OFFICE OF THE UNDER SECRETARY OF DEFENSE
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PERSONNEL AND
READINESS

MEMORANDUM FOR DEPUTY ASSISTANT SECRETARY OF THE ARMY
(HUMAN RESOURCES)
DEPUTY ASSISTANT SECRETARY OF THE NAVY
(PERSONNEL PROGRAMS)
DEPUTY ASSISTANT SECRETARY OF THE AIR FORCE
(FORCE MANAGEMENT & PERSONNEL)

SUBJECT: Department of Defense Morale, Welfare and Recreation (MWR)
Library Standards

This policy memorandum updates the attached established mandatory core standards for DoD Morale, Welfare and Recreation (MWR) general libraries. The previous policy memorandum on this same subject, dated February 11, 1999, is hereby rescinded. The core standards are established as minimums and are effective immediately. The standards and goals will be reviewed every three years by the Service head librarians.

Beginning in 2005, the Services must submit a status report to the Deputy Under Secretary of Defense (Military Community and Family Policy) by January 31st of each year, reporting the number of installations within each military Service that have general libraries and a list of those installations which do not meet core standards. In addition, the report must include a list of installations that were granted waivers, the reason for the waivers, and the durations. All report information must be current through September 30th of the year preceding the report.

This policy will be incorporated in the next revision of the Department of Defense Instruction 1015.10, "Programs for Military Morale, Welfare and Recreation," November 3, 1995.
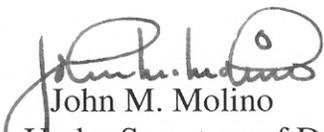
John M. Molino
Deputy Under Secretary of Defense
(Military Community and Family Policy)

Attachment:
As stated

DoD Morale, Welfare and Recreation (MWR) Library Standards

The DoD MWR library activities support readiness and the military mission, professional military and technical education and training, personal and technical skill development of members of the military community, quality of life during both peacetime and deployments, voluntary education, lifelong learning, transition and career assistance, relocation assistance and leisure needs of the military community. MWR libraries do not include medical, education and other libraries within DoD that focus on occupational or academic specialties.

CORE STANDARDS

The following standards apply to each DoD installation, except for afloat operations, and a minimal number of very small locations where full compliance would be an ineffective use of resources compared to the customers served.

The central installation library shall have:

- Adequate and physically separate areas for reference materials; periodicals; technical services; photocopying; typing; circulation desk; reading area with tables and chairs; study; display for new materials and information about the library program; customer use computer area; entrance/foyer; external bookdrop and electronic patron counter.

- A children's area to include appropriately proportioned tables and chairs.

- Restrooms (all library facilities).

- A complete range of reference and research capabilities including print, non-print, CD-ROM, on-line, DSN and commercial voice communications, and Internet services. Uses inter-library loan and document delivery to retrieve materials. Prepare bibliographies.

- The following customer and staff services and programs: Reference and research materials and services; circulation services using an integrated library system (ILS) which provides Online Public Access Catalog (OPAC) and circulation management; Cataloging and Classification using the ILS cataloging module; Online Computer Library Center (OCLC), (or equivalent) for cataloging; Onsite access through CD-ROM or the Internet to periodicals, newspapers, applicable indexes and full text databases; Acquisition system for library materials; Collections including print, audio, video, and DVD and other non-print media; Computers accepting multiple formats with printing and Internet capability; and Orientation on program services and use of all resources available throughout the installation library activity.

- Hours of operation that meet customer demand including evenings and weekends.

- Air conditioning, adequate lighting, heating and humidity systems as required for customer comfort and to avoid deterioration of library materials.

- Technology services including access to computer multimedia systems, laser printers, fax (for staff use), photocopiers, email capability, and the Online Public Access Catalog (OPAC) workstations for customer and staff use.

- A marketing action plan based upon its mission and customer feedback.

- Furniture, equipment, and information technology infrastructure to support the library mission.

- Adequate customer parking.

- Use of the machine-readable cataloging (MARC) record format and shall adhere to the National Institute Standards Organization (NISO) Z39.50 compatibility standard for all new library automation and information technology.

- A library staff that receives training no less than twice yearly in library services. Library Staffing shall meet OPM classification and qualification standards for GS Series 1410, 1411, and 1412 positions. Ensure cross training of employees so customers are provided competent customer services cited above whenever the library is open. Authorized augmentees should not replace recognized positions identified in the aforementioned OPM qualification standards.

- A long-range budget plan (at least three years) that reflects the requirement for currency and modernization of materials, information and technology systems, and training needs. Acquisition of library materials shall take advantage of publisher/manufacturer's discounts, schedules, and licensing economics; and joint service opportunities for savings and efficiencies. Library activities shall establish one or more consortia/network partnerships with other library systems or referral services to obtain economies and efficiencies of operations.

DoD PREMIER FACILITIES

It is the DoD goal to provide a level of service and quality of programs within our library facilities commensurate with those found in premier civilian community libraries. Installations are encouraged to achieve this goal. Those facilities that comply with all Core Standards and the following premier standards will be designated as DoD Premier MWR Libraries and will be eligible for DoD recognition and an accompanying certificate of excellence. Eligibility will be validated by nominations for recognition submitted by the Services to the Deputy Under Secretary of Defense for Military Community and Family Policy. A premier facility shall have:

- Technological capability to include color printing, scanning, data display projector for presentations, digital cameras, children's multimedia workstations, security system, and access to ILS serials and acquisitions modules.

- Research capability to include identification, analysis, and synthesis resulting in a product (e.g., white papers, background papers, briefs, etc.), selective dissemination of information (SDI), and comprehensive bibliographies.

- Administrative area with staff offices and break area, technical services area with an external receiving area, viewing and listening rooms for multimedia materials, study rooms, and multi-purpose room for customer use.