_\_\_ Library is legally established in accordance with the *Tennessee Code Annotated* 10-3-101.
  
- \_\_\_\_\_ County or municipal library boards are appointed by their respective legislative bodies under authority of *Tennessee Code Annotated* 10-3-101 and 10-3-103. The county/municipal library boards are the governing bodies of the public library and shall operate under bylaws, which are updated regularly. Bylaws shall include provisions for the number of board meetings per year, staggered terms, and rotation of officers.
  
- \_\_\_\_\_ Library board meets at least six times a year.
  
- \_\_\_\_\_ Library board has written policies that are reviewed annually and revised when necessary. (See Appendix II).
  
- \_\_\_\_\_ Library posts all required federal and state law compliance notices. (See Appendix II).
  
- \_\_\_\_\_ Library board hires a qualified library director for the administration and daily management of the library. The director hires and supervises library staff, including branch managers.

### PLANNING

- \_\_\_\_\_ Library has a mission statement.
  
- \_\_\_\_\_ Library has a Long Range Plan (i.e. Plan of Goals and Objectives), which is used to make management and organizational decisions.
  
- \_\_\_\_\_ Library board and library staff review this plan annually. The library should use a variety of indicators and measures to determine if the library is meeting the community's needs.
  
- \_\_\_\_\_ Branches are included in the Long Range Plan.

## LEVEL II CHECKLIST (cont'd)

### BUDGET

- \_\_\_\_\_ Annual library appropriation from local sources meets or exceeds appropriation of the preceding year and the annual library expenditure of local funds meets or exceeds the expenditures of the preceding year (Maintenance of Effort).
- \_\_\_\_\_ Library has written, itemized and justified budget that is audited annually.
- \_\_\_\_\_ Library Board of Trustees reviews budget and spending at each board meeting. (See Appendix III).
- \_\_\_\_\_ Sufficient local appropriations are budgeted to provide salaries and benefits comparable to county/municipal positions with similar requirements.
- \_\_\_\_\_ 10% of local appropriations is budgeted for materials.
- \_\_\_\_\_ Standard of Excellence: 15% of local appropriations is budgeted for materials.
- \_\_\_\_\_ \$5.75 per capita is appropriated from local sources.
- \_\_\_\_\_ Standard of Excellence: \$11.00 per capita is appropriated from local sources.

### PERSONNEL

- \_\_\_\_\_ Library employs Tennessee Certified Public Library Manager.
- \_\_\_\_\_ Library pays director a beginning salary of \$8.50 an hour.
- \_\_\_\_\_ Standard of Excellence: Library pays director a beginning salary of \$9.50 an hour.
- \_\_\_\_\_ Library employs one FTE paraprofessional.
- \_\_\_\_\_ Library employs one FTE clerk.
- \_\_\_\_\_ All eligible staff have access to health insurance.
- \_\_\_\_\_ All eligible staff participate in employer-supported retirement program.
- \_\_\_\_\_ Director attends four training programs a year.
- \_\_\_\_\_ Other staff attend one training program a year.

## LEVEL II CHECKLIST (cont'd)

### COLLECTION

- \_\_\_\_\_ Two items per capita.  
\_\_\_\_\_ *Standard of Excellence:* Four items per capita.
- \_\_\_\_\_ Turnover rate of library materials is 2.5.
- \_\_\_\_\_ Library weeds 5% of the collection per year.  
\_\_\_\_\_ *Standard of Excellence:* Library weeds 15% of the collection each year.
- \_\_\_\_\_ Library adds 5% to the collection per year.  
\_\_\_\_\_ *Standard of Excellence:* Library adds 15% to the collection each year.
- \_\_\_\_\_ Library's bibliographic records are posted on statewide online database.

### COMMUNITY RELATIONS

- \_\_\_\_\_ Library networks with community groups to increase visibility and to meet its goals.
- \_\_\_\_\_ Library conducts an annual image evaluation of facilities (See Appendix IV).
- \_\_\_\_\_ Library addresses community relations and public awareness in the library's overall Long Range Plan.
- \_\_\_\_\_ Library assists in creating a structured Friends of the Library group.

### TECHNOLOGY

- \_\_\_\_\_ A technology plan (part of the library's Long Range Plan) addresses computer replacement cycle, software needs, budgetary issues, etc.
- \_\_\_\_\_ Library has dedicated Internet connection with adequate bandwidth for staff and public access.
- \_\_\_\_\_ Library has multiple public Internet workstations adequate for the service program and population served. (See *Tennessee Public Library Statistics* for comparisons.)
- \_\_\_\_\_ Library has designated staff member trained to communicate with computer technicians and perform basic trouble shooting.
- \_\_\_\_\_ Library has an automated circulation and public-access catalog system.  
\_\_\_\_\_ *Standard of Excellence:* 24/7 catalog access available through the Internet.

**LEVEL II CHECKLIST (cont'd)**

- \_\_\_\_\_ Library has one dedicated phone line.  
\_\_\_\_\_ Standard of Excellence: Library has multiple phone lines.
- \_\_\_\_\_ Library has a public access photocopier.
- \_\_\_\_\_ Library has dedicated fax line.  
\_\_\_\_\_ Standard of Excellence: Library offers fax service for the public.

**SERVICES**

- \_\_\_\_\_ Library participates in the statewide interlibrary loan system.  
\_\_\_\_\_ Standard of Excellence: Library participates in the Tennessee Library Card program.
- \_\_\_\_\_ Library provides programming for children.  
\_\_\_\_\_ Standard of Excellence: Library provides programming for all ages.
- \_\_\_\_\_ Library provides Ready Reference assistance to patrons.  
\_\_\_\_\_ Standard of Excellence: Library provides information and referral services.  
\_\_\_\_\_ Standard of Excellence: Library provides full reference assistance.
- \_\_\_\_\_ Library is open thirty-five hours per week, with evening or weekend hours.

**FACILITY (See Appendix V)**

- \_\_\_\_\_ Library has .75 square feet per capita.
- \_\_\_\_\_ Library meets ADA requirements.
- \_\_\_\_\_ Library has a maintenance schedule for the site, building, and equipment.
- \_\_\_\_\_ Library has a disaster preparedness plan.

# STANDARDS FOR NON-METROPOLITAN FULL-SERVICE PUBLIC LIBRARIES

## LEVEL I CHECKLIST

**SERVICE POPULATION: Under 5,000**

### GOVERNANCE

- \_\_\_\_\_ Library is legally established in accordance with the *Tennessee Code Annotated* 10-3-101.
  
- \_\_\_\_\_ County or municipal library boards are appointed by their respective legislative bodies under authority of *Tennessee Code Annotated* 10-3-101 and 10-3-103. The county/municipal library boards are the governing bodies of the public library and shall operate under bylaws, which are updated regularly. Bylaws shall include provisions for the number of board meetings per year, staggered terms, and rotation of officers.
  
- \_\_\_\_\_ Library board meets at least six times a year.
  
- \_\_\_\_\_ Library board has written policies that are reviewed annually and revised when necessary. (See Appendix II).
  
- \_\_\_\_\_ Library posts all required federal and state law compliance notices. (See Appendix II).
  
- \_\_\_\_\_ Library board hires a qualified library director for the administration and daily management of the library. The director hires and supervises library staff.

### PLANNING

- \_\_\_\_\_ Library has a mission statement.
  
- \_\_\_\_\_ Library has a written Long Range Plan (i.e. Plan of Goals and Objectives) which is used to make management and organizational decisions.
  
- \_\_\_\_\_ Library board and library staff review this plan annually. The library should use a variety of indicators and measures to determine if the library is meeting the community's needs.

### BUDGET

- \_\_\_\_\_ Annual library appropriation from local sources meets or exceeds appropriation of the preceding year and the annual library expenditure of local funds meets or exceeds the expenditures of the preceding year (Maintenance of Effort).

**LEVEL I CHECKLIST (cont'd)**

- \_\_\_\_\_ Library has written, itemized and justified budget that is audited annually.
- \_\_\_\_\_ Library Board of Trustees reviews budget and spending at each board meeting. (See Appendix III).
- \_\_\_\_\_ Sufficient local appropriations are budgeted to provide salaries and benefits comparable to county/municipal positions with similar requirements.
- \_\_\_\_\_ 10% of local appropriations is budgeted for materials.  
\_\_\_\_\_ Standard of Excellence: 15% of local appropriations is budgeted for materials.
- \_\_\_\_\_ \$5.75 per capita is appropriated from local sources.  
\_\_\_\_\_ Standard of Excellence: \$11.00 per capita is appropriated from local sources.

**PERSONNEL**

- \_\_\_\_\_ Library employs .75 Tennessee Certified Public Library Manager.
- \_\_\_\_\_ Library pays director a beginning salary of \$8.00 an hour.  
\_\_\_\_\_ Standard of Excellence: Library pays director a beginning salary of \$9 an hour.
- \_\_\_\_\_ Library employs .75 clerk.
- \_\_\_\_\_ All eligible staff have access to health insurance.
- \_\_\_\_\_ All eligible staff participate in employer-supported retirement program.
- \_\_\_\_\_ Director attends four 4 training programs a year.
- \_\_\_\_\_ Other staff attend one training program a year.

**COLLECTION**

- \_\_\_\_\_ Two items per capita; minimum of 7,500 items.  
\_\_\_\_\_ Standard of Excellence: Four items per capita.
- \_\_\_\_\_ Turnover rate of library materials is 2.5.
- \_\_\_\_\_ Library weeds 5% of the collection per year.  
\_\_\_\_\_ Standard of Excellence: Library weeds 15% of the collection each year.

### **LEVEL I CHECKLIST (cont'd)**

- \_\_\_\_\_ Library adds 5% to the collection per year.  
\_\_\_\_\_ *Standard of Excellence:* Library adds 15% to the collection each year.
- \_\_\_\_\_ Library's bibliographic records are posted on statewide online database.

### **COMMUNITY RELATIONS**

- \_\_\_\_\_ Library networks with community groups to increase visibility and to meet its service goals.
- \_\_\_\_\_ Library conducts an annual image evaluation of facilities (See Appendix IV).
- \_\_\_\_\_ Library addresses community relations and public awareness in the library's overall Long Range Plan.  
\_\_\_\_\_ *Standard of Excellence:* Library assists in creating a structured Friends of the Library group.

### **TECHNOLOGY**

- \_\_\_\_\_ A technology plan (part of the library's Long Range Plan) addresses computer replacement cycle, software needs, budgetary issues, etc.
- \_\_\_\_\_ Library has dedicated Internet connection with adequate bandwidth for staff and public access.
- \_\_\_\_\_ Library has two public Internet workstations.
- \_\_\_\_\_ Library has access to technical assistance (library staff, volunteer, city, or county help).
- \_\_\_\_\_ Library has an automated circulation and public-access catalog system.  
\_\_\_\_\_ *Standard of Excellence:* 24/7 catalog access available through the Internet.
- \_\_\_\_\_ Library has a dedicated phone line.
- \_\_\_\_\_ Library has a public access photocopier.
- \_\_\_\_\_ Library has a dedicated fax line.

### **SERVICES**

- \_\_\_\_\_ Library participates in the statewide interlibrary loan system.  
\_\_\_\_\_ *Standard of Excellence:* Library participates in the Tennessee Library Card program.

**LEVEL I CHECKLIST (cont'd)**

- \_\_\_\_\_ Library provides programming for children.  
\_\_\_\_\_ *Standard of Excellence:* Library provides programming for all ages.
  
- \_\_\_\_\_ Library provides Ready Reference assistance to patrons.  
\_\_\_\_\_ *Standard of Excellence:* Library provides information and referral services.  
\_\_\_\_\_ *Standard of Excellence:* Library provides full reference assistance.
  
- \_\_\_\_\_ Library is open twenty hours per week, with evening or weekend hours.  
\_\_\_\_\_ *Standard of Excellence:* Library is open thirty or more hours per week.

**FACILITY (See Appendix V)**

- \_\_\_\_\_ Library has .75 square feet per capita. Library must have a minimum of 2,000 square feet to be considered full-service.
  
- \_\_\_\_\_ Library meets ADA requirements.
  
- \_\_\_\_\_ Library has a maintenance schedule for the site, building, and equipment.
  
- \_\_\_\_\_ Library has a disaster preparedness plan.

# STANDARDS FOR NON-METROPOLITAN PUBLIC LIBRARIES

## COMMUNITY LIBRARIES CHECKLIST *(See Glossary)*

### GOVERNANCE

- \_\_\_\_\_ Library is legally established in accordance with the *Tennessee Code Annotated* 10-3-101.
  
- \_\_\_\_\_ County or municipal library boards are appointed by their respective legislative bodies under authority of *Tennessee Code Annotated* 10-3-101 and 10-3-103. The county/municipal library boards are the governing bodies of the public library and shall operate under bylaws, which are updated regularly. Bylaws shall include provisions for the number of board meetings per year, staggered terms, and rotation of officers.
  
- \_\_\_\_\_ Library board meets at least six times a year.
  
- \_\_\_\_\_ Library board has written policies that are reviewed annually and revised when necessary. (See Appendix II).
  
- \_\_\_\_\_ Library posts all required federal and state law compliance notices. (See Appendix II).
  
- \_\_\_\_\_ Library board hires a qualified library director for the administration and daily management of the library. The director hires and supervises library staff.

### PLANNING

- \_\_\_\_\_ Library has a mission statement.
  
- \_\_\_\_\_ Library has a written Long Range Plan (i.e. Plan of Goals and Objectives) which is used to make management and organizational decisions.
  
- \_\_\_\_\_ Library board and library staff review this plan annually. The library should use a variety of indicators and measures to determine if the library is meeting the community's needs.

### BUDGET

- \_\_\_\_\_ Annual library appropriation from local sources meets or exceeds appropriation of the preceding year and the annual library expenditure of local funds meets or exceeds the expenditures of the preceding year (Maintenance of Effort).

## **COMMUNITY LIBRARIES CHECKLIST (cont'd)**

- \_\_\_\_\_ Library has written, itemized and justified budget that is audited annually.
- \_\_\_\_\_ Library Board of Trustees reviews budget and spending at each board meeting. (See Appendix III).
- \_\_\_\_\_ Sufficient local appropriations are budgeted to provide salaries and benefits comparable to county/municipal positions with similar requirements.
- \_\_\_\_\_ 8% of local appropriations is budgeted for library materials.

### **PERSONNEL**

- \_\_\_\_\_ Library employs .75 clerk as Director.
- \_\_\_\_\_ Library pays director a beginning salary of \$7.50 an hour.
- \_\_\_\_\_ Director attends four training programs a year.
- \_\_\_\_\_ Library employs .33 clerk.

### **COLLECTION**

- \_\_\_\_\_ Minimum of 4,000 items.
- \_\_\_\_\_ Library weeds 3% of the collection per year.
- \_\_\_\_\_ Library adds 3% to the collection per year.
- \_\_\_\_\_ Library's bibliographic records are posted on statewide online database.

### **COMMUNITY RELATIONS**

- \_\_\_\_\_ Library networks with community groups to increase visibility and to meet its service goals.
- \_\_\_\_\_ Library conducts a bi-annual image evaluation of facilities. (See Appendix IV).
- \_\_\_\_\_ Library addresses community relations and public awareness in the library's overall Long Range Plan.

## **COMMUNITY LIBRARIES CHECKLIST (cont'd)**

### **TECHNOLOGY**

- \_\_\_\_\_ Library has a technology plan (part of Long Range Plan) which addresses replacement cycle, software needs, budgetary issues, etc.
- \_\_\_\_\_ Library has computer with Internet access for use by the staff.
- \_\_\_\_\_ Library has computer with Internet access for patron use.
- \_\_\_\_\_ Library has access to technical assistance (library staff, volunteer, city, or county help).
- \_\_\_\_\_ Library has one dedicated phone line with published phone number.
- \_\_\_\_\_ Library has a public access photocopier.
- \_\_\_\_\_ Library has a fax machine.

### **SERVICES**

- \_\_\_\_\_ Library participates in the statewide interlibrary loan system.
- \_\_\_\_\_ Library sponsors at least one public program per year.
- \_\_\_\_\_ Library provides Ready Reference assistance to patrons.
- \_\_\_\_\_ Library is open twenty hours per week.

### **FACILITY (See Appendix V)**

- \_\_\_\_\_ Library has 1,000 square feet.
- \_\_\_\_\_ Library meets ADA requirements.
- \_\_\_\_\_ Library has a maintenance schedule for the site, building, and equipment.
- \_\_\_\_\_ Library has a disaster preparedness plan.

## **STANDARDS FOR NON-METROPOLITAN PUBLIC LIBRARIES**

**BRANCH LIBRARY SERVICE AREAS:** The main library identifies a service area population for each branch for internal planning purposes using the following guidelines:

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

### **BRANCH LIBRARIES CHECKLIST (See Glossary)**

- \_\_\_\_\_ Main library establishes a budget for each branch.
  
- \_\_\_\_\_ Main library includes branch staff in its planning process and ensures that the needs of community served by the branch area are addressed within its Long Range Plan.
  
- \_\_\_\_\_ Main library collects statistics for each branch.
  
- \_\_\_\_\_ Branch library should meet minimum standards required of full-service libraries serving populations of similar size in the areas of Personnel, Collection, Technology, Services, and Facility (See Levels I-IV).
  
- \_\_\_\_\_ Branch library has an online catalog including main library and all branch library collections.

**APPENDIX I:  
OFFICIAL PUBLIC LIBRARY SERVICE AREA  
DESCRIPTION OF METHODOLOGY**

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

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

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

**or**

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

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

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

**EXAMPLE: Grundy County, Population: 14,288**

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

Altamont	1,136
Monteagle	<u>1,238</u>
TOTAL	2,374

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

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

Step 3: Service population of each community library

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

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

- Step 1: Determine the total population served by each library system by adding the populations of the cities in which the main library and its branches are located using the most current Population Estimates and Totals available for Tennessee from the U.S. Department of Commerce, Bureau of the Census.
- Step 2: Using the total system population as determined in Step 1, review the other libraries in the county and apply the appropriate methodology (either I or III) in this attachment to determine service area.

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

- Step 1: Determine the total population living in communities served by full-service public libraries wholly supported with city funds, using the most current Population Estimates and Totals available for Tennessee from the U.S. Department of Commerce, Bureau of the Census. The service area for such a city is the population of the city.
- Step 2: Subtract the figure obtained in Step 1 from the total county population. Use this figure as the total county population and continue as in **STATE LIBRARY FORMULA I** - Steps 1 - 3.

**EXAMPLE: Rutherford County**

Population: 190,143

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

La Vergne                      18,687

- Step 2: Subtract La Vergne population from county total

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

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

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

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

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

**CENSUS DIVISIONS:**

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

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

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

## **APPENDIX II: PUBLIC LIBRARY POLICY CHECKLIST**

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

- I. Mission and Role Statement
- II. Library Board of Trustees Bylaws and Policies
- III. Public Service, or User-Related Policies
  - A. Eligibility for borrowing and services
    - 1. Resident and non-resident
    - 2. Responsibilities of borrowers
    - 3. Materials access policy
    - 4. Interlibrary loan
    - 5. Programming and outreach
  - B. Circulation policy
    - 1. Loan period, renewal, and overdue
    - 2. Number of items loaned
    - 3. Confidentiality
    - 4. Reserved materials
    - 5. Charges for services, fines, fees
    - 6. Lost or damaged materials
    - 7. Special collections
    - 8. Audiovisual resources
  - C. Reference policy
    - 1. General reference (scope, depth, and type)
    - 2. Telephone and e-mail reference
    - 3. Assistance for students
    - 4. Assistance for genealogist, guest, etc.
  - D. The Internet and computer policy
  - E. Photocopier and other equipment use
  - F. Facilities use policy
    - 1. Hours of operation
    - 2. *Americans with Disabilities Act* compliance
    - 3. Security
    - 4. Meeting room use
    - 5. Displays, exhibits, and bulletin boards
    - 6. Inventory and use of equipment
    - 7. Emergency procedures

- G. Problem behavior
  1. Unattended children
  2. Loitering, sleeping
  3. Noise levels
  4. Food and drink
  5. Drugs and alcohol
  6. Defacing library resources
  7. Harassment
- H. Community relations policy
  1. Cooperative borrowing/loaning agreements
  2. Relations with schools
  3. Ways of establishing cooperation on local and regional level
- I. Public Relations
  1. Public relations authority and responsibility
  2. Appropriate media
  3. Scope and emphasis
  4. Distribution of printed materials
  5. Participation of staff and trustees
- J. Volunteers
  1. Role and responsibilities
  2. Recruitment and selection
  3. Duties and any limitations
  4. Recognition and awards
  5. Friends group
- IV. Collection Development Policy
  - A. Mission and goals with community description
  - B. Responsibility for selection
  - C. Criteria for selection and quality of materials
  - D. Type and various formats collected (paperbacks, magazines, large print, microforms, newspapers)
  - E. Audiovisual collection (films, videocassettes, videodisks, audiocassettes, audio books, compact discs)
  - F. Scope of collection and priorities
  - G. Duplication of materials
  - H. Collection development and access statements for children, young adults, and adults
  - I. Selection procedures and vendor relations
  - J. Evaluation, weeding, maintenance, disposal, replacement, and inventory
  - K. Textbooks and materials related to school curricula
  - L. Censorship, access, and challenged materials procedure
    1. Procedures for requests to reconsider materials
    2. Request for Reconsideration of Materials form
    3. Freedom to read (ALA)
    4. Freedom to view (ALA)
    5. Intellectual Freedom Statement (ALA)
    6. Library Bill of Rights (ALA)

- M. Gifts, memorials, and donations
  - 1. Condition of acceptance of gift materials
  - 2. Disposition of non-usable gifts
  - 3. Acceptance of property, paintings, equipment, money, etc.
  - 4. Denominational literature
  - 5. Recognition of gifts by the library
- N. Special collections
  - 1. Local history
  - 2. Genealogy
  - 3. Local writers
- V. Management Policies
  - A. General
    - 1. Organizational authority and responsibility
    - 2. Budgeting and purchasing
    - 3. Use of library vehicles and equipment
    - 4. Inventory and insurance of buildings and contents
  - B. Personnel
    - 1. Responsibility and authority
    - 2. Hiring practices
      - a. Recruitment
      - b. Requirements, qualifications, and job descriptions
      - c. Vacancies
      - d. Appointments
      - e. Nepotism
    - 3. Personnel procedures
      - a. Probation period
      - b. Performance evaluation
      - c. Position classification
      - d. Promotion
      - e. Demotion
      - f. Transfer
      - g. Disciplinary action
      - h. Grievance
      - i. Personnel records
      - j. Termination
      - k. Layoffs and recall procedures
      - l. Outside employment/Dual employment
    - 4. Salaries and benefits
      - a. Pay
      - b. Leaves of absence (sick, vacation, family, etc.)
      - c. Insurance
      - d. Retirement
      - e. Pay period
      - f. Pay increases
      - g. Longevity

- h. Merit
- i. Overtime
- j. Compensatory leave
- k. Staff parking
- l. Other
- 5. Conditions of work
  - a. Hours of work
  - b. Attendance and reporting absences
  - c. Emergency closing
  - d. Job sharing
  - e. Safety
  - f. Substance abuse
  - g. Standards of conduct
  - h. Harassment
  - i. Drug and weapon free environment
  - j. Smoke free environment
  - k. Other
- 6. Workplace standards
  - a. Personal attire and habits
  - b. Personal phone calls
  - c. Radios and headphones
  - d. Family at work
  - e. Selling and soliciting
  - f. Political activities
  - g. Gifts and gratuities
- 7. Continuing education and professional development
- 8. Federal Legislation
  - a. ADA (*Americans with Disabilities Act*)
  - b. COBRA (*Consolidated Omnibus Budget Reconciliation Act*)
  - c. EEOC (*Equal Employment Opportunity Act*)
  - d. FSLA (*Fair Standards Labor Act*)
  - e. FMLA (*Family Medical Leave Act*)
- 9. Required federal postings
  - a. IRS Notice of Withholding
  - b. IRS Earned Income Credit Notice
  - c. EEOC Civil Rights Notice
  - d. Minimum Wage
  - e. Employee "Right to Know" Notice
  - f. I. N. S. Discrimination
  - g. Payday Notice
  - h. Employee Polygraph Notice
  - i. Family and Medical Leave Act (if 50 or more are employed)
- 10. Required state postings
  - a. Unemployment and Disability
  - b. Minimum Wage

- c. Workers' Compensation
  - d. Harassment, Discrimination in Employment and Human Rights
  - e. Job Safety & Health protection
  - f. Emergency Numbers
  - g. (Child Labor, Right to Know, Medical Leave where required)
- C. Facilities
- 1. Responsibility and procedures for maintenance
  - 2. Acquisition and ownership
  - 3. Insurance and liability
  - 4. Emergency preparedness and disaster/recovery plans
  - 5. Use of computers, equipment, vehicles, etc.

**APPENDIX III:  
BUDGET AND SPENDING REPORT**

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

**Account Reconciliation as of the end of the previous month.**

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

**Budget Spending**

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

## **APPENDIX IV: IMAGE EVALUATION**

Factors as diverse as the physical building, the appearance of the collection, the signage, and the staff's attitude affect the image of the library and how the public feels about the library and its staff. A board member and/or volunteer should complete the checklist by walking through the building and the grounds and observing everything carefully. Perhaps each member of the board could complete the checklist, comparing their results at an "image" board meeting.

### **THE PHYSICAL BUILDING**

- Are there directional signs around town to find the library?
- Is there an exterior sign with the library's name and hours readable from the street?
- Is the exterior library sign in good condition?
- What do the mailbox, the book drop, and the flag poles look like?
- Is the overall look of the building attractive? Appealing?
- Are the windows clean?
- Are drapes drooping?
- If there are exterior displays, how do they look? How frequently are they changed?
- Are landscaping plants trimmed neatly?
- Do the grounds look well-maintained?
- Is the library easily accessible to the handicapped?

### **INTERIOR OF THE LIBRARY**

- What is the overall "look" of the library?
- Does it look organized? Clean?
- Are there adequate directional signs?
- Is it too cluttered?
- Are you satisfied with the color scheme?
- What do the walls look like? Do they need to be repainted?
- Is the carpeting or flooring attractive? Would a professional cleaning help? (Would a local business donate cleaning?)
- Is there enough lighting? Can more lighting be added?
- Is it possible to increase the number or size of the windows?
- Is the furniture attractive? Are there tears in the furniture stuffing?
- Does the wood furniture need to be oiled?
- Would rearrangement of stacks and seating areas give the library a friendlier, more open look?

### **FOYER**

- Are there outdated displays that need to be changed?
- Are there empty display cases that need to be filled or removed?
- Is it clean?
- Does the entry area effectively orient the user to the library?

## **SIGNS**

- As you stand in the entry area, what directional signs do you see? (Sometimes signs are unnecessary and only add clutter.)
- If you were a new user, what directional signs would you need?
- Are the signs appropriate? Is the lettering legible and readable?
- Are confusing terms used?
- Are the signs crisp and new?
- Are they accurate?
- Is the size of lettering consistent from sign to sign?

## **THE COLLECTION**

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

## **DISPLAYS AND BULLETIN BOARDS**

- How do the displays and bulletin boards look?
- Are the notices on the bulletin board timely? Attractive? How often is the bulletin board updated? Weekly? Monthly? Annually?
- Are displays filled with books? Are there gaps that need to be filled in?
- How often are displays restocked?
- Are the displays located in “prime” locations?

## **FLYERS, BOOKMARKS, ETC.,**

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

## THE STAFF

- How are volunteers and staff dressed?
- Are they friendly? Do they greet people by name?
- Are they obviously willing to help?
- Do they just point out the card catalog/on-line catalog or do they actually help the customer find appropriate material?
- Are you satisfied that the person at the circulation desk presents the image and impression by which you want the library to be judged?
- Is the librarian readily available, or is she/he too busy cataloging, mending books, working on reports, etc.?
- Do personnel listen carefully to requests?
- How are people with fines and lost books treated?
- How does the staff react to children who pull several picture books off the shelf? What if the children are noisy?
- Do school children receive the same quality of service as adults?
- Is the person answering the telephone courteous and helpful?
- Does the staff smile at customers?

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

## **APPENDIX V: LIBRARY FACILITY GUIDELINES**

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

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

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

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## **Professional Associations**

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Friends of Tennessee Libraries  
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Lafayette, TN 37083  
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American Library Association  
50 E. Huron  
Chicago, IL 60611  
TEL 800-545-2433  
[www.ala.org](http://www.ala.org)

## **GLOSSARY**

**BANDWIDTH:** The amount of information that can be sent through a connection between two computers in a given amount of time. Computers may be connected by telephone wires, by coaxial cable, or through radio waves or microwaves. A connection that can transmit more data in a shorter period of time is said to have more bandwidth than another, slower connection. Bandwidth directly affects the quality of transmitted information.

**BRANCH LIBRARY:** A branch library is a library that is administered by a central or main library and that does not report to a board. Branch libraries are included in the main library legal service area and their statistics are reported as a part of the main library statistics. The level of the main library is determined by the population of the total system (main library and branches) service area and the standards included in that level are measured using the composite statistics of the system.

**CERTIFIED PUBLIC LIBRARY MANAGER:** A graduate of the Tennessee Public Library Management Program. This three-year program is designed for non-MLS library directors and branch managers.

**CLERICAL STAFF (CLERKS):** Staff members who spend the majority of their work time filing, shelving, and processing library materials and performing other clerical tasks.

**CITY LIBRARY:** See Municipal Library.

**COLLECTION DEVELOPMENT POLICY:** Policies and procedures developed to describe the scope and purpose of the library collection. Such policies include criteria for selection and weeding in all subject areas and the criteria for accepting gift materials.

**COMMUNITY LIBRARY:** A community library is a small public library that is legally organized pursuant to the Tennessee Code. It does have a service area which it is obligated to serve, but its service area and population are assigned by the Tennessee State Library and Archives to a Full Service Library in the County. Community Libraries typically serve a limited geographic area (2-4 miles radius of the library) and have limited roles that meet locally defined needs.

**COMMUNITY RELATIONS:** Community relations refers to how a library relates to and makes itself known to the community it serves. It includes interaction with organizations within the community, beneficial partnerships, publicity, the impact of library services on the community, etc.

**COUNTY LIBRARY:** A County Library is a public library that was created by the County government pursuant to the provisions of the Tennessee Code to serve the residents of the County.

**CPLM:** See Certified Public Library Manager.

**FTE:** See Full Time Equivalent.

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

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

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

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

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

**LIBRARY SERVICE AREA:** See Service Area.

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

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

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

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

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

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

**PROFESSIONAL LIBRARIAN (See MLS)**

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

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

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

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

**SERVICE AREA:** The population a public library serves.

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

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

**TOWN LIBRARY:** See Municipal Library.

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

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