

### **III. Guidelines Checklist**

#### Definition of terms

##### **Public library board**

The library's governing body. In addition to public library boards appointed by municipal and county councils, special legislation may allow a particular municipality to appoint a committee of council rather than a board. For the sake of brevity, and unless stated otherwise, all such bodies are hereafter referred to simply as “public library boards”.

##### **Chief executive officer (CEO)**

The position which bears overall responsibility for managing the operations of the library and its staff. (Note: The title used by individual libraries may differ, e.g. Chief Librarian, City Librarian, Library Director, Program Director.)

##### **Population served**

The total number of residents of the community served by a library, including the residents of communities which contract with that library for service.

##### **Service outlet**

A stationary or mobile facility for delivering public library service.

##### **Branch**

A stationary service outlet within a library system intended to deliver a range of library services to a designated area of the community.

##### **Mandatory Guideline**

A guideline, designated by the symbol *M*, that must be met in order for a library to receive accreditation.

## SECTION 1 - Governance/Administration

### 1.1 Organization of the board

*In order to function effectively, a board requires a formal framework, including officers and rules for board meetings. Such a structure provides the board with an organized way to conduct its business.*

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|--------------|---|----------|--------------------------|--------------------------|--------------------------|
| <b>1.1.1</b> | <b>Governing body</b> - The library has a governing body which is constituted in accordance with the provisions of, and operates in conformity with, current Ontario public library legislation.  | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.1.2</b> | <b>Officers</b> - The board has elected a Chair and appointed a Secretary, Treasurer and Chief Executive Officer (CEO).   | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.1.3</b> | <b>Meetings</b> - The board conducts formally-scheduled, regular meetings at least ten times per year.  | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.1.4</b> | <b>Record</b> - The board keeps a written record of the proceedings of its meetings.  | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.1.5</b> | <b>Terms of reference</b> - The board has established written terms of reference for its officers and committees (for example: for the chair, CEO, secretary, treasurer, standing and ad hoc committees).                               | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.1.6</b> | <b>Evaluation of CEO</b> - A formal process is in place for reviewing the performance of the chief executive officer on a regular basis (at least once each year).  | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.1.7</b> | <b>Board bylaws</b> - The board has established and adopted written, procedural bylaws which address such issues as: responsibilities of the board, organization of the board, board meetings, board finances, and amendment of bylaws. | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### 1.2 Policy

*Policy is the board's most effective tool in ensuring continuity of governance and consistent library service. Policies help to define library programs, provide direction for future action, clarify what the board hopes to accomplish over time, and ensure that the library's philosophy or mission is implemented. Policies should be in written form, approved at a formal board meeting and reviewed (and revised if necessary) at regular intervals.*

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|--------------|--|----------|--------------------------|--------------------------|--------------------------|
| <b>1.2.1</b> | <b>Process</b> - The board develops and formally adopts written policies. NOTE: Specific policy areas are covered in other sections of these guidelines. | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.2.2</b> | <b>Distribution</b> - Up-to-date copies of board policies are available to all board members and employees.  | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.2.3</b> | <b>Review</b> - The board has a process in place for regularly reviewing and revising existing policies.   | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### 1.3 Planning

*Planning ensures that: the library responds to the legitimate needs of the community; continuity of service is maintained regardless of changes in personnel; the library is able to respond effectively to change; community funds are spent in an effective and responsible manner; and the library board and staff share a common understanding of what the library is trying to achieve.*

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|--------------|---|----------|--------------------------|--------------------------|--------------------------|
| <b>1.3.1</b> | <b>Planning policy</b> - The library board has established and adopted written policy which defines its role and responsibilities with respect to planning.   | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.3.2</b> | <b>Community analysis</b> - A range of community-related information with possible implications for library service, including demographic data, is gathered and formally analyzed at least once every four years, and the results used in the planning of library service. (See Appendix D.)   | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.3.3</b> | <b>Consultation of users</b> - Library users are consulted regularly concerning library service (e.g. by means of surveys, focus groups, formal and informal interviews, open houses, suggestion box, website, etc.). An analysis of public comments and suggestions is carried out at least once a year and the results used in the planning of library service. (See Appendix D.) | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.3.4</b> | <b>Planning document</b> - The board has developed a formal planning document, which includes such items as: mission statement, service roles, goals and objectives, and action plans.  |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.3.5</b> | <b>Review of plans</b> - The board has a process in place for reviewing the library's plans on a regular basis.   |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.3.6</b> | <b>Report to public</b> - The board regularly reports to the community on the library's progress in fulfilling its plans (e.g. by distributing an annual report to council and the community).  |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.3.7</b> | <b>Participation in local planning</b> - The board participates proactively in local and/or county government planning processes.   |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### 1.4 Finances

*The board has a responsibility to secure sufficient funds to carry out its plans for library service. Accountable to the local council, the province and the community it represents, the board undertakes to ensure that the allotted funds are spent in a way that best meets the needs of the community and that is in accordance with the planned budget.*

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|--------------|--|----------|--------------------------|--------------------------|--------------------------|
| <b>1.4.1</b> | <b>Budget</b> - The board, in co-operation with the CEO, prepares and approves an annual operating budget for the library.   | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.4.2</b> | <b>Financial records</b> - The board ensures that accurate records of the library's finances are maintained.   | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.4.3</b> | <b>Financial reports</b> - The board regularly receives and reviews written financial reports.   | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>1.4.4</b> | <b>Financial reports to government</b> - The board ensures that full and accurate financial and post project reports are submitted in a timely manner to applicable levels of government, or organizations acting on their behalf, |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

for any project, strategic or capital funding received.

- 1.4.5 Annual Survey of Public Libraries and audited financial statement** - The board ensures that the Annual Survey of Public Libraries and audited financial statement are completed and submitted in accordance with provincial government requirements. **M** Y  N

## 1.5 Advocacy

*The library board must ensure that the community is aware of the importance of the library and that funding bodies fully understand the important role which the library plays in the community.*

- 1.5.1 Advocacy policy** - The library board has established and adopted written policy which defines its role and responsibilities with respect to advocacy. **M** Y  N
- 1.5.2 Informing council** - Information about the library's activities, accomplishments and needs is provided by the library to its local council on a regular basis (e.g. by means of a briefing document, monthly report, quarterly report or annual report). **M** Y  N
- 1.5.3 Meetings with council** - The board meets at least annually with its local council to review the library's services, plans and achievements. Y  N
- 1.5.4 Participation in community activities** - Board members participate regularly in activities aimed at increasing community awareness of the variety and importance of public library services (e.g. through participation in Ontario Library Week and in local celebrations and events). Y  N

## 1.6 Board member Orientation and Information

*Formal orientation of new library board members to library services, policies and current issues will help them to participate fully and effectively in the work of the board. On-going provision of information is necessary to keep board members up-to-date and to maintain their effectiveness.*

- 1.6.1 Duties and responsibilities** - Board members are provided with written guidelines outlining their duties and responsibilities. **M** Y  N
- 1.6.2 Orientation** - The board ensures that a formal orientation program is carried out for all new board members, including, for example: a tour of the library facility; an introduction to library staff; an introduction to other board members; a review of the library's planning documents, budget and recent board minutes; a review of duties and responsibilities as required by current public library and other legislation. In addition, all board members are provided with a package of background materials, including, for example: current public library legislation; the library's current planning document; the library's most recent audited financial statement; the library's current budget; the library's most recent financial report; the most recent provincial *Library board orientation kit*. **M** Y  N
- 1.6.3 Current information** - Board members are kept up-to-date on new developments in library matters (e.g. through membership in OLA/OLBA; by reviewing *Trustee Tips*; through information provided by the CEO and **Y**  N

board chair; through regular information sessions at meetings of the board; through participation in OLS meetings and training events).

## SECTION 2 - Accessibility

*The library's resources and services should be as widely available to as many members of the community as possible. Access to services should be structured in a way that maximizes convenience to potential users.*

### 2.1 Location of service outlet(s)

*Public library service outlets should be located for maximum convenience of residents of the community. The outlet should be easily accessible by public transportation where available.*

- 2.1.1 Distance** - Persons residing in the community are required to travel less than 30 minutes to reach the nearest stationary or mobile public library service outlet. (For multiple-branch library, use SECTION 6 - *Multiple-branch library systems*, Guideline 6.2.) Y  N

### 2.2 Open hours

*In order to provide the best possible access to library service, open hours must be scheduled for the maximum convenience of residents of the community.*

- 2.2.1 Public need** - During the last three years the library has assessed how well its open hours match the needs of the community (e.g. the library is open evenings and weekends in addition to regular working hours). Y  N
- 2.2.2 Minimum hours** - The library is open to the public at least 20 hours per week. (For multiple-branch library, use SECTION 6 - *Multiple-branch library systems*, Guideline 6.1.) **M** Y  N

### 2.3 Physical access for persons with disabilities

*The library should minimize barriers to access for users with physical limitations and disabilities.*

- 2.3.1 Accessibility plan** - The library has assessed its physical accessibility, has developed an accessibility plan, by itself or with partners, and has a process in place for keeping the plan up-to-date. Y  N
- 2.3.2 Entrance** - A library entrance is wheelchair accessible. Y  N
- 2.3.3 Aisles** - Space between book stacks is sufficient for the passage of a wheelchair (i.e. a minimum of 3 feet). Y  N
- 2.3.4 Clear access** - Access to user areas and library materials is clear and unobstructed. Y  N

- 2.3.5 **Washrooms** - The library provides a washroom that is wheelchair-accessible and equipped for users with physical disabilities. Y  N
- 2.3.6 **Multiple-floor structures** - Where the public area of the service outlet occupies more than one level, wheelchair access is provided between levels. Y  N
- 2.3.7 **Alternative formats** - The library ensures access to its services and resources for users with disabilities by providing materials in alternative formats (e.g. large print publications, talking books, closed-captioned videos). Y  N
- 2.3.8 **Assistive technology** - The library ensures access to its services and resources for users with disabilities by providing assistive technology (e.g. magnification devices or software, key boards with raised letters, large screen monitors). Y  N

## 2.4 Parking

*Parking should be adequate for current and projected use.*

- 2.4.1 Adequate and convenient parking (including handicapped-accessible parking space) is available at or near the service outlet. Y  N

## 2.5 Accessible shelving

*Materials in open stacks should be stored at heights appropriate to their primary users.*

- 2.5.1 **Maximum height, adult** - The majority of materials in the adult collection are stored in such a way that the highest shelf is 60 inches or less. Y  N
- 2.5.2 **Maximum height, child** - The majority of materials in the children's collection are stored in such a way that the highest shelf is 48 inches or less. Y  N

## 2.6 Telecommunications

*The delivery of library service is enhanced when community residents are able to request information about the library and request certain services from their home or work place. The quality of service is enhanced when the library maintains links with the library world beyond the local community.*

- 2.6.1 **Telephone** - Each branch has at least one telephone line with a number listed under the branch's name. **M** Y  N
- 2.6.2 **Fax** - The library is equipped to send and receive tele-facsimiles. Y  N
- 2.6.3 **E-mail** - The library is equipped to send and receive e-mail messages. Y  N

## 2.7 Service to housebound or institutionalized

*The library should make special provision for members of the community who need or desire public library service but who are unable to travel to the library building.*

- 2.7.1** The library provides library materials on an organized and regular basis to residents of the community who are unable to travel to the library (e.g. the housebound, residents of institutions such as prisons and nursing homes). Y  N

## 2.8 Exterior Signage

*The library's exterior signage both identifies the particular function of the building and is the library's most basic form of publicity.*

- 2.8.1 Visibility** - Library buildings are clearly identified by exterior signs which are highly visible from the street and in the appropriate language(s). Y  N
- 2.8.2 Hours** - Library hours are clearly visible from the exterior of the service outlet. Y  N
- 2.8.3 Directional signs** - The library provides signage indicating the presence and location of the public library in the community (e.g. signs on main community thoroughfares). Y  N

## 2.9 Layout of library

*How well the library is laid-out will affect how efficiently and conveniently it can be used by public and staff. The layout also communicates a message about how professional and well-organized the library operation is as a whole.*

- 2.9.1 Physical layout** - The physical layout of the library is organized in a way that is systematic, easy to navigate, and convenient for users. Y  N
- 2.9.2 Interior signage** - Areas of the library, specific services and parts of the collection are clearly identified by professional-looking signs, in language(s) used by major linguistic groups in the community (e.g. the library catalogue, reference service, children's area, public Internet service, periodicals). Y  N

## 2.10 Publicity

*It is important that the community be aware of the many programs and services available from its library.*

- 2.10.1** Information about library programs, services, rules and hours is made easily available to community residents, in the appropriate language(s) (e.g. through the provision of pamphlets, brochures, web sites, bookmarks, and regular articles or advertisements in the local media). Y  N

## SECTION 3 - Resources

### 3.1 Staff

*In the interests of providing the best service possible to its community, the library board and administration should strive to maintain a staff which is well trained, highly motivated and sufficient in number to meet the demands of the community.*

**3.1.1 Personnel policy** - *In order to operate with fairness and efficiency, all organizations need written personnel management policies*

The library board has established and adopted written personnel management policies which address such issues as: responsibility for personnel issues; the hiring process; hours of work; salaries, wages and benefits; holidays, vacation and leave; performance evaluation; training and development; grievances; resignation and dismissal; retirement; and personnel records. (Such policies may be in the form of a collective agreement.) **M** Y  N

**3.1.2 Distribution of policy** - *Every employee of the library has access to a copy of the personnel policy.* **M** Y  N

**3.1.3 Performance evaluation** - *Performance evaluation is a formal opportunity for an employee and his or her supervisor to review and evaluate the employee's work performance. It provides an opportunity for frank discussion by both parties concerning job expectations.*

A formal performance evaluation of each employee is carried out at least once a year. Y  N

**3.1.4 Job descriptions** - *Job descriptions are based upon an analysis of the tasks that must be performed in order to deliver library services. Library services change in response to community needs, therefore job descriptions should be reviewed annually and updated as required.*

A written job description has been developed for each position and is reviewed at least once every year (e.g. as part of the performance evaluation process). **M** Y  N

**3.1.5 Salary scales** - *A salary scale has been established for each position and is reviewed regularly according to the terms of the library's personnel policies.* Y  N

**3.1.6 Staffing** - *The number of staff required by a library is affected by many local factors, including the number of clients to be served, the number of major language groups to be served, the layout of the library building, and the level of library activity in the community. A number of formulas are available for helping to determine a library's staff requirements. (See Appendix B and Appendix D.)*

a) The library has in place a process for regularly assessing the number of staff required to meet community needs (as determined, for example, by such circumstances as level of activity, number of users, and total hours open). Where the existing number of staff has been determined to be inadequate, the library has a plan in place to improve the situation. Y  N

b) To meet the administrative and service management requirements of the library, the library board employs one or more permanent paid staff. **M** Y  N

[The total number of library staff hours is \_\_\_\_\_ hrs.]

c) To meet administrative, management and service preparation duties, staff are provided with paid time outside of hours devoted to working with the public. Y  N

**3.1.7 Level of training of CEO** - *Few decisions that a library board makes are more important than selecting the right person to manage the library operations and staff. A CEO who possesses formal library education, appropriate skills and expertise is key to the board achieving its goals and fulfilling its plans.*

*Formal library education in Ontario includes the Excel Certificate Program in Managing a Small Public Library, a college diploma program in library techniques and a university graduate degree in library and information science. (Similar or equivalent types of training are provided elsewhere in Canada and the world.) The level of training appropriate for a CEO is related to the library service needs of the particular community and to the degree of complexity of the local library operation. Boards of smaller libraries might find the Excel Certificate to be an appropriate level of training for the CEO, while a higher level of training will be appropriate for larger, more complex libraries.*

The CEO has completed formal library education which is appropriate both to the needs of the community and to the complexity of the library operation. **M** Y  N

**3.1.8 Continuing education and training** - The library encourages continuing education and training for its staff and makes provision for this in its policy, its long-range plan, and in its budget to an amount not less than 1% of its total wages and benefits (e.g. by providing financial support for staff to enrol in the EXCEL program, or to attend library conferences and other training programs and events). Y  N

## 3.2 Materials and Information

*Studying the community's demographic and economic situation, identifying what parts of the community are growing, what activities are most popular, what interests exist, what businesses are present, etc. provide the library with essential information in determining priorities for library service. Overall library priorities are translated into priorities for collection development.*

**3.2.1 Content and size of collection** - The library has a process in place for regularly assessing the content and size of the collection required to meet community needs. (Materials may be owned by the individual library or shared with a group of libraries in a materials pool.) Where the existing content and/or size of the collection have been determined to be inadequate, the library has a plan in place to improve the situation. (See Appendix B and Appendix D.) Y  N

[The library currently holds \_\_\_\_\_ volumes per capita in its collection.]

- 3.2.2 Collection policy** - The library board has established and adopted written policy concerning the library's collection which addresses such issues as: responsibility for collection development and selection; selection criteria; weeding; disposition of gifts; intellectual freedom; complaints about the collection; organization of the collection. **M** Y  N
- 3.2.3 Intellectual Freedom** - The library's collection development policy incorporates the concept of Intellectual Freedom, and endorses the Intellectual Freedom statement or manifesto of the Canadian Library Association, the Ontario Library Association, or a statement developed by the library itself. Y  N
- 3.2.4 Collection plan** - The library has established a written collection development plan reflecting the library's collection priorities. The plan includes long and short term objectives, as well as a buying plan. Y  N
- 3.2.5 Collection maintenance procedures** - Procedures are in place for acquiring and withdrawing materials, and for keeping a record of the number of items entering and leaving the collection. Y  N
- 3.2.6 Formats and languages** - The library offers materials in a suitable variety of formats and languages reflecting the community's needs (e.g. books, periodicals, audio recordings, video recordings, materials for the disabled, CD-ROM products, on-line products, archival and local history materials, materials in languages reflecting local linguistic groups). (See Appendix D.) Y  N
- 3.2.7 Acquisitions** - *The library collection is a dynamic resource which requires a constant inflow of new material and outflow of old material to maintain its relevance to the community and an acceptable level of accuracy.*
- On an annual basis, the library adds new materials to its collection at a rate that is sufficient to maintain a reasonable level of currency and accuracy. (See Appendix B.) Y  N
- 3.2.8 Withdrawals** - A regular and on-going program of removing unreliable, out-of-date, and worn out items is carried out to: maintain the accuracy, currency and relevance of the contents of the collection; and to control the overall size of the collection and the amount of library space it occupies. Y  N
- 3.2.9 Collection use** - *The degree to which a library's collection successfully meets the needs of the local community is reflected in the amount of use the collection receives.*
- The library has in place methods that accurately measure collection use, methods that keep track of the number of items borrowed by users (i.e. circulations) and of the number of items used on library premises (i.e. in-library uses) and incorporates this information into its planning process. Y  N
- A measure that is frequently used to compare the effectiveness of library collections is the number of circulations per capita of the community served. (See Appendix B.)*
- [The library's annual rate of circulations per capita is \_\_\_\_\_.]

### 3.3 Access to Information

*Information is only useful to the extent that it can be located and retrieved. The more effective and convenient the access provided by the library to its various information resources, the more useful that information becomes to the library's community. Well-trained staff members are essential for training and assisting users in how to successfully access the information they require.*

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|--------------|--|----------|--------------------------|--------------------------|--------------------------|
| <b>3.3.1</b> | <b>Online public access catalogue</b> - The library provides access to the items and information in its collection by means of an online public access catalogue (OPAC) containing MARC-compatible records.  | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>3.3.2</b> | <b>Web catalogue</b> - The library catalogue is searchable through the World Wide Web.   |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>3.3.3</b> | <b>Maintenance of catalogue</b> - The accuracy, currency and relevance of the contents of the catalogue are maintained through a regular and on-going program of adding new records and removing records relating to materials that have been permanently withdrawn from the collection.   |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>3.3.4</b> | <b>Inventory</b> - An inventory of the library's collection, ensuring that the catalogue accurately reflects the contents of the collection, is carried out on a regular basis and is completed at least once every three years.   |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>3.3.5</b> | <b>Labelling</b> - Items in the collection are labelled in a way that facilitates ease of access by the public and staff (e.g. with labelling that indicates: the location of the item on the shelf, including classification code; target audience - adult, young adult, juvenile, pre-reader; in the case of fiction, genre; format - large print; and language).  |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>3.3.6</b> | <b>Arrangement</b> - Items in the collection are arranged in a logical and well ordered sequence, allowing for convenient browsing and quick retrieval by the public and staff.  |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>3.3.7</b> | <b>Electronic information resources</b> - The library provides access to at least one current electronic information resource (e.g. <i>Knowledge Ontario, Canadian Encyclopedia, Canadian News Stand, EBSCOhost, LookSmart, NetLibrary, NoveList, Repère</i> ), and promotes this service (e.g. through appropriate signage, brochures, the library's web site, etc.) (For multiple-branch library, use SECTION 6 - <i>Multiple-branch library systems</i> , Guideline 6.9.) |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>3.3.8</b> | <b>Links to World Wide Web-based information sources</b> - The library provides access to selected, evaluated and organized links to reliable and current information sources available on the Web (e.g. to other community organizations, online directories, employment resources, genealogy resources, government information, Internet guides, search engines, health resources, etc.)   |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>3.3.9</b> | <b>Acceptable Internet use policy</b> - Where a library provides public access to the Internet, the library board has established and adopted written policy which addresses such issues as: the reasons why the library provides Internet access; Internet use guidelines; use by children; privacy and confidentiality; filtering software; staff assistance; training; and use of e-mail.   |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### 3.4 Facilities

*The library board should strive to provide a physical setting for library service that is inviting to the public and that provides adequate space to store and display the library collection, adequate space for the library staff to carry out their duties in an efficient and comfortable setting, and adequate space for the public to make proper and convenient use of the library's services. For guidelines which address the issue of access for users with disabilities, see Section 2.3.*

- 3.4.1 Space** - *The amount of space required by a public library depends on the unique needs of the individual community. A number of methods are available to assist libraries in determining their space requirements. (See Appendix B and Appendix D.)*
- The library has undertaken a planning process which has examined the library's space requirements in light of local needs. Where the existing space has been determined to be inadequate, the library has a plan in place to improve the situation. Y  N
- 3.4.2 Areas of the library** - Distinct areas of the library are designated for various services and functions (e.g. adult services, children's services, library staff work and rest, storage, etc.). Y  N
- 3.4.3 Public use areas** - As determined by local needs, the library space is arranged to provide room for activities such as: study (e.g. for tables and/or carrels in a quiet part of the library); informal reading (e.g. for comfortable chairs located near the periodicals collection); public use of equipment (e.g. listening and viewing centres and computing facilities); community and cultural activities. Y  N
- 3.4.4 Temperature** - The library provides temperature control for the comfort of the public and staff. Y  N
- 3.4.5 Interior lighting** - Lighting levels are adequate in all areas (e.g. in book stack areas, general reading and staff areas, reading tables and carrels). (See Appendix B.) Y  N
- 3.4.6 Shelving capacity** - The amount of shelving is sufficient to store and display most materials without overcrowding. Y  N
- 3.4.7 Public washrooms** - Conveniently located washrooms are provided for public use. Y  N
- 3.4.8 User Space (Seating)** - *Provision must be made for the use of library services and materials by the public on library premises.*
- The library provides adequate seating for leisure reading, as well as table space and/or carrels for study purposes and consultation of library materials. (See Appendix B.) Y  N
- [The library's current user capacity is \_\_\_\_\_ user spaces.]
- 3.4.9 Furniture** - The library provides furniture that is appropriate for the target user (e.g. child sized tables and chairs are provided in the children's area). Y  N
- 3.4.10 Return of materials** - Provision has been made for the return of library materials when the library is closed. Y  N

### 3.5 Safety, Security and Emergencies

*The library board is responsible for providing a safe and secure environment for library staff as they carry out their duties and for members of the public who use the library.*

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|--|---|
| <b>3.5.1 Policy</b> - The library has in place policies and procedures to deal with safety, security and emergency issues (such as: members of the public who pose a real or potential threat to the safety and well-being of other users and/or library staff; animals other than service animals; use of roller blades, skate boards and bicycles; blocking of aisles, doorways and stairways; weapons.) | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>3.5.2 Emergency procedures</b> - The library has written emergency procedures and has a process in place to ensure that staff are trained in implementing them (e.g. health emergencies; evacuation plan; bomb threats; evacuation procedures to assist people with disabilities).  | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>3.5.3 Emergency facilities</b> - The library provides emergency facilities appropriate for the size of the library (e.g. smoke and fire alarms; emergency lighting; evacuation routes; fire extinguishers; emergency first aid supplies).   | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>3.5.4 Supervision</b> - All areas of the library open to the public are supervised by library staff, with clear lines of sight maintained between staff work areas and public areas.  | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>3.5.5 Working alone</b> - If and when staff are required to work alone in the library, the board has developed policies and procedures to help ensure staff security and safety (e.g. with respect to opening and closing the library, emergency situations, limits on potentially hazardous work).   | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>3.5.6 Exterior lighting</b> - The library entrance and parking area are clearly illuminated at night.   | Y <input type="checkbox"/> N <input type="checkbox"/> |

### 3.6 Technology

*Public libraries have been quick to make use of new technologies, both to enhance their traditional services and to provide new services. For many libraries this means making a considerable investment in various kinds of electronic equipment (computers, printers, photocopiers, fax machines, etc.) as well as reliance on such equipment for the provision of services. To continue to perform effectively over time, equipment must be maintained, upgraded and replaced. This has significant financial and service-related consequences for the library and should be planned for.*

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|---|---|
| <b>3.6.1 Technology plan</b> - The library has in place a plan for acquiring, servicing, upgrading and replacing its electronic equipment and software (e.g. local area network, Internet workstations, photocopiers, printers, circulation and catalogue software).  | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>3.6.2 Technology budget</b> - The library makes provision in its budget for servicing and replacement of equipment and software and for other elements of its technology plan.   | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>3.6.3 Technology training for staff</b> - Library staff members receive adequate training in how to use new equipment and software acquired by the library, and is prepared to assist the public in how to use new equipment and software intended for public use. | Y <input type="checkbox"/> N <input type="checkbox"/> |

## SECTION 4 - Services

### 4.1 Lending of library materials

*Public libraries are by tradition lending institutions. That is, library members are encouraged to borrow materials and are given responsibility for the care of those materials for a set period of time, after which the materials must be returned to be made available to other users. In order that the circulation of materials is convenient and fair for all users, and to control the flow of materials in and out of the library, a well thought-out and organized process must be in place.*

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|--|----------|--------------------------|--------------------------|--------------------------|
| <b>4.1.1 Lending collection</b> - The library makes available to the public a collection of books and other library materials which may be borrowed by registered members for a specified period of time.  | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>4.1.2 Circulation policy</b> - The library board has established and adopted policy governing the circulation of library materials which addresses such issues as: who may borrow materials; what may be borrowed; loan periods; overdue loans and penalties; renewal of loans; reserving of loans; lost or damaged materials; and circulation records.   | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>4.1.3 Circulation system</b> - The library has in place a well organized and efficient system for keeping track of which library materials are on loan to which library members, which materials have been returned to the library, and which overdue fines, if any, are owed by members.   | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>4.1.4 Membership file</b> - The library maintains an accurate and up-to-date file of library members that excludes memberships that have been inactive for more than two years. (An 'active' member is one who has used his or her borrower's identification to borrow an item from the library's collection or to access a library service, including an online service provided by or through the library.) | <b>M</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>4.1.5 Confidentiality of library records policy</b> - The library board has established and adopted written policy concerning access to records which contain information about library users; library staff are familiar with the library's confidentiality of library records policy and procedures.  |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>4.1.6 Reserves</b> - The library offers a "reserve" service, whereby library members may request to be notified of the availability of materials which are on loan to other members or are in the process of being prepared for public use.   |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>4.1.7 Records</b> - The library keeps accurate circulation records. These records are kept in a manner which facilitates various aspects of library planning (such as collection development, open hours and staffing) and completion of the Annual Survey of Public Libraries.   |          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## 4.2 Reference and information service

*Reference and information service involves a process by which trained library staff endeavour to satisfy the information needs of library users by accurately identifying the information required and then either guiding the user to the most appropriate information source or providing the information itself.*

- 4.2.1 Reference and information service** - The library has in place trained staff (i.e. staff who meet the training requirements outlined in Guideline 3.1.7 or who have been trained by a person meeting those requirements) to provide answers to queries and requests for information posed by library users. **M** Y  N
- 4.2.2 Reference and information policy** - The library board has established and adopted policy governing the provision of reference and information service, which addresses such issues as: which members of the staff are responsible for providing reference and information service; limits to assistance provided; how telephone, fax, online, email and other electronic requests are handled; which types of questions staff will not attempt to answer; timeliness and accuracy of responses; how the reference collection is maintained and by whom; how unanswered questions are dealt with; when users are referred to other agencies; and what statistics and other records are kept. **M** Y  N
- 4.2.3 Reference resources** - The library provides materials dedicated to information retrieval by library users and staff, in the appropriate language(s), and containing 'core' types of materials as specified in Appendix C. **M** Y  N
- 4.2.4 Internet public access** - The library provides public access to the Internet as an on-line reference and information resource. Y  N
- 4.2.5 Training of users** - The library ensures that users have access to training in how to make effective use of electronic information resources. Y  N
- 4.2.6 Internet staff access** - Library staff have their own access to the Internet as an on-line reference and information service resource. Y  N
- 4.2.7 Remote requests** - The library accepts requests for information by telephone and fax, and by online, email and other electronic means. Y  N
- 4.2.8 Monitoring of service** - The library has in place procedures for accurately recording and measuring the number and types of requests for information that are made (in person, by telephone and fax, and by online, email and other electronic means) as well as which requests have or have not been answered satisfactorily. This information is incorporated into the library's planning process. Y  N

## 4.3 Readers' advisory service

*Readers' advisory service is the process of matching users with materials, and materials with users. It answers questions that have more to do with users' leisure needs than with their information needs.*

- 4.3.1 Guidance and assistance** - The library staff provides guidance and assistance to library users as to which library materials will most suit their needs (e.g. by identifying the author of books featuring a certain character; **M** Y  N

determining the order of a series; directing library users to materials about a certain time period or in a particular genre, or to biographies about a certain person).

- 4.3.2 Advisory aids** - For the convenience and guidance of adult, young adult and juvenile users, and in the language(s) appropriate to the community, the library promotes library materials by individual authors or on themes which it believes will be of particular or current interest (e.g. through the use of materials lists, book-talks, special displays, web pages, databases, etc.). Y  N

#### 4.4 Children's services

*'Children's services' involve services to library users who are infants, pre-schoolers and school aged children up to about grade six or seven. Children require services that are designed especially for them because of their different levels of intellectual, emotional and physical development.*

- 4.4.1 Children's services policy** - The library board has established and adopted policy governing the provision of children's services, which deals with such issues as: supervision; access to the adult collection; the library's relationship with local schools (e.g. curriculum support); an endorsement of OLA's *Children's Rights in the Public Library* statement. M Y  N
- 4.4.2 Children's collection** - The library provides a collection of library materials which is designated primarily for use by children. M Y  N
- 4.4.3 Access to collection** - Children have convenient bibliographic access to the library collection (e.g. card catalogue or OPAC at suitable height). M Y  N
- 4.4.4 Reference and readers' advisory service** - Library staff working with children provide reference and readers' advisory services appropriate to the age levels of these users. M Y  N

#### 4.5 Young adult services

*'Young adult services' involve library users ranging in age from twelve to nineteen years. Young adults require library services that will assist them in their transition from childhood to adulthood.*

- 4.5.1 Young adults' collection** - The library provides a collection of materials which is designated primarily for use by young adults and designed to appeal to the changing reading levels, interests and information needs of this group. Y  N
- 4.5.2 Reference and Readers' advisory service** - Library staff working with young adults provide reference and readers' advisory services appropriate to the various age levels of these users. Y  N

## 4.6 Services to linguistic, cultural and immigrant groups and people

*Given the growing diversity in the demographic makeup of many Ontario communities, public libraries should plan to develop resources and implement programs to meet the unique library needs of local linguistic, cultural and immigrant groups.*

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|---|---|
| <b>4.6.1 Community need</b> - The library has determined what needs exist for the provision of library services to linguistic and cultural groups and people (e.g. francophone and First Nation citizens), as well as immigrants in the community. Where there is a demonstrated need, the library board has established and adopted policy governing the provision of services to these groups and offers services as appropriate, either on its own or in conjunction with other local organizations. | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>4.6.2 Collections</b> - Where appropriate, the library provides a collection of library materials which is designated primarily for use by linguistic, cultural and immigrant groups within the community.   | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>4.6.3 Reference and readers' advisory service</b> - Library staff working with linguistic, cultural and immigrant groups within the community provide reference and readers' advisory services appropriate to these users.   | Y <input type="checkbox"/> N <input type="checkbox"/> |

## 4.7 Programming

*Programming refers to recreational, educational or cultural group events or activities sponsored by the library. Programs may be aimed at children, young adults, adults, or a combination of age groups. They can be on-going, in a series, or one-time events. Programs are used to provide information, increase awareness and promote use of the library's services.*

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|---|---|
| <b>4.7.1 Community need</b> - The library has determined what community needs exist for what types of programs and for which age levels. (For example, programming is an integral part of most children's services and is used to promote lifelong use of libraries, to stimulate a love of literature and reading, and to impart important information and skills.). Where there is a demonstrated need, the library offers programs to the community as appropriate, either alone or in conjunction with other local organizations (e.g. story hour for pre-schoolers; reading clubs; lectures; demonstrations; author readings). (See Appendix D.) | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>4.7.2 Programming policy</b> - The library has established and adopted policies and/or procedures which address such issues as: what types of programs are to be provided to what parts of the community; who is responsible for developing and running programs; whether charges should be made for participating in programs.  | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>4.7.3 Formal process</b> - The library follows a formal process for planning, preparing and evaluating library programs. Attendance statistics are recorded, along with the number and types of programs provided. (e.g. literacy programs, computer training programs, children's programs, teen programs, etc.).   | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>4.7.4 Public schedule</b> - The library has prepared and made available to the public a schedule of up-coming programs.  | Y <input type="checkbox"/> N <input type="checkbox"/> |

## 4.8 Community Information

*The public library may have an important role to play as a source of general information about community organizations and events.*

- 4.8.1 Community need** - The library has determined what community needs exist for providing general information about the community. Where there is a demonstrated need, the library provides a community information service as appropriate, either alone or in conjunction with other local organizations and events. (See Appendix D.) Y  N
- 4.8.2 Community information policy** - The library has established and adopted policies and/or procedures which address such issues as: what types of community information are to be provided; how this information will be kept current. Y  N

## 4.9 Local history

*Every community has a responsibility to collect and preserve materials which have a special relevance to its unique history. The public library may have an important role to play in making this information available to the community.*

- 4.9.1 Community need** - The library has determined what community needs exist for a local history resource. Where there is a demonstrated need, the library provides a local history service as appropriate, either on its own or in conjunction with other local organizations. (See Appendix D.) Y  N
- 4.9.2 Local history policy** - The library has established and adopted policies and/or procedures which address such issues as: what types of local history materials are to be collected; whether resources related to local genealogy are to be provided; what geographic area is to be covered; preservation of the materials; public use of the materials. Y  N

## 4.10 Community space

*Providing space on library premises for public meetings and gatherings is a form of service offered by many libraries.*

- 4.10.1 Public meeting room policy** - If the library makes a public meeting room available, the library has established and adopted policies and /or procedures which address such issues as: who is eligible to use the facility; the rules and regulations; the respective responsibilities of the users and the library; fees, if any; booking; cleanup; liability. Y  N

## SECTION 5 - Co-operation and Partnerships

### 5.1 Resource Sharing

*As each library collection is unique, and as no single collection can satisfy all the needs of all its users, public libraries can greatly enhance their service by sharing materials. The act of sharing advances the principle of equity of access by mitigating regional disparities in library service.*

- 5.1.1 Interlibrary loan service** - When a user's information needs cannot be met by the local library's own materials and information resources, the library provides a service to its users of borrowing materials from other libraries (i.e. Interlibrary loan service). The library provides access to the collections of other libraries through the province-wide resource-sharing system, INFO and promotes this service (e.g. through appropriate signage, brochures, etc.). **M** Y  N
- 5.1.2 Participation in INFO** - The library has made all or part of its collection available for loan to other libraries through participation in the Information Network for Ontario (INFO). The library may also participate in a local network of information providers (e.g. including local schools, colleges and universities). Y  N
- 5.1.3 Resource sharing policy** - The library board has established and adopted policies which address such issues as: lending of materials to other libraries; the type of materials it is prepared to lend or not lend; the length of time for which materials will be lent; when it will request materials from other libraries; method of shipment; lost or damaged materials. **M** Y  N

### 5.2 Links with other organizations and individuals

*The benefits of co-operation with other organizations include less duplication of service, a combining of resources for maximum effect, and an overall improvement in community services. Volunteers may in some cases be of great assistance in helping the library carry out special tasks or projects (e.g. fundraising).*

- 5.2.1 Community Partnerships** - The library has established partnerships with other organizations in the community in order to coordinate resources and actions, thereby jointly improving service to the community (e.g. with schools, literacy programs, chambers of commerce, heritage groups, government offices, public Internet access organizations and advocate groups). Y  N
- 5.2.2 Broad-based Partnerships** - To strengthen and enhance service to its users, the library participates with organizations beyond its own community; for example, by being an active member in regional, co-operative organizations (e.g. the Federation of Ontario Public Libraries, the Ontario Library Consortium, the Information Network for Ontario), by taking advantage of provincial and federal funding programs and opportunities, and by participating in Ontario Library Service and Ontario Library Association committees. Y  N
- 5.2.3 Volunteers Policy** - Where a library uses volunteer help from individuals in the community, the library board has established and adopted policies which address such issues as: types of tasks to be performed, enlistment of volunteers, retention of volunteers, how volunteers fit into the overall operation of the library. Y  N

## SECTION 6 - Multiple-branch library systems

*For greater public accessibility and convenience, library systems in large geographic areas may deliver their services through several branch libraries. The hours and services offered in each of these branch libraries should be based on the needs and characteristics of the local community it is meant to serve. In most multiple-branch systems, planning and policy development is done centrally. It is at the local branch library, however, that most service to the public takes place.*

- |            |   |          |   |
|------------|---|----------|---|
| <b>6.1</b> | <b>Minimum hours open</b> - Residents of the community are served by a branch library that is open to the public at least twelve hours per week.  | <b>M</b> | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>6.2</b> | <b>Distance</b> - Residents of the community served by the library system are within a forty-five minute drive of a branch library.   |          | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>6.3</b> | <b>Service level</b> - The library board has a process in place for determining the appropriate level of service for each branch (e.g. number of hours open, types of materials, types of services).  |          | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>6.4</b> | <b>Staffing level</b> - The library board has a process in place for determining the appropriate level of staffing for each branch. (See Appendix B.)   |          | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>6.5</b> | <b>Collection development</b> - The library system co-ordinates collection development and acquisitions for its branches.   |          | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>6.6</b> | <b>Access to collection</b> - Each branch has access to the collection of the entire system (e.g. by means of a union catalogue of the items and their locations).  | <b>M</b> | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>6.7</b> | <b>Resource sharing</b> - An effective system of sharing and exchanging materials among branches is in place, including a formal system of inter-branch loans.  | <b>M</b> | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>6.8</b> | <b>Reference and information service</b> - Reference and information service is available in each branch as appropriate to the particular library system and according to its particular policy. In addition, branch users have access to an adequate and well-staffed reference and information service beyond the local branch.   |          | Y <input type="checkbox"/> N <input type="checkbox"/> |
| <b>6.9</b> | <b>Electronic information sources</b> - Each branch provides access to electronic information sources (e.g. <i>Knowledge Ontario</i> , <i>Virtual Reference Library</i> , <i>INFO</i> , <i>NetLibrary</i> , <i>NoveList</i> , Ontario government information, on-line encyclopaedias, full-text periodical databases, etc.), and provides trained staff to assist the public in the effective use of these information sources. |          | Y <input type="checkbox"/> N <input type="checkbox"/> |