Texas

Public Library

Standards

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association

2004

TEXAS PUBLIC LIBRARY STANDARDS

PREPARED BY:
TEXAS STATE LIBRARY AND ARCHIVES COMMISSION
AND TEXAS LIBRARY ASSOCIATION
JOINT TASK FORCE ON PUBLIC LIBRARY STANDARDS
AND ACCREDITATION

PREPARED FOR:
TEXAS STATE LIBRARY AND ARCHIVES COMMISSION
AND
TEXAS LIBRARY ASSOCIATION

ADOPTED BY THE
TEXAS LIBRARY ASSOCIATION COUNCIL
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Members of the Joint Task Force on Public Library Standards and Accreditation

Foreword

by Dale Fleeger
Chair of the Joint Task Force on
Public Library Standards and Accreditation

As part of the ongoing effort to improve public library service, those charged with developing and offering library access to the public must periodically examine the level of service offered at their respective institutions as well as the collective level of service offered statewide. Such local and global assessment is necessary to equip each library with the means of better evaluating local service, comparing institutional activity against a statewide norms, and advancing local public library support to insure competitiveness with services and resources offered in communities throughout Texas.

In 2003, the Texas State Library and Archives Commission and the Texas Library Association established the Joint Task Force on Public Library Standards and Accreditation. The Task Force was asked to revise current public library standards. Specifically, the Task Force was given four activities:

- review and evaluate recommendations from the Study of Public Library Development in Texas related to minimum requirements for system membership as well as to review and evaluate criteria for state assistance programs in other states;

- evaluate the current Texas Public Library Standards and the Minimum Criteria for System Membership for their timeliness, comprehensiveness, and appropriateness;

- recommend to the Texas State Library and Archives Commission and the Texas Library Association's Executive Board, Council, and Public Libraries Division the relationship that should exist between the standards and the Minimum Criteria for System Membership; and

- recommend future changes, if any, to the Texas Public Library Standards and to the Minimum Criteria for System Membership.

The Task Force met over the last year and conducted numerous public hearings throughout the state and received much feedback on draft standards throughout the development of the final product. At its Annual Assembly Conference in July 2004, the Texas Library Association Council formally endorsed the standards.

The Task Force's work is an important step in the continued evolution and improvement of public libraries in our state. I wish to thank all of the Task Force members for giving so generously of their time and expertise. I would also like to thank both the Texas State Library and Archives Commission and the Texas Library Association for initiating and supporting this needed effort.

I would also like to express the Task Force's collective appreciation to all those individuals who participated in the development of the standards, attended hearings, and shared their viewpoints. Without their input and investment, the revised standards would not represent a community-wide statement of the expectations and needs of Texas public libraries.

TABLE OF CONTENTS

TEXAS PUBLIC LIBRARY STANDARDS
INTRODUCTION

In January 1998, the TLA *ad hoc* Committee on Public Library Standards was created by the TLA Executive Board and charged with the creation of qualitative and quantitative standards for public libraries in Texas. The Texas Library Association (TLA) Council approved those standards on April 24, 2002 and were accepted by the Texas State Library and Archives Commission (TSLAC) on May 14, 2002.

In 2003, the State Library and Archives Commission (Peggy D. Rudd, Director and Librarian) and the Texas Library Association (Eva Poole, President) established the Joint TSLAC/TLA Task Force on Public Library Standards and Accreditation. Its charge included evaluation of the 2002 Texas Public Library Standards for their timeliness, comprehensiveness, and appropriateness and to recommend any needed changes.

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

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

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

Some standards may be applied across the board; however most vary by population groupings and levels of service in order to make the standards relevant and meaningful for all public libraries. These standards should be implemented at the local level.

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

Levels of Service
The Task Force elected to recognize three levels of service: basic, enhanced, and comprehensive. The enhanced level builds upon the basic and the comprehensive upon the enhanced. Libraries that achieve the enhanced or comprehensive level will be those where improvement is a proactive rather than reactive process.

To support progress and improved performance, the Task Force has recommended that Loan Star Libraries Grant allocations be directed at initiatives that will improve public library achievement in meeting standards.

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

Revision
To remain effective, this document must evolve to mirror the vitality of good public library service and to continue to raise the bar for improving Texas libraries. Accordingly, the Task Force recommends that the TSLAC, Library Development Division evaluate this set of standards at two-year intervals. If revision is deemed necessary, a Joint Task Force should be appointed to conduct a review and revision process and to recommend changes to TSLAC and TLA.

ADMINISTRATION STANDARDS

Basic

To meet basic standards, each Texas public library will:
- Meet the definition of a public library as stated in the Texas Library Systems Act.
- Have a Library Board (Governing or Advisory), which meets at least quarterly and have written bylaws governing the conduct of the board and its relationship to the library and the staff or have another formal mechanism for community input.
- Have a written mission statement.
- Have a written long-range plan, including a technology plan.
- Adopt and periodically review policies and procedures responsive to the local community.
- Have written policies and procedures in place, covering:
  - ADA Compliance
  - Circulation
  - Collection Development/Materials Selection
  - Copyright Compliance
  - Emergencies and Safety
  - Gifts and Special Collections
  - Interlibrary Loan
  - Internet and other technology issues
  - Patron Complaints
  - Personnel
  - Privacy and Confidentiality
  - Public Relations
  - Public Service Hours
  - Rules of Conduct for Library Users
  - Records Retention Schedule consistent with the Local Government Records Act
  - Other policies and procedures should be adopted as appropriate to the library's mission, goals, and facility. These may include Exhibits and Displays, Programming, or Use of Meeting Rooms and Equipment.
- Have a written and publicly posted copyright compliance procedure (17 USC 108) (United States Code).
- Cooperate with other non-library agencies to offer information, services, and programs to library users.
- Use a variety of indicators and outcome measures to determine the effectiveness of its service program to comply with reporting requirements of Texas State Library and Archives Commission.

Enhanced

To meet enhanced standards, each Texas public library will in addition to meeting basic standards:
- Have a written long-range plan, including a technology plan.
- Provide orientation and continuing education for Library Board.
- Have Library Board members attend system meetings at least once a year.
- Conduct community studies and makes use of other needs assessment techniques to ensure community participation in the design and delivery of library service.
- Complete a community analysis at least every five years.
- Conduct a patron survey at least every three years.
- Have Friends of the Library Group and/or Library Foundation, at least one of which is organized as a 501 (c) (3) organization for the purpose of accepting tax-exempt donations in support of library programs.
- Library director is a current member in a professional library organization e.g. Texas Library Association and American Library Association.

Comprehensive

To meet Comprehensive standards, each Texas public library will in addition to meeting enhanced standards:
- Conduct an annual meeting for the purpose of planning and evaluating programs and services attended by Library Board and Library Director.
- Publish a report annually informing the community of the library's activities and progress in meeting the library's goals as identified in its long-range plan.
- Review all policies at least every other year.
- At least one library board member is a current member in a professional library organization e.g. Texas Library Association and American Library Association.

COLLECTION STANDARDS

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

Many resources are available to support achievement in these standards. ***CREW Method: Expanding Guidelines for Collection Evaluation and Weeding for Small and Medium-sized Public Libraries*** is a useful guide for an ongoing weeding program, ***Selecting and Using a Core Reference Collection*** identifies essential titles. The Texas State Library and Archives Commission provides these two guides to all public libraries in the state. Additional resources and consulting services are available through the Texas Public Library Systems.

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

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

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
All Populations	Core reference collection	Core reference collection	Core reference collection
	2.0 circulation per capita	4.5 circulation per capita	7.5 circulation per capita
	10,000 items, or 1.5 items per capita, whichever is greater	12,500 items, or 3 items per capita, whichever is greater	15,000 items, or 4 items per capita, whichever is greater
	15%of collection less than 5 years old	20% of collection less than 5 years old	25% of collection less than 5 years old
	Entire collection weeded every 5 years	Entire collection weeded every 4 years	Entire collection weeded every 3 years
		Local History materials	Local History materials
	Library extends collection by providing access to Internet and full-text databases provided by the State Library	Library extends collection by providing access to Internet and full-text databases provided by the State Library and by providing licensed full-text databases purchased locally	Library extends collection by providing access to Internet and full-text databases provided by the State Library and by providing licensed full-text databases purchased locally
			Remote access to full-text databases purchased locally
	Library offers Interlibrary Loan services	Library offers Interlibrary Loan services	Library offers Interlibrary Loan services
	Library offers materials in a variety of current nonprint formats	Library offers materials in a variety of current nonprint formats	Library offers materials in a variety of current nonprint formats
			Library offers digitized local history materials
	Library collects/reports electronic use	Library collects/reports electronic use	Library collects/reports electronic use
Less than 5,000	Collection turnover: Not applicable	Collection turnover: Not applicable	Collection turnover: Not applicable
Over 5,000	1.00 collection turnover rate (circulating collection only)	1.75 collection turnover rate (circulating collection only)	2.5 collection turnover rate (circulating collection only)

FACILITY STANDARDS

Library facility standards are based on the library's mission statement and service goals.

Major service factors to consider in developing a facility plan are: collection size, use of technology, adult and children's programming, seating, and meeting room space.

Architectural formulas for space allocation described in Appendix B should be used to determine actual facility size and design.

In addition, the following list should be utilized in developing a future facility plan or evaluating an existing facility so that the library will:

- Comply with federal, state and local building codes, including the *Americans with Disabilities Act* (ADA) and the *Texas Architectural Barriers Act* (TABA);

- Have emergency manual and disaster plan;

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

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

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

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

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

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

- Have adequate provision for current and future electrical, data and telephone connections;

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

- Have adequate interior and exterior lighting in all areas;

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

- Have furnishings and equipment adequate to the needs of users and staff;

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

- Have adequate noise control;

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

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

- Review space needs assessment every five years.

FINANCE STANDARDS

Basic

In order to meet basic standards, each Texas public library will:

- Receive funds on an ongoing basis as the basic funding structure of the library. Funds may be from city, county, taxing districts, other public funding entity, or 501(c)(3) corporation.

- Develop ongoing financial resources to supplement local support, which might include grants, donations, endowments and various other funding methods.

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

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

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

- Allocate 10% of operating budget for library materials.

- Allocate funds for staff continuing education direct costs.

Enhanced

In order to meet enhanced standards, each Texas public library will, in addition to meeting basic standards,:

- Allocate 15% of operating budget for funding the library's collection of materials.

- Provide the minimum salary for a starting librarian's position as reported by the Texas Library Association. The librarian shall hold a graduate degree in library and information studies from a university accredited by ALA.

Comprehensive

In order to meet comprehensive standards, each Texas public library, will in addition to meeting enhanced standards,:

- Allocate 20% of operating budget for funding the library's collection of materials.

- Provide the minimum salary for a starting librarian position as reported by the Texas Library Association. The librarian shall hold a graduate degree in library and information studies from a university accredited by ALA.

MARKETING/PUBLIC RELATIONS/ADVOCACY STANDARDS

A library's marketing plan is a coordinated, continuous effort to communicate a positive image of the library.

A well-rounded marketing plan will utilize all forms of public relations to promote the availability of the library's resources, services, and programs. All marketing efforts should be an integral part of the library long-range plan.

The public relations plan should be designed to target local demographics and reflect language(s) spoken in the community and to take full advantage of the service area's promotional opportunities.

The advocacy plan should incorporate the knowledge that elected officials and governmental entities and the laws and rules emanating from these organizations impact the growth and quality of all libraries.

Texas public libraries should work toward the following target areas:

MARKETING AND PUBLIC RELATIONS

All populations

- Recognize that excellent library services and a courteous well-trained staff that meets the needs of library patrons are the heart and soul of any marketing effort.

- Design and fund public relations programs using various approaches to publicity with visually attractive print and electronic materials, signage and graphics. Libraries are encouraged to use materials provided by the Texas State Library and Archives Commission, and the Texas Library Association.

- Evaluate public image of library services, staff and programming.

- Evaluate all policies and procedures in terms of effect on the public and the library's public relations.

- Understand, target and meet the needs of special groups (i.e.; seniors, winter tourists, etc.) within the community as well as the general demographics of the community.

Use basic public relations and marketing tools, some suggestions follow:
- Attractively packaged annual reports made available to the public
- Banners
- Booklists
- Bookmarks
- Booths at fairs or trade shows
- Brochures
- Cable TV
- Commercial TV
- Conduct surveys of citizen/patron awareness on a timely basis
- Coordinate with other community service organizations and community events for publicity
- Direct mail promotions
- Displays
- Electronic bulletin boards
- End caps and shelf displays
- Exhibits and displays
- Flyers

Basic public relations and marketing suggestions continued:

- Magazines
- News Releases
- Newsletters
- Newspaper Ads
- Online catalog
- Posters
- Press releases
  (information on special programs may be found on http://www.tsl.state.tx.us/news/presspass/index.html)
- Promotional giveaways
- Promotional materials for community leaders, interest groups and agencies
- Public service outlets
- Radio
- Slide, tape and Power Point presentations
- Speakers for community programs and events
- Staff and Board who join local service and business organizations
- Storytimes in library
- Storytimes outside library in schools, community centers and nursing homes
- Target neighborhoods and special needs areas
- Traveling exhibits
- Utilize marketing concepts in developing advocacy plans
- Videocassettes
- WebPages
- Window displays

ADVOCACY

Texas public libraries should develop plans that include the following:

All populations

- Develop and nurture community stakeholders and educate with the goal of being advocates.
- Create and nurture relationships with elected officials on community, county, other local governances, state and federal levels. Advocacy must be non-partisan.
- Host events to which elected officials are invited to attend
- Have representation at events, hearings and programs elected officials attend
- Design a communication plan for informing interested community members and library supporters about legislation concerning libraries
- Provide letter writing kits (both print and electronic) with names of elected officials and key information about legislation affecting libraries
- Be informed of TLA and ALA legislative issues and promote those issues whenever possible
- Support TLA Legislative Day with calls, mail and representation

PERSONNEL STANDARDS

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

- Project an image of competence and courtesy to the public they serve
- Have an understanding of the history and development of library services
- Know the service goals of the library and be aware of all library policies
- Be well-trained in the best practices and procedures required by their position
- Training and continuing education hours which can be fulfilled with distance learning, video conferencing workshops and seminars held in-house
- Participate in community-based organizations through membership and active participation
- Have salaries, hours, and benefits comparable with other positions of the funding entities requiring similar educational preparation and job assignments.

Planning and providing quality library services demands not only traditional bibliographic skills, but also the ability to:
- Assess needs
- Set objectives as well as evaluate and measure the effectiveness of public library programs
- Select materials and provide guidance in the use of all library resources
- Work within the political and social structures of the community
- Communicate and work effectively with board members and staff
- Make use of current and emerging technologies for information and communication
- Manage financial resources
- Manage fundraising, including grants, gifts, endowments, etc.
- Manage human resources
- Provide continuing education hours

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

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
1 - 4,999	**Education requirements for the Director:**	**Education requirements for the Director:**	**Education requirements for the Director:**
	High school (diploma or GED) plus 1 year library work experience	High school (diploma or GED) plus 3 years library work experience	Bachelor's degree and 3 years of library work experience
	OR	**OR**	**AND**
	60 semester hours of college credit from an accredited college or university;	90 semester hours of college credit from an accredited college or university;	completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science
	AND	**AND**	**OR**
	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science	18 graduate library science hours and 3 years of library work experience.
	Training:	**Training:**	**Training:**
	Director: Minimum 10 hours per year total or 3 hours of college credit per year.	Director: Minimum 15 hours per year total or 3 hours of college credit per year.	Director: Minimum 15 hours per year total or 3 hours of college credit per year.
	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
5,000 - 9,999	**Education requirements for the Director:**	**Education requirements for the Director:**	**Education requirements for the Director:**
	High school (diploma or GED) plus 2 years of library work experience	High school (diploma or GED) plus 3 years library work experience	Bachelor's degree from an accredited college or university plus 3 years of library experience
	OR	**OR**	**AND**
	60 semester hours of college credit from an accredited college or university;	96 semester hours of college credit from an accredited college or university;	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science
	AND	**AND**	**OR**
	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science	Graduate degree in library and information studies from a program accredited by ALA
		OR	
		18 graduate library science hours.	
	Training:	**Training:**	**Training:**
	Director: Minimum 10 hours per year total or 3 hours of college credit per year.	Director: Minimum 15 hours per total or 3 hours of college credit per year.	Director: Minimum 15 hours per year total or 3 hours of college credit per year.
	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
10,000 - 24,999	**Education requirements for the Director:**	**Education requirements for the Director:**	**Education requirements for the Director:**
	Bachelor's degree from an accredited college or university plus 2 years of library work experience	Bachelor's degree from an accredited college or university plus 3 years of library work experience	Graduate degree in library and information studies from program accredited by ALA
	AND	**AND**	**AND**
	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science	Completion of Small Library Management Training or an online alternative within 3 years of hire or school certification in library science	5 years library administrative experience.
		OR	
		Graduate degree in library and information studies from a program accredited by ALA	
	Staff Requirements:	**Staff Requirements:**	**Staff Requirements:**
	Have 1 FTE per 5,000 population	Have 1 FTE per 4,200 populations	Have 1FTE per 3,500 population
			Have at least 1 ALA Accredited MLS Accredited Librarian
	Training:	**Training:**	**Training:**
	Director: Minimum 15 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.
	Staff: At least one training program for all staff per year.	Staff: At least one training program for all other staff per year.	Staff: At least one training program for all other staff per year.

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
25,000 - 49,999	**Education requirements for the Director:**	**Education requirements for the Director:**	**Education requirements for the Director:**
	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA
	AND	**AND**	**AND**
	5 years library administrative experience.	5 years library administrative experience.	5 years library administrative experience.
	Staff Requirements:	**Staff Requirements:**	**Staff Requirements:**
	Have one FTE per 5,000 population	Have one FTE per 4,200 populations	Have one FTE per 3,500 population
	Have at least 1ALA Accredited MLS Accredited Librarian	Have at least 1ALA Accredited MLS Accredited Librarian	Have at least 2 ALA Accredited MLS Librarians
	Training:	**Training:**	**Training:**
	Director: Minimum 15 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.
	Staff: At least 1training program for all other staff per year.	Staff: At least 1training program for all other staff per year.	Staff: At least 1training program for all other staff per year.

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
50,000 - 99,999	**Education requirements for the Director:**	**Education requirements for the Director:**	**Education requirements for the Director:**
	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA
	AND	**AND**	**AND**
	5 years library administrative experience.	5 years library administrative experience.	5 years library administrative experience.
	Staff Requirements:	**Staff Requirements:**	**Staff Requirements:**
	Have 1FTE per 5,000 population	Have 1FTE per 4,200 populations	Have 1FTE per 3,500 population
	Have at least 2 ALA Accredited MLS Librarians	Have at least 3 ALA Accredited MLS Librarians	Have at least 4 ALA Accredited MLS Librarians
	Training:	**Training:**	**Training:**
	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.
	Staff: At least 1training program for all other staff per year.	Staff: At least 1 training program for all other staff per year.	Staff: At least 1 training program for all other staff per year.

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
100,000 - 199,999	**Education requirements for the Director:**	**Education requirements for the Director:**	**Education requirements for the Director:**
	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA
	AND	**AND**	**AND**
	5 years library administrative experience	5 years library administrative experience	5 years library administrative experience
	Staff Requirements:	**Staff Requirements:**	**Staff Requirements:**
	Have 1FTE per 4,200 population	Have 1 FTE per 3, 500 population	Have 1FTE per 3,000 population
	Have 1 MLS accredited Librarians per 12,500 population	Have 1 MLS accredited Librarians per 10,000 population	Have 1 MLS accredited Librarians per 8,000 population
	Training:	**Training:**	**Training:**
	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.	Director: Minimum 20 hours per year total or 3 hours of college credit per year.
	Staff: At least 1training program for all other staff per year.	Staff: At least 1training program for all other staff per year.	Staff: At least 1training program for all other staff per year.

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
200,000 - 499,999	**Education requirements for the Director:**	**Education requirements for the Director:**	**Education requirements for the Director:**
	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA	Graduate degree in library and information studies from program accredited by ALA
	AND	**AND**	**AND**
	5 years library administrative experience.	5 years library administrative experience.	5 years library administrative experience.
	Staff Requirements:	**Staff Requirements:**	**Staff Requirements:**
	Have 1FTE per 2,750 population	Have 1 FTE per 2,500 population	Have 1FTE per 2,250 population
	Have 1MLS accredited Librarians per 16,500 population	Have 1MLS accredited Librarians per 12,500 population	Have 1MLS accredited Librarians per 10,000 population
	Training:	**Training:**	**Training:**
	Director: Minimum 25 hours per year total or 6 hours of college credit per year.	Director: Minimum 25 hours per year total or 6 hours of college credit per year.	Director: Minimum 25 hours per year total or 6 hours of college credit per year.
	Staff: At least 1training program for all other staff per year.	Staff: At least 1training program for all other staff per year.	Staff: At least 1 training program for all other staff per year.

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
OVER 500,000	**Education requirements for the Director:**	**Education requirements for the Director:**	**Education requirements for the Director:**
	Graduate degree in library and information studies from program accredited ALA	Graduate degree in library and information studies from program accredited ALA	Graduate degree in library and information studies from program accredited ALA
	AND	**AND**	**AND**
	5 years library administrative experience.	5 years library administrative experience.	5 years library administrative experience.
	Staff Requirements:	**Staff Requirements:**	**Staff Requirements:**
	Have at least 10 people in the Library during open hours	Have at least 10 people in the Library during open hours	Have at least 10 people in the Library during open hours
	Have 1 MLS accredited Librarians per 16,500	Have 1MLS accredited Librarians per 12,500	Have 1MLS accredited Librarians per 10,000
	Training:	**Training:**	**Training:**
	Director: Minimum 30 hours per year total or 9 hours of college credit per year.	Director: Minimum 30 hours per year total or 9 hours of college credit per year.	Director: Minimum 30 hours per year total or 9 hours of college credit per year.
	Staff: At least 2 training programs for all other staff per year.	Staff: At least 2 training programs for all other staff per year.	Staff: At least 2 training programs for all other staff per year.

SERVICE STANDARDS

Recognizing the diversity of the population in the community, public libraries shall provide all citizens access to information and materials in a timely manner and in useful and convenient formats. Each public library outlet shall apply service standards for hours open based on their individual, locally assigned service population. Through collaboration with TSLAC, TLA, ALA, and other educational and cultural entities, a public library shall strive to offer a variety of free programs that reflect the community needs and interests. Quality service in a public library shall include adequate access for the public and staff to the library catalog of holdings, the Internet, and other electronic resources.

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

The following accessibility standards apply to all public libraries in Texas:
- Core library services shall be available whenever the library is open to the public.
- Library services shall be accessible to individuals with special needs.
- Libraries will have a minimum of two Internet accessible computer terminals.
- Libraries will have Internet access for staff.
- Libraries will have an online catalog of holdings and an automated circulation system.
- Libraries will have a copy machine available for administrative and public use.
- Libraries will have a telephone and fax machine available for administrative use.
- Libraries will have a system for reserving circulating books.
- Libraries will have day time and either evening or weekend hours
- Libraries with website will keep them current and updated

Accessibility

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
1 - 4,999	Library is open at least 25 hours per week	Library is open at least 30 hours per week	Library is open at least 35 hours per week Library has a website
5,000 - 9,999	Library is open at least 30 hours per week	Library is open at least 35 hours per week Library has a website	Library is open at least 40 hours per week Library has a website
10,000 - 24,999	Library is open at least 40 hours per week Library has a website	Library is open at least 45 hours per week Library has a website	Library is open at least 50 hours per week Library has a website Library provides remote access to online catalog
25,000 - 49,999	Library is open at least 45 hours per week Library has a website	Library is open at least 50 hours per week Library has a website	Library is open at least 55 hours per week Library has a website Library provides remote access to online catalog
50,000 - 99,999	Library is open at least 50 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 60 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 65 hours per week Library has a website Library provides remote access to online catalog
100,000 - 199,999	Library is open at least 60 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 65 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 70 hours per week Library has a website Library provides remote access to online catalog

POPULATION	BASIC	ENHANCED	COMPREHENSIVE
200,00 - 499,999	Library is open at least 65 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 70 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 72 hours per week Library has a website Library provides remote access to online catalog Library provides remote online reserve of circulating materials
500,000 +	Library is open at least 68 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 72 hours per week Library has a website Library provides remote access to online catalog	Library is open at least 76 hours per week Library has a website Library provides remote access to online catalog Library provides remote online reserve of circulating materials

Information Services

Texas public libraries provide information services for all patrons.

Basic services include:

- Reference and readers advisory assistance;
- Reference service by telephone to all callers all hours the library is open to the public; and
- Information and instruction on the use of the library and its materials and equipment.

Enhanced services include the Basic services plus:

- Online database searching with remote access, and
- Reference service via e-mail or fax.

Comprehensive services include Basic and Enhanced services plus:

- Virtual reference service.

Programming

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

Basic:

- Presenting educational, cultural, recreational and reading programs that reflect diverse community needs and interests.
- Providing children's programming to encourage reading and lifelong learning.
- Collaborating with other community organizations and educational institutions to promote library services.
- Providing library outreach services, which bring library service to the under-served and un-served.

TECHNOLOGY STANDARDS

As our society becomes increasingly dependent on electronic resources to access information, those without access to computing resources are consequently denied the information they seek. Traditionally, the role of the public library has been to gather, organize, and preserve information, while also teaching those in their communities how to find and use it.

Public libraries must seek to always stay current with technology that will enhance services to patrons. Public libraries are tied in with formats and configurations that are standards for the cities they serve and therefore, difficult to recommend a standard.

Access to databases or online resources as well as access to email is a goal for all public libraries to work toward. Standards are suggested for numbers of computers available for patron use based on population.

Technology provides the public library an opportunity to reach out to the traditional patron as well as a whole new type of patron, one that stays digitally connected and involved.

All Populations

Basic

- 1 computer per 2,500 population served OR a minimum of 2 whichever is greater

Enhanced

- 1 computer per 2,000 population served OR a minimum of 2 whichever is greater

Comprehensive

- 1 computer per 1,500 population served OR a minimum of 2 whichever is greater

Libraries should consider the following enhancements to current services.

- Self check out equipment
- Scanning services
- Access to email
- Office applications software
- Distance learning facilities
- Satellite/video conferencing
- Digital cameras for checkout
- Audio/video editing suites
- Laptop computers for in-house use and checkout
- PDA/Handhelds for checkout
- iPods checkout
- Electronic tablets

Appendix A: Local Implementation Checklist

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

     [1] Achieved
     [2] Working on
     [3] Not yet begun
     [4] Not applicable

ADMINISTRATION STANDARDS

1. The Library has:
     a. a board that meets on a regular basis with a written set of bylaws.
       OR a formal mechanism for community input.   [1] [2] [3] [4]
     b. one board or community member that is a current member in a professional
       library organization.   [1] [2] [3] [4]
     c. an orientation and a handbook for the board or community group.   [1] [2] [3] [4]

2. a. The library has a written mission statement.   [1] [2] [3] [4]
     b. The library has a written long-range plan.   [1] [2] [3] [4]
     c. The library has a technology plan.   [1] [2] [3] [4]

3. The library has written policies and procedures for:
     a. ADA compliance   [1] [2] [3] [4]
     b. Circulation   [1] [2] [3] [4]
     c. Collection Development/Materials Selection   [1] [2] [3] [4]
     d. Copyright Compliance   [1] [2] [3] [4]
     e. Emergencies and Safety   [1] [2] [3] [4]
     f. Gifts and Special Collections   [1] [2] [3] [4]
     g. Interlibrary Loan   [1] [2] [3] [4]
     h. Internet and other technology issues   [1] [2] [3] [4]
     i. Patron Complaints   [1] [2] [3] [4]
     j. Personnel   [1] [2] [3] [4]
     k. Privacy and Confidentiality   [1] [2] [3] [4]
     l. Public Relations   [1] [2] [3] [4]
     m. Public Service Hours   [1] [2] [3] [4]
     n. Rules of Conduct for Library Users   [1] [2] [3] [4]
     o. Records Retention Schedule consistent with Local Government Records Act   [1] [2] [3] [4]
     p. Other policies and procedures as appropriate to the library's mission, goals, and facility
       (e.g., Exhibits and Displays, Programming, Use of Meeting Rooms and Equipment).   [1] [2] [3] [4]

4. The library periodically reviews policies and procedures.   [1] [2] [3] [4]

5. The library has a written and publicly posted copyright compliance procedure.   [1] [2] [3] [4]

6. The library reaches out in cooperation and collaboration with:
     a. Other libraries   [1] [2] [3] [4]
     b. Library organizations and consortia   [1] [2] [3] [4]
     c. Education institutions   [1] [2] [3] [4]
     d. City/county departments   [1] [2] [3] [4]
     e. Social agencies   [1] [2] [3] [4]
     f. Government agencies   [1] [2] [3] [4]
     g. Business and industry   [1] [2] [3] [4]
     h. Community-based organizations   [1] [2] [3] [4]
     i. Volunteers and library advocates   [1] [2] [3] [4]
     j. Media sources   [1] [2] [3] [4]
     k. Electronic networks   [1] [2] [3] [4]

7. The library board sends members to continuing education workshop or system meeting. [1] [2] [3] [4]

8. The library has completed a community analysis.   [1] [2] [3] [4]

9. The library has conducted a patron survey. [1] [2] [3] [4]

10. The library has a Friends and/or Foundation 501(c)(3) group. [1] [2] [3] [4]

11 The library director is a current member of a professional library organization. [1] [2] [3] [4]

COLLECTION STANDARDS

1. The library provides an adequate number of materials as defined by
    the collection standards. [1] [2] [3] [4]
    a. The collection has _____ items.
    b. The collection has _____ per capita.

2. The library's collection is used by the community. [1] [2] [3] [4]
    a. The circulation per capita is _____.
    b. The collection turnover rate is _____.

3. The library maintains a current collection. [1] [2] [3] [4]
    a. The percentage of the collection less than 5 years old is _____%.
    b. The entire collection is weeded every _____ years.

4. The library provides access to electronic resources
    a. Internet [1] [2] [3] [4]
    b. Full-text databases [1] [2] [3] [4]
    c. Licensed full-text databases (paid locally) [1] [2] [3] [4]
    d. Remote access to full-text database [1] [2] [3] [4]

5. The library provides a core reference collection as described in
    Selecting and Using a Core Reference Collection. [1] [2] [3] [4]

6. The library provides interlibrary loan services. [1] [2] [3] [4]

7. The library provides local history materials. [1] [2] [3] [4]

8. The library digitizes local history materials. [1] [2] [3] [4]

FACILITY STANDARDS

1. The library complies with federal, state and local building codes, including
    ADA and TABA. [1] [2] [3] [4]

2. The library is accessible to individuals with special needs. [1] [2] [3] [4]

3. The library has an emergency manual. [1] [2] [3] [4]

4. The library has a disaster plan. [1] [2] [3] [4]

5. The library has a plan and budget for the maintenance of the building and grounds. [1] [2] [3] [4]

6. The library has convenient and adequate parking based on applicable building
   codes and anticipated usage. [1] [2] [3] [4]

7. The library has an exterior sign identifying it as a library and is clearly visible
   from the street. [1] [2] [3] [4]

8. The library features well-designed signs and graphics including the display of
   International Symbol of Accessibility, where appropriate. [1] [2] [3] [4]

9. The library incorporates changes to existing and future libraries
   to move toward sustainable buildings. [1] [2] [3] [4]

10. The library has adequate provision for current and future electrical,
    data, and telephone connections. [1] [2] [3] [4]

11. The library has controlled temperature and humidity for the benefit of staff and
    users as well as the protection of library materials. [1] [2] [3] [4]

12. The library has adequate interior lighting in all areas. [1] [2] [3] [4]

13. The library has a fireproof receptacle for return of library materials
after hours in a safe, well-lit area. [1] [2] [3] [4]

14. The library provides adequate space to meet its service operation
and storage needs. [1] [2] [3] [4]

15. The library has adequate noise control. [1] [2] [3] [4]

16. The library has a meeting room used for library programming and
for use by community groups, if such is a part of the library's plan. [1] [2] [3] [4]

17. The Library receives input from stakeholders on location, design, and accessibility. [1] [2] [3] [4]

17. The library reviews space needs assessment every five years. [1] [2] [3] [4]

FINANCE STANDARDS

1. The library submits an annual budget. [1] [2] [3] [4]

2. Libraries that are run by a governing board have an independent
audit conducted every three years. [1] [2] [3] [4]

3. The library allocates __% of the operating budget for library materials. [1] [2] [3] [4]

4. The library allocates funds for staff continuing education. [1] [2] [3] [4]

5. The library provides the minimum salary for a starting librarian's position as
reported by the Texas Library Association. [1] [2] [3] [4]

MARKETING/PUBLIC RELATIONS STANDARDS

1. The library designs and funds a public relations program using community
appropriate approaches to publicity. [1] [2] [3] [4]

2. The library uses visually appealing printed and electronic materials, signage
and graphics. [1] [2] [3] [4]

3. The library evaluates the public image of library services, staff and programming
through surveys. [1] [2] [3] [4]

4. The library evaluates all policies and procedures in terms of the effect on the
public and the library's public relations. [1] [2] [3] [4]

5. The library targets and meets needs of special groups within the community. [1] [2] [3] [4]

ADVOCACY STANDARDS

1. The library develops and educates stakeholders to become advocates. [1] [2] [3] [4]

2. Advocates create and nurture relationships with elected officials. [1] [2] [3] [4]

3. Elected officials are invited to library events. [1] [2] [3] [4]

4. The library is represented at events, hearings, and programs elected
officials attend. [1] [2] [3] [4]

5. A communication plan is designed to keep community members, library
supporters and advocates informed on legislation affecting libraries. [1] [2] [3] [4]

PERSONNEL STANDARDS

1. The library director fulfills the education requirements. [1] [2] [3] [4]

2. The library has an adequate number of staff. [1] [2] [3] [4]

3. The library has an adequate number of MLS staff. [1] [2] [3] [4]

4. The library director receives the minimum amount of training annually. [1] [2] [3] [4]

5. The staff attends continuing education training annually. [1] [2] [3] [4]

SERVICE STANDARDS

1. The library provides all basic services whenever the library is open to the public.   [1] [2] [3] [4]

2. The library is accessible to individuals with special needs.   [1] [2] [3] [4]

3. The library has a minimum of 2 Internet-accessible computers.   [1] [2] [3] [4]

4. The library has Internet access for staff.   [1] [2] [3] [4]

5. The library has an online catalog of holdings.   [1] [2] [3] [4]

6. The library has a copy machine for administrative and public use.   [1] [2] [3] [4]

7. The library has a telephone and fax machine for administrative use.   [1] [2] [3] [4]

8. The library has a system for reserving circulating books.   [1] [2] [3] [4]

9. The library has day time and either evening or weekend hours.   [1] [2] [3] [4]

10. The library meets the number of hours open as stated in the standards.   [1] [2] [3] [4]

11. The library has a website.   [1] [2] [3] [4]

12. The library provides telephone reference service to all callers
    for all hours the library is open.   [1] [2] [3] [4]

13. The library provides information in instruction in the use of the library
    and its materials and equipment.   [1] [2] [3] [4]

14. The library provides reference service via e-mail or fax.   [1] [2] [3] [4]

15. The library presents educational, cultural, and recreational programs
    that reflect community needs and interests.   [1] [2] [3] [4]

16. The library provides children's programming.   [1] [2] [3] [4]

17. The library provides outreach services.   [1] [2] [3] [4]

TECHNOLOGY STANDARDS

1. The library provides an adequate number of computers for population served.   [1] [2] [3] [4]

2. The library is consistently considering technological enhancements to current
   services.   [1] [2] [3] [4]

APPENDIX B: Space Needs Worksheet

Library _____

Person completing form _____   Date _____

Step 1 – Population

a. Current local population (for comparison only)   _____

b. Projected local population   _____

c. Projected nonresident population   _____

d. TOTAL (b + c)   _____

Step 2 – Collection Space

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

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

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

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

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

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

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

Step 3 – User Seating Space

Projected population (from Step 1.d)   _____

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

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

Step 4 – Staff Work Space

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

Step 5 – Meeting Room Space

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

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

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

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

Step 6 – Special Space

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

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

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

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

b. SUBTOTAL 1   _____ sq. ft.

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

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

Step 7 – Nonassignable Space

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

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

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

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

Step 8 – Public-Access Computer Work Space

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

Step 9 – Putting It All Together

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

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

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

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

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

f. Nonassignable space (from Step 7.d)   _____ sq. ft.

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

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

NOTES

Appendix C: Selected Glossary of Terms and Acronyms

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

ADA: Americans with Disabilities Act.

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

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

ALA: American Library Association.

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

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

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

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

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

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

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

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

Director: Chief executive officer of a public library.

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

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

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

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

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

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

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

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

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

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

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

Nonassignable Space: Hallways, walkways and other areas.

Online Catalog: A computer-based catalog of holdings.

Outreach: Library services that extend outside the library facility.

Patron Computer: A computer assigned solely for patron use.

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

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

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

SLMT: Small Library Management Training, provided by the Texas State Library and Archives Commission.

TABA: Texas Architectural Barriers Act.

TLA: Texas Library Association.

TSLAC: Texas State Library and Archives Commission.

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

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