South Carolina Public Library

Standards
1998

South Carolina Public Library Standards Committee

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INTRODUCTION

South Carolina Public Library Standards, 1998 were approved by the South Carolina State Library Board on May 20, 1998. These standards are the first public library standards developed under the auspices of the South Carolina State Library. Previous standards for South Carolina public libraries were developed by the Public Library Section of the South Carolina Library Association, and were subsequently adopted by the South Carolina State Library Board. This document replaces those standards last revised in 1986. Earlier editions were published in 1955, 1964, 1969, 1975, and 1981.

The new standards stress the importance of long-range planning and the evaluation of services in achieving excellence. They recognize the uniqueness of each library, which must determine and establish its own identity in the community. In establishing service levels, these standards provide options at the basic, full, and comprehensive levels.

South Carolina Public Library Standards, 1998:

- Provide a tool to assess the quality and effectiveness of a library service program

- Help each library determine areas for improvement

- Reflect the importance of technology and personnel development

- Stress the need for greater cooperation and resource sharing

- Aid each library in taking an active public role to gain maximum community support

- Provide a basis for using statistics in local planning and evaluation

Steady progress was realized under previous standards documents. While compliance with these standards is completely voluntary, public libraries are encouraged to use them as part of their overall planning process to assess their performance and effectiveness. The use of this document in conjunction with other planning tools, such as **Planning For Results: A Public Library Transformation Process** (ALA, 1998), will enable library staff and library boards to determine community needs, develop programs and services to meet those needs, and interpret those needs to funding authorities.

SOUTH CAROLINA PUBLIC LIBRARY STANDARDS
EXECUTIVE SUMMARY

South Carolina Public Library Standards, 1998 were developed by a committee of public library staff members representing a cross section of South Carolina's public libraries. They identified concerns and issues which needed to be addressed by new standards, reviewed previous South Carolina standards and other state standards, and reviewed public library statistical data in the state, the Southeast, and the nation. **Standards for Florida Public Libraries: A Vision for the 21st Century** was chosen as the model. The work of the committee was reviewed by selected public library directors. The entire effort was coordinated by State Library staff members.

This document is divide into eight sections:

Governance, Leadership and Funding
Human Resources
Access
Materials and Collections
Services
Facilities
Cooperation and Resource Sharing
Community Relations

Each section begins with an objective statement, which sets the tone for what is to be covered in the section. The standards include a checklist containing a number of indicators a library may use for self-assessment. There are the following five possible choices for each item:

Yes.   The library meets the standard.
No.   The library does not meet the standard.
Planned.   The library does not currently meet the standard, but has plans to meet it.
Not Planned. The library does not currently meet the standard and does not view the standard as a high priority.
N/A.   The standard does not apply to the library.

In a number of cases, the library is asked to determine a level of service it wishes to achieve. These levels (Basic, Full, and Comprehensive) are intended as guidelines, not as measurements of good, better, or best. A library may choose basic in some areas and full or comprehensive in other areas. The basic level represents the minimum level of service required by law and/or which should be available to all citizens. The full level represents a median level of effort to meet a library's primary service goals. The comprehensive level represents the highest level of effort to meet a library's primary service goals, as well as an expanded program of services.

SUMMARY OF SOUTH CAROLINA PUBLIC LIBRARY STANDARDS

The Standards Committee identified standards for South Carolina public libraries which are presented in summary form here for quick reference.

SECTION 1.   GOVERNANCE, LEADERSHIP, AND FUNDING

1.1   Public libraries have a clear, legal basis for establishment, governmental organization, and financial support.

1.2   The library has a governing board to establish library policy.

1.3   The board has written policies to govern library operation.

1.4   The library has a written three (3) to five (5) year long range plan approved by its governing board.

1.5   The library conducts community studies and makes use of other needs assessment techniques to ensure community participation in the design and delivery of library service.

1.6   The library uses a variety of indicators and measures to determine the effectiveness of its services.

1.7   The library director provides leadership and communication to staff, library board, and local government.

1.8   The library receives its basic funding from the local governing unit.

1.9   The library has fiscal procedures and financial management practices consistent with generally accepted accounting practices of the governmental accounting standards board.

1.10 The library has established a Friends of the Library organization.

1.11 The library has established a foundation or endowment.

SECTION 2.   HUMAN RESOURCES

2.1   The library board of trustees employs a qualified director.

2.2   The library has written human resources policies and procedures which are not in conflict with the policies established by the governing body of the county.

2.3   The library provides opportunities for ongoing training and continuing education for all employees of the library.

2.4 The library's staff reflects the population diversity of the geographic area served.

2.5 The library has achieved an appropriate number of staff with a master's degree from an ALA accredited library program to serve the number of people in the community and to support library priorities.

2.6 The library has staff trained in management and technology.

2.7 The library provides full-time equivalent (FTE) staff to service the number of people in the community and to support library priorities.

2.8 The library staff has salaries, benefits, and hours comparable to other community positions requiring similar education and experience.

2.9 Library customers receive helpful and courteous service from all library staff.

2.10 The library has a plan and develops policies to use volunteers to enhance service.

SECTION 3.   ACCESS

3.1 The library has a plan to provide access to services to all residents of its legal service area.

3.2 The library provides access to library services within a safe environment.

3.3 The library is open during hours that are based on community needs.

3.4 At least one library in the system is open and provides on site access to at least as many hours per week as recommended for the population served.

3.5 The library provides customers with alternative service delivery within available resources.

3.6 Library customers are able to reach their library by telephone during all open hours.

3.7 Library customers are able to access library information from remote locations.

3.8 Library customers receive library services free of charge.

3.9 The library provides its customers with information about collections of other libraries.

3.10 The library provides interlibrary loans to its customers.

3.11 Library customers are able to use materials without restrictions regardless of age and location.

3.12 The library provides access for those unable to use traditional library resources.

SECTION 4.   MATERIALS AND COLLECTIONS

4.1 The library has a collection development policy approved by the library board of trustees.

4.2 The library has a collection development plan.

4.3 The library allocates 18% to 20% of its operating budget to purchase library materials and provide access to information services.

4.4 The library's collection reflects the diversity in its community.

4.5 The library has an up-to-date collection, with a minimum of 25% of the materials purchased or acquired within the last five years.

4.6 The library purchases materials in sufficient quantities to meet customer needs.

4.7 The library offers a wide range of information and materials in a variety of formats.

4.8 The library develops and organizes its collection to encourage browsing.

4.9 Library customers receive timely access to helpful materials needed to meet their subject requests.

4.10 Library customers can easily access the specific library materials they want.

4.11 Library customers are able to find the location and availability of materials in the library and its branches and are provided a system of delivery.

4.12 The library has investigated the feasibility of working with other libraries to plan for cooperative collection development.

4.13 Library customers receive materials not immediately available on-site in a timely manner.

4.14 The library maintains an up-to-date reference collection.

4.15 The library makes use of information technology to expand access to information.

SECTION 5.   SERVICES

5.1   The library uses standard methods for review and evaluation of services offered.

5.2   Library customers receive correct answers to their questions.

5.3   Library customers are able to obtain current information about the community and community organizations and their services or to be referred to appropriate information providers.

5.4   The library adopts new technologies to expand its service capabilities.

5.5   The library provides a broad range of programming to meet community needs.

5.6   The library provides staff adequately trained to provide service all hours the library is open.

5.7   The library provides staff trained in reference and readers advisory services all hours that the library is open.

5.8   The library provides staff trained in children's and young adult services all hours that the library is open.

5.9   The library utilizes technology to provide quality service throughout the system.

SECTION 6.   FACILITIES

6.1   Library service is offered in convenient locations easily reached by public or private transportation.

6.2   The library has conducted a space needs study during the last five (5) years as part of a long range planning process.

6.3   Library customers are able to obtain adequate parking either on site or in an adjacent parking facility or area.

6.4   The library facility is easy to identify.

6.5   The library is free of physical barriers and conforms with provisions of the Americans with Disabilities Act (ADA).

6.6   Library service is provided in a facility which is appealing, attractive, safe, and functionally efficient.

6.7   The library has obtained an adequate level of insurance coverage.

SECTION 7.   COOPERATION AND RESOURCE SHARING

7.1   The library cooperates with all types of libraries to extend the availability of information to all residents.

7.2   The library works cooperatively with other community agencies to improve service.

7.3   The library catalogs its collection according to nationally established bibliographic standards.

SECTION 8.   COMMUNITY RELATIONS

8.1   The library allocates funds for public relations.

8.2   The library has a community relations program to increase community awareness of the library.

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SECTION 2. HUMAN RESOURCES

Objective:

To provide effective library service through quality staff with appropriate skills.

Some libraries may rely on local personnel departments for assistance with items such as recruitment, compensation, benefits, disciplinary actions, and other related personnel matters. These standards also address the needs for public library staff members to project a positive attitude towards library customers, receive on-going training to improve their skills, and be available in sufficient numbers to ensure a high level of service.

2.1   THE LIBRARY BOARD OF TRUSTEES EMPLOYS A QUALIFIED DIRECTOR.

	Yes	No	Planned	Not Planned	N/A
The library director has a Master's degree from a program of library and information studies accredited by the American Library Association.					

2.2   THE LIBRARY HAS WRITTEN HUMAN RESOURCES POLICIES AND PROCEDURES WHICH ARE NOT IN CONFLICT WITH THE POLICIES ESTABLISHED BY THE GOVERNING BODY OF THE COUNTY.

	Yes	No	Planned	Not Planned	N/A
The library has a separate human resources policy manual.					
Copies of all policies are readily available and accessible to staff.					
Library policies and practices are reviewed periodically to ensure that they are current, appropriate, and not in conflict with county policies.					
Library policies are not in conflict with Federal, State, and Local laws and regulations.					
Below is a list of policies and procedures which should be components of the library's human resources program:					
The library has an organization chart. Date last reviewed:					
The library has an equal employment opportunity statement.					

Date last reviewed:					

	Yes	No	Planned	Not Planned	N/A
The library has a minority recruitment plan. Date last reviewed:					
The library has job descriptions which include conditions and requirements for employment. Date last reviewed:					
The library has a salary and classification schedule. Date last reviewed:					
The library has a description of its fringe benefits policy. Date last reviewed:					
The library has a performance assessment program for all permanent positions which includes both an assessment of current performance and recommendations for action. Date last reviewed:					
The library has a policy for continuing education and staff development. Date last reviewed:					
The library has developed a program for recognizing staff accomplishments. Date last reviewed:					
The library has developed a program for recognizing team accomplishments. Date last reviewed:					

2.3 THE LIBRARY PROVIDES OPPORTUNITIES FOR ONGOING TRAINING AND CONTINUING EDUCATION FOR ALL EMPLOYEES OF THE LIBRARY.

	Yes	No	Planned	Not Planned	N/A
The library has a uniform orientation and training program for new employees. (See **Appendix E** for staff orientation and training program checklist.)					
The library has completed a needs assessment to determine staff needs for training.					
The library has a plan to ensure training for staff in supervisory positions.					

	Yes	No	Planned	Not Planned	N/A
The library has a plan to ensure reference service training for all reference and information services positions.					
The library has a plan to ensure training in children's services for all staff working with children.					
The library has a plan to ensure appropriate continuing education for staff development for each permanent employee on an on-going basis.					
The library has a plan to use the individual performance assessment as a tool to assist in the identification of staff training needs.					
Library support for job related continuing education and training includes paid work time for attendance with administrative approval.					
The library maintains a record of training and continuing education provided for each staff member.					
The opportunity to attend CE activities is offered on an equitable basis to staff and is evaluated annually.					
The library provides continuing education for its director and staff at all levels by spending a percentage of the total payroll costs for direct costs of staff development and training:					
Choose one _____ Basic level 0.5%					
_____ Full level 1.0%					
_____ Comprehensive level 1.5%					
NOTE: Libraries under 25,000 population should spend a minimum of $1,000 annually.					
The library encourages membership in professional associations.					
Library staff attend continuing education events such as those sponsored by the South Carolina Library Association, the South Carolina State Library, the Association of Public Library Administrators, USC-College of Library and Information Science, the American Library Association, and other appropriate job-related groups.					
The library staff has access to a collection of professional materials including journals, books,					

	Yes	No	Planned	Not Planned	N/A
and other formats.					
The library ensures full participation in planned staff education by all permanent staff by closing the library at least one day annually.					
The library ensures that all eligible staff members hold current certification by the South Carolina State Library.					
The library requires a follow-up report from each staff member attending an external CE event.					
The library requires a follow-up report from each staff member attending an internal CE event.					
The library uses CE reports to evaluate the effectiveness of its future CE plans.					

2.4 THE LIBRARY'S STAFF REFLECTS THE POPULATION DIVERSITY OF THE GEOGRPAHIC AREA SERVED.

	Yes	No	Planned	Not Planned	N/A
The library's staff reflects the population diversity of the geographic area served.					
The library provides staff and/or resources to meet the multilingual needs of the community.					
The library provides staff trained to assist persons with special needs.					

2.5 THE LIBRARY HAS ACHIEVED AN APPROPRIATE NUMBER OF STAFF WITH A MASTER'S DEGREE FROM AN ALA ACCREDITED LIBRARY PROGRAM TO SERVE THE NUMBER OF PEOPLE IN THE COMMUNITY AND TO SUPPORT LIBRARY PRIORITIES.

	Yes	No	Planned	Not Planned	N/A
The library meets the minimum professional staffing level:					
Choose one _____ Basic level 2.5 FTE's/25,000 pop					
_____ Full level 4.5 FTE's/25,000 pop					
_____ Comprehensive level 6.5 FTE's/25,000 pop					
The library director and staff have a plan that identifies the number of professional staff (those with a Master's degree from a program of library and information studies accredited by the American Library Association) required at each					

	Yes	No	Planned	Not Planned	N/A
public service point during open hours.					

	Yes	No	Planned	Not Planned	N/A
The library reviews its recommended professional staffing levels on an annual basis.					
The county library system has a professional, full-time library director.					
The county library system has one or more professional full-time children's services librarians.					
The county library system has one or more professional full-time reference and/or adult services librarians.					

2.6 THE LIBRARY HAS STAFF TRAINED IN MANAGEMENT AND TECHNOLOGY.

	Yes	No	Planned	Not Planned	N/A
The library has staff with appropriate degrees and training to meet needs in areas of:					
• Automation/technology					
• Human resources					
• Finance					
• Other _____					

2.7 THE LIBRARY PROVIDES FULL-TIME EQUIVALENT (FTE) STAFF TO SERVE THE NUMBER OF PEOPLE IN THE COMMUNITY AND TO SUPPORT LIBRARY PRIORITIES.

	Yes	No	Planned	Not Planned	N/A
The library director and staff have a plan the identifies the number of FTE's required at all service points during open hours.					
The library reviews its FTE staffing levels on an annual basis.					
The library meets the recommended staffing level:					
Choose one _____ Basic level 8 FTE's/25,000 pop					
_____ Full level 12 FTE's/25,000 pop					
_____ Comprehensive level 16 FTE's/25,000 pop					

2.8   THE LIBRARY STAFF HAS SALARIES, BENEFITS, AND HOURS COMPARABLE TO OTHER COMMUNITY POSITIONS REQUIRING SIMILAR EDUCATION AND EXPERIENCE.

	Yes	No	Planned	Not Planned	N/A
The library has comparable salaries to those of county, municipal, school, academic, and private workers in the community and in comparable communities.					
The library has comparable fringe benefits to those of county, municipal, school, academic, and private workers in the community and in comparable communities.					

2.9   LIBRARY CUSTOMERS RECEIVE HELPFUL AND COURTEOUS SERVICE FROM ALL LIBRARY STAFF.

	Yes	No	Planned	Not Planned	N/A
The library provides ongoing training for staff in quality customer service.					
New staff receive training in service attitudes within the first 2 months of employment.					
The library has implemented strategies to determine what percentage of customers rate the helpfulness and general attitude of staff as satisfactory.					

2.10   THE LIBRARY HAS A PLAN AND DEVELOPS POLICIES TO USE VOLUNTEERS TO ENHANCE SERVICE.

	Yes	No	Planned	Not Planned	N/A
The library does not rely on volunteers for essential services.					
The library has a staff member designated to coordinate the volunteer program.					
The library recruits volunteers to provide special services.					
The library evaluates the effectiveness of the volunteer program annually.					
The library provides orientation and training for all volunteers.					
The library has a plan for recognition of volunteers.					

Additional Resources
On
Human Resources

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Topics in Personnel. **Administering Cutbacks: Planning and Implementing a Reduction in Force**. ALA, Office for Library Personnel Resources, 1983.

_____. **Writing a Library Job Description.**   ALA, 1985

_____. **Hiring Library Staff**. ALA, 1987. (023.9)

_____. **Managing Employee Performance**. ALA, 1988. (023.9)

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Volunteers: **We Couldn't Do It Without Them**. ALA Video, 1997. (023.3)

Walters, Suzanne. **Customer Service: A How-to-Do-It Manual for Libraries**. Neal Schuman, 1994. (025.5)

Weinsgard, Darlene. **Customer Service Excellence: A Concise Guide for Libraries**. ALA, 1997. (025.5)

SECTION 3. ACCESS

Objective:

> **To offer a variety of methods for increasing a citizen's ability to take advantage of library services.**
>
> The term "access" includes the freedom or ability of an individual to make use of a service. The information and knowledge contained in libraries is most valuable when customers can access these resources easily. These standards address library hours, alternative methods for providing service, and the use of technology to expand local library collections.

3.1 THE LIBRARY HAS A PLAN TO PROVIDE ACCESS TO SERVICES TO ALL RESIDENTS OF ITS LEGAL SERVICE AREA.

	Yes	No	Planned	Not Planned	N/A
The library provides reasonable access to all library services to all residents of its service area.					

3.2 THE LIBRARY PROVIDES ACCESS TO LIBRARY SERVICES WITHIN A SAFE ENVIRONMENT.

	Yes	No	Planned	Not Planned	N/A
The library offers a secure facility for public use within available resources.					

3.3 THE LIBRARY IS OPEN DURING HOURS THAT ARE BASED ON COMMUNITY NEEDS.

	Yes	No	Planned	Not Planned	N/A
The library has determined its hours based on a survey of community needs and available resources.					
The library offers a variety of weekday, evening, and weekend hours.					
The library offers a variety of weekday, evening and weekend hours at all locations. [Note: Evening hours of service are the public service hours after 5:00 pm; weekend hours of service are the public service hours on Saturday and Sunday.]					
Percent of total evening and weekend service hours:					

	Yes	No	Planned	Not Planned	N/A
Choose one					
_____ Basic service 15%					
_____ Full service 30%					
_____ Comprehensive service 40%					
The library offers a full range of services (telephone and in-person reference, readers' advisory, children and young adult services during all open hours.					

3.4 AT LEAST ONE LIBRARY IN THE SYSTEM IS OPEN AND PROVIDES ON SITE ACCESS AT LEAST AS MANY HOURS PER WEEK AS RECOMMENDE DFOR THE POPULATION SERVED.

	Yes	No	Planned	Not Planned	N/A
Population Served: Under 25,000 Choose one					
_____ Basic level 34 hrs/week					
_____ Full level 42 hrs/week					
_____ Comprehensive level 50 hrs/week					
Population Served: Under 25,000 – 49,999 Choose one					
_____ Basic level 44 hrs/week					
_____ Full level 50 hrs/week					
_____ Comprehensive level 56 hrs/week					
Population Served: Under 50,000 – 99,999 Choose one					
_____ Basic level 54 hrs/week					
_____ Full level 60 hrs/week					
_____ Comprehensive level 66 hrs/week					
Population Served: Under 100,000 – 199,999 Choose one					
_____ Basic level 66 hrs/week					
_____ Full level 70 hrs/week					
_____ Comprehensive level 75 hrs/week					
Population Served: Under 200,000 above Choose one					
_____ Basic level 66 hrs/week					
_____ Full level 70 hrs/week					
_____ Comprehensive level 75 hrs/week					

3.5 THE LIBRARY PROVIDES CUSTOMERS WITH ALTERNATIVE SERVICE DELIVERY WITHIN AVAILABLE RESOURCES.

	Yes	No	Planned	Not Planned	N/A
The library has identified groups, individuals and institutions having need for alternative service delivery.					
The library actively markets these alternative services.					
The library provides outreach services using one or more of the following methods:					
Bookmobile service					
Deposit collections					
Books by mail					
Homebound services					
Outreach to child care programs					
Outreach to adult care programs					

3.6 LIBRARY CUSTOMERS ARE ABLE TO REACH THEIR LIBRARY BY TELEPHONE DURING ALL OPEN HOURS.

	Yes	No	Planned	Not Planned	N/A
The library's telephone number is listed in the telephone directory with cross references.					
The library has telephones in each of its outlets.					
The library has an adequate number of voice and data phone lines, with automatic rollover to reduce busy signals.					
The library has recording devices in use during closed hours to inform the public of the library's service hours.					
Automated answering machines are designed to facilitate customer contact with staff.					
The library has a TTY/TDY machine to permit access by people with hearing disabilities and staff trained in use of TTY/TDY.					

3.7 LIBRARY CUSTOMERS ARE ABLE TO ACCESS LIBRARY INFORMATION FROM REMOTE LOCATIONS.

	Yes	No	Planned	Not Planned	N/A
The library has dial-up access to its automated public access catalog and locally developed electronic databases.					
All library outlets have public access to the Internet.					
The library maintains an up-to-date Web site.					

3.8 LIBRARY CUSTOMERS RECEIVE LIBRARY SERVICES FREE OF CHARGE.

	Yes	No	Planned	Not Planned	N/A
The library offers its services and materials free of charge to library customers in compliance with the South Carolina statutes and rules governing the provision of free library services **(Code of Laws of South Carolina**, S 60-1-100).					

3.9 THE LIBRARY PROVIDES ITS CUSTOMERS WITH INFORMATION ABOUT COLLECTIONS OF OTHER LIBRARIES.

	Yes	No	Planned	Not Planned	N/A
The library has access to local databases.					
The library has access to statewide databases.					
The library has access to regional databases.					
The library has access to national databases.					
The library participates in local/regional electronic community information services.					
The library provides electronic access to other library collections and databases.					

3.10 THE LIBRARY PROVIDES INTERLIBRARY LOANS TO ITS CUSTOMERS.

	Yes	No	Planned	Not Planned	N/A
Free interlibrary loan services are available equally to all customers regardless of age.					
Interlibrary loan service is widely publicized in all outlets of the library and in the community and is offered by staff at every outlet when materials are not available locally.					

	Yes	No	Planned	Not Planned	N/A
The library is a participant in the South Carolina Interlibrary Loan Network.					
The library utilizes additional sources for materials not available in the South Carolina Interlibrary Loan Network.					

3.11 LIBRARY CUSTOMERS ARE ABLE TO USE MATERIALS WITHOUT RESTRICTIONS REGARDLESS OF AGE AND LOCATION.

	Yes	No	Planned	Not Planned	N/A
Any library materials available for loan from one point in the system are available for loan from all points.					
The library has a written policy that does not place any age restrictions on the in-house use or checkout of library materials by adults or children.					
The library has a written policy assigning responsibilities to parents or legal guardians for any restrictions placed on children's use of library resources.					
The library has an Internet access policy.					

3.12 THE LIBRARY PROVIDES ACCESS FOR THOSE UNABLE TO USE TRADITIONAL LIBRARY RESOURCES.

	Yes	No	Planned	Not Planned	N/A
The library provides interpretive services or assistive devices for disabled library users.					

**Additional Resources
On
Access**

The ADA Library Kit: Sample ADA Related Documents to Help You Implement the Law. ALA, 1994. (027.663)

American Library Association. **Intellectual Freedom Manual**. ALA, 1992. (323.44)

Crispen, Joanne L., editor. **The Americans With Disabilities Act: Its Impact on Libraries**. ALA, ASCLA, 1993. (027.6)

Empty Shelves, Empty Minds. Washington Coalition Against Censorship, 1983. (VT 038)

Jones, Frances M. **Defusing Censorship: The Librarian's Guide to Handling Censorship Conflicts.** Oryx Press, 1983. (025.213)

Libraries, Erotica, Pornography. Oryx Press, 1991. (025.2)

Obscenity. Code of Laws of SC, 1976. Annotated. S 16-15-10 et. seq.

Obscenity, Materials Harmful to Minors. Code of Laws of SC 1976. Annotated. S 161-5-305 et seq.

Services of Libraries Open to the Public; Fees for Certain Services; Provision for Penalties. Code of Laws of SC, 1976. Annotated. S 60-1-100 et. seq., as amended.

South Carolina Library Association. Intellectual Freedom Committee. **The South Carolina Intellectual Freedom Handbook.** SCLA, 1992. (323.44)

U.S. Congress. House. **Americans With Disabilities Act**. Public Law 101-366, 101st Congress, 1990.

SECTION 4. MATERIALS AND COLLECTIONS

Objective:

To provide a wide variety of information and materials to meet the community's information needs.

South Carolina's public libraries should provide a wide range of materials in all formats to meet customer needs. These standards recognize that building a diverse library collection is a difficult task and that libraries are often constrained in their purchasing. This section recommends minimum levels of holdings for the population served as one way to measure the effectiveness of a library's collection. These input standards are counterbalanced by several output related standards that address the currency and usefulness of the collection, merchandising techniques for promoting materials and alternative methods for providing materials unavailable in the local library.

4.1 THE LIBRARY HAS A COLLECTION DEVELOPMENT POLICY APPROVED BY THE LIBRARY BOARD OF TRUSTEES.

	Yes	No	Planned	Not Planned	N/A
The library has an approved collection development policy which has been developed or updated within the last three years.					
The library's collection development policy includes an intellectual freedom statement.					
The library endorses the American Library Association's Freedom to Read Statement, Freedom to View Statement, Library Bill of Rights and its interpretations. (See **Appendix D** for these ALA documents.)					
The library has a preservation policy for materials that reflects the mission and role of the library.					

4.2   THE LIBRARY HAS A COLLECTION DEVELOPMENT PLAN.

	Yes	No	Planned	Not Planned	N/A
The library has an approved collection development plan that details its collection and acquisition priorities.					
The library utilizes standard selection tools and procedures for collection development.					

	Yes	No	Planned	Not Planned	N/A
The library has a plan and procedure for addressing challenges to materials in the collection.					
The library has a plan and procedure for addressing requests to add materials to the collection.					
The library regularly evaluates its collection to determine subject strengths and weaknesses.					

4.3 THE LIBRARY ALLOCATES 18% TO 20% OF ITS OPERATING BUDGET TO PURCHASE LIBRARY MATERIALS AND PROVIDE ACCESS TO INFORMATION SERVICES.

	Yes	No	Planned	Not Planned	N/A
The library allocates 10% to 20% of its operating budget for the purchase of library materials.					
The library allocates funds for specific areas of the collection such as adult, children's, young adult, local history, and business.					
The library allocates funds for purchasing materials in all appropriate formats based on its collection development policy, the library's plan, current use, and the priorities the library has chosen.					

4.4 THE LIBRARY'S COLLECTION REFLECTS THE DIVERSITY IN ITS COMMUNITY.

	Yes	No	Planned	Not Planned	N/A
The library's collection reflects the diversity of its community, and the library has taken measures to support the purchase of materials to meet the needs of these groups.					
The library makes every effort to include materials that its customers need, even though other customers of the library may find those materials objectionable.					
The library has developed special or unique subject areas relevant to local community interest such as local history, oral history, and business.					

4.5   THE LIBRARY HAS AN UP-TO-DATE COLLECTION, WITH A MINIMUM OF 25% OF THE MATERIALS PURCHASED OR ACQUIRED WITHIN THE LAST FIVE YEARS.

	Yes	No	Planned	Not Planned	N/A
The library has calculated the number of volumes added and the number withdrawn annually as a percentage of the total number of volumes.					
The amount of time between date of receipt of materials and their availability for use averages ten (10) working days or less.					
The library has a process for assessing and weeding its collection.					
The library withdraws an average of 5% of the collection annually in order to maintain a collection that meets the community needs.					
The library considers donating to the South Carolina Fiction Cooperative last copies of adult and juvenile titles no longer needed.					

4.6   THE LIBRARY PURCHASES MATERIALS IN SUFFICIENT QUANTITIES TO MEET CUSTOMER NEEDS.

	Yes	No	Planned	Not Planned	N/A
The library has assessed community needs for library materials and identified the types and subject areas of the materials most desired by the community.					
The library has compared itself to other South Carolina libraries in its population group, as defined in the **South Carolina Public Library Annual Statistical Summary** and with national data about public libraries available from the Public Library Association and the National Center for Education Statistics.					
The library meets of exceeds the following recommendations for the size of its materials collection:					
_____ Basic level 2.5 vols/capita					
_____ Full level 3.5 vols/capita					
_____ Comprehensive level 4.5 vols/capita					
A minimum of 10% of the materials budget is expended for audiovisual materials.					

4.7 THE LIBRARY OFFERS A WIDE RANGE OF INFORMATION AND MATERIALS IN A VARIETY OF FORMATS.

	Yes	No	Planned	Not Planned	N/A
The library offers materials such as:					
Audiocassettes					
Book/cassette kits					
Books					
Books on tape					
Compact discs					
CD-ROM					
Computer Software					
Journals/periodicals/newspapers					
Online databases					
Video discs					
Videocassettes					
Other (to meet community needs):					

4.8 THE LIBRARY DEVELOPS AND ORGANIZES ITS COLLECTION TO ENCOURAGE BROWSING.

	Yes	No	Planned	Not Planned	N/A
The library makes use of attractive displays, face-out shelving, or other merchandising techniques to encourage browsing.					
The library evaluates the collection in terms of a fill rate study that includes browsers' fill rate at least every five years.					

4.9   LIBRARY CUSTOMERS RECEIVE TIMELY ACCESS TO HELPFUL MATERIALS NEEDED TO MEET THEIR SUBJECT REQUESTS.

	Yes	No	Planned	Not Planned	N/A
The library has completed a fill rate study that includes an author and subject fill rate within the last five years and has compared its performance to previous studies.					
The library has determined the percentage of customers who rate the library's subject collection as satisfactory.					
The library has determined the percentage of customers who rate access to databases as satisfactory.					

4.10   LIBRARY CUSTOMERS CAN EASILY ACCESS THE SPECIFIC LIBRARY MATERIALS THEY WANT.

	Yes	No	Planned	Not Planned	N/A
The library has completed a fill rate survey within the last five years and compared its performance to previous survey results.					
The library incorporates the results of the fill rate study into its collection development plan and into its materials budget.					
The library has determined the percentage of users who rate the quantity and quality of materials available as satisfactory.					
The library has technical services staff trained in the use of MARC records and AACRII rules for cataloging.					

4.11   LIBRARY CUSTOMERS ARE ABLE TO FIND THE LOCATION AND AVAILABILITY OF MATERIALS IN THE LIBRARY AND ITS BRANCHES AND ARE PROVIDED A SYSTEM OF DELIVERY.

	Yes	No	Planned	Not Planned	N/A
The library has an online catalog which indicates the holdings, location, and availability of materials in all the library's service outlets.					

	Yes	No	Planned	Not Planned	N/A
The library has a delivery system in place to move items from one location to another:					
Choose one: _____ Basic level Two times per week					
_____ Full level Five times per week					
_____ Comprehensive level Daily					
Library customers at any location receive requested items identified as available in the library system within forty-eight (48) hours, excluding weekends.					
The library has a system for reserving/holding items that are not currently available in the library.					

4.12 THE LIBRARY HAS INVESTIGATED THE FEASIBILITY OF WORKING WITH OTHER LIBRARIES TO PLAN FOR COOPERATIVE COLLECTION DEVELOPMENT.

	Yes	No	Planned	Not Planned	N/A
The library has met with other libraries and has developed a plan for cooperative collection development.					
The library participates in a cooperative collection development program.					
The library staff is familiar with the collections and resources for other libraries in the area and their policies for public use.					
The library provides access to the online catalogs of other libraries.					

4.13 LIBRARY CUSTOMERS RECEIVE MATERIALS NOT IMMEDIATELY AVAILABLE ON-SITE IN A TIMELY MANNER.

	Yes	No	Planned	Not Planned	N/A
The library staff places interlibrary loan requests for materials not owned by the library within twenty-four (24) hours of receipt of request.					
The library evaluates the time that a customer waits for materials not immediately available, including reserves and interlibrary loans.					

	Yes	No	Planned	Not Planned	N/A
The library has a policy and procedure that addresses the average length of time taken to fill requests for popular/bestseller items:					
Choose one: _____ Basic level Six weeks					
_____ Full level Four Weeks					
_____ Comprehensive level Two weeks					

4.14 THE LIBRARY MAINTAINS AN UP-TO-DATE REFERENCE COLLECTION.

	Yes	No	Planned	Not Planned	N/A
The library maintains a current collection of core reference materials selected from recommended lists and additional sources to meet specific community needs.					

4.15 THE LIBRARY MAKES USE OF INFORMATION TECHNOLOGY TO EXPAND ACCESS TO INFORMATION.

	Yes	No	Planned	Not Planned	N/A
The library subscribes to electronic databases or provides an alternative method to access information at all locations.					
The library makes technology available for public use at all locations.					
The library makes use of CD-ROM technology and software at all locations.					
The library has public access to the Internet at all locations.					
The library provides training for library customers in the use of new information technologies.					

Additional Resources
On
Materials & Collections

American Library Association. **Guide to Cooperative Collection Development**. ALA, 1994. (025.21)

American Library Association. **Freedom to Read Statement.**

American Library Association. **Freedom to View Statement.**

American Library Association. **Library Bill of Rights.**

Baker, Sharon L. **The Responsive Public Library Collection: How to Develop and Market it.** Libraries Unlimited, 1993. (027.473)

Boon, Belinda. **The CREW Method: Expanded Guidelines for Collection Evaluation and Weeding for Small and Medium-Sized Public Libraries.** Texas State Library, 1995. (025.216)

Byrne, Deborah J. **MARC Manual: Understanding and Using MARC Records**. Libraries Unlimited, 1991. (025.3)

Cassell, Kay Ann. **Developing Public Library Collections**. Neal-Schuman, 1991. (025.2)

Collection Development Policies & Procedures. Oryx Press, 1995. (025.2)

Gorman, Michael and Paul W. Winkler. **Anglo-American Cataloging Rules**. 2nd ed. ALA, 1988. (025.32)

Interlibrary Loan Trends: Making Access a Reality. Assn. Of Research Libraries, 1992. (025.62)

Kaye, Alan L. **Video and Other Nonprint Resources in the Small Library.** ALA, 1991. (025.287)

Lang, Jovian. **Reference Resources for Small and Medium-Sized Public Libraries.** ALA, 1992. (016.0287)

Lowry, Marcia Duncan. **Preservation and Conservation in the Small Library.** ALA, 1989. (025.84)

Rowley, Gordon. **Organization of Collection Development: A Spec Kit**. Association of Research Libraries, 1995. (025.2)

Video Collection for the 90's. [s.n.], 1992. (026.02517)

SECTION 5. SERVICES

Objective:

To offer library services that provide the greatest satisfaction possible to citizens and that are comprehensive, timely, and helpful.

Public libraries are in the service business Libraries are active providers of information services, readers advisory services, educational support, children's services, and programs. These standards recognize the importance of a library's service program to varying constituencies and the essential role of staff in delivering effective service.

5.1   THE LIBRARY USES STANDARD METHODS FOR REVIEW AND EVALUATION OF SERVICES OFFERED.

	Yes	No	Planned	Not Planned	N/A
The library has identified and measured the information needs of the community within the last five years.					
The library has adopted a long range plan for providing services based on priorities selected to meet community needs.					
The library annually assesses progress toward meeting goals and objectives of the long range plan.					
The library board, the staff, and the community are all involved in development and evaluation of the plan.					
The entire staff is involved in the planning process on a periodic basis.					
The library has identified its priorities and reviews them periodically.					
The services the library provides reflect the identified priorities.					

5.2   LIBRARY CUSTOMERS RECEIVE CORRECT ANSWERS TO THEIR QUESTIONS.

	Yes	No	Planned	Not Planned	N/A
The library regularly conducts an adult and juvenile reference fill rate study for each service outlet. Last study conducted: (year) _____					

	Yes	No	Planned	Not Planned	N/A
The library determines the average number of reference questions per capita, per visitor, and per registered library customer each year.					
The library assesses the proportion of adult and juvenile reference transactions successfully completed.					
The library maintains reference statistics which exclude directional transactions.					
The library provides correct answers within twenty-four (24) hours 75% of the time.					

5.3 LIBRARY CUSTOMERS ARE ABLE TO OBTAIN CURRENT INFORMATION ABOUT THE COMMUNITY AND COMMUNITY ORGANIZATIONS AND THEIR SERVICES OR TO BE REFERRED TO APPROPRIATE INFORMATION PROVIDERS.

	Yes	No	Planned	Not Planned	N/A
The library receives local publications and newspapers from community agencies.					
The library has an up-to-date collection of local codes and ordinances and other local government publications.					
The library maintains a community information and referral service or cooperates with other community agencies to provide this service.					
The library collects information about the community.					
The library provides online access to local information about the library and the community.					

5.4 THE LIBRARY ADOPTS NEW TECHNOLOGIES TO EXPAND ITS SERVICE CAPABILITIES.

	Yes	No	Planned	Not Planned	N/A
The library utilizes a variety of technology to provide library service such as online databases, CD-ROM databases, online public catalogs, Internet access, etc.					

	Yes	No	Planned	Not Planned	N/A
The library works with other libraries and agencies to provide interfaces among multiple databases.					
The library works with other agencies to develop local databases.					
The library expands accessibility to library programs for the sight and hearing impaired through the provision of assistive devices.					
Trained library staff is available to assist the public with utilization of technology at all hours the library is open.					

5.5 THE LIBRARY PROVIDES A BROAD RANGE OF PROGRAMMING TO MEET COMMUNITY NEEDS.

	Yes	No	Planned	Not Planned	N/A
The library has a methodology for regularly evaluating the community's programming needs and desires.					
The library sponsors or cosponsors programs for various ages and segments of the community targeted for service.					
The library annually evaluates its programming using statistics and customer surveys.					

5.6 THE LIBRARY PROVIDES STAFF ADEQUATELY TRAINED TO PROVIDE SERVICE ALL HOURS THE LIBRARY IS OPEN.

	Yes	No	Planned	Not Planned	N/A
The library provides • reference and readers advisory services to residents of all ages in person, by telephone, and electronically all hours the library is open.					
• a professionally-trained librarian on site or accessible by telephone all hours the library is open.					
• staff trained by persons knowledgeable about the collection.					
• staff trained in selecting materials and in providing programming for all ages.					

5.7   THE LIBRARY PROVIDES STAFF TRAINED IN REFERENCE AND READERS ADVISORY SERVICES ALL HOURS THAT THE LIBRARY IS OPEN.

	Yes	No	Planned	Not Planned	N/A
The library provides: • Staff trained in reference services all hours the library is open in each outlet.					
• Staff trained in readers advisory services all hours the library is open in each outlet.					
• Staff trained in effective customer reference interview techniques all hours the library is open in each outlet.					

5.8   THE LIBRARY PROVIDES STAFF TRAINED IN CHILDREN'S AND YOUNG ADULT SERVICES ALL HOURS THAT THE LIBRARY IS OPEN.

	Yes	No	Planned	Not Planned	N/A
The library provides a skilled children's specialist in each of its outlets.					
The library provides a skilled young adult specialist on its staff.					
The library provides staff trained in selecting children's materials, reference services, and programming for children and young adults.					

5.9   THE LIBRARY UTILIZES TECHNOLOGY TO PROVIDE QUALITY SERVICE THROUGHOUT THE SYSTEM

	Yes	No	Planned	Not Planned	N/A
Library users at each service outlet have access to information resources within the system through fax, courier services, electronic transfer of information, etc.					
The library makes provision for regular troubleshooting, maintenance, and repair of equipment in all library outlets.					

Additional Resources
On
Services

Adult Programming: A Manual for Libraries. ALA, 1997. (027.6)

American Library Association. **Bridging the Gap: Young Adult Services in the Library**. ALA, 1992. (027.626)

American Library Association. **Guidelines for Establishing Community Information and Referral Services in Public Libraries**. ALA, 1989. (025.5)

American Library Association. **101 Ideas for Serving the Impaired Elderly**. ALA, 1989. (027.622)

American Library Association. Subcommittee on Guide for Training Collection Development Librarians. **Guide for Training Collection Development Librarians**. Edited by Susan L. Fales. ALA, 1996. (025.2)

American Library Association. Young Adults Library Services Association. **Directions for Library Service to Young Adults**. 2nd edition. ALA, 1993. (027.626)

American Library Association. **Youth Services Librarians as Managers**. ALA, 1995. (025.1)

The Americans With Disabilities Act: Its Impact on Libraries: The Library's Response in "Doable" Steps. ASCL, 1993. (027.6)

Baker, Sharon L. **The Measurement and Evaluation of Library Services**. Information Resources Press, 1991. (020)

Benne, Mae. **Principles of Children's Services in Public Libraries**. ALA, 1991. (027.62)

Bleiwis, Maxine. **Helping Business: The Library's Role in Community Economic Development: A How To Manual.** Neal-Schuman, 1997. (027.69)

Brown, Barbara J. **Programming for Librarians: A How-to-Do-It Manual**. Neal-Schuman, 1992. (021.2)

Chelton, Mary Kay and James Rosinia. **Bare Bones: Young Adult Service Tips for Public Library Generalists**. ALA, 1993. (027.626)

Connor, Jane Gardner. **Children's Library Services Handbook**. Oryx Press, 1990. (027.625)

Crispen, Joanne, ed. **The Americans with Disabilities Act: Its Impact on Libraries**. ALA, 1993. (027.6)

Developing Public Library Services for Young Adults/developed by the State Library of Florida with the Cooperation of the Florida Youth Networks. Division of Library and Information Services, Florida Department of State, 1994. (027.626)

Excellence in Library Services to Young Adults: The Nation's Top Programs. Edited by Mary K. Chelton. 2nd edition. ALA, 1997. (027.62)

Fasick, Adele M.   **Managing Children's Services in the Public Library**. Libraries Unlimited, 1991. (027.625)

Find It All At The Library. ALA Video, 1996. (VT 0644)

Fox, Beth Wheeler. **The Dynamic Community Library**. ALA, 1988. (021.2)

High/Low Handbook: Encouraging Literacy in the 1990's. Bowker, 1990. (027.626)

Himmel, Ethel E. **Planning for Results: A Public Library Transformation Process.** By Ethel Himmel and William James Wilson with the Revision Committee of the Public Library Association. V. 1.   The Guidebook – v. 2. The How-to-Manual. ALA, 1998. (025.1974)

Jones, Patrick. **Connecting Young Adults and Libraries**.   2nd edition. Neal-Schuman, 1997.   (025.5)

McClure, Charles R.   **Planning and Role Setting for Public Libraries**. ALA, 1987. (027.4)

McCook, Kathleen de la Pena and Gary Rolstad. **Developing Reader's Advisory Services: Concepts and Commitments**. Neal-Schuman Publishers, 1993. 025.54)

Marchant, Maurice P. **Why Adults Use the Public Library**. Libraries Unlimited, 1994. (025.5)

Patron Behavior in Libraries: A Handbook of Positive Approaches to Negative Situations. Edited by Beth McNeil and Denise J. Johnson. ALA, 1996. (025.5)

Public Libraries, Communities & Technology. Council on Library Research, 1996. (021.2)

Public Library Association. Community Information Section. **Guidelines for Establishing Community Information and Referral Services in Public Libraries**. 3rd edition. ALA, 1989. (025.5)

Public Library Data Service Statistical Report, 1997. Prepared by the Public Library Association, ALA. (Annual) (027.473)

Rollins, Deborah.   **Reference Sources for Children's and Young Adult Literature**. ALA, 1996. (011.062)

Simon, Anne. **Kids Welcome Here! Writing Public Library Policies that Promote Use by Young People.** New York Library Association, 1990. (027.625)

U.S. Congress. House. **Americans With Disabilities Act**. Public Law 101-366, 101st Congress, 1990.

Wilson-Lingbloom, Evie. **Hangin' Out at Rocky Creek**. Scarecrow Press, 1994. (027.62)

Youth Services Librarians as Managers: A How-to-Guide from Budgeting to Personnel. 2nd edition. ALA, 1995. (025.1)

Wilson-Lingbloom, Evie. **Hangin' Out at Rocky Creek: A Melodrama in Basic Young Adult Services in Public Libraries**. Scarecrow Press, 1994. (027.62)

Wisconsin Public Library Youth Services Guidelines.   Wisconsin Library
   Association, 1995. (027.626)

SECTION 6. FACILITIES

Objective:

To provide library facilities that are attractive, accessible, safe, and convenient.

The attractiveness and location of library buildings have a direct impact on library use. Library facilities should be conveniently located, have ample parking, be aesthetically appealing, attractive free of physical barriers, and large enough for the population served. Buildings should have a flexible interior design capable of accommodating present and future technologies.

6.1   LIBRARY SERVICE IS OFFERED IN CONVENIENT LOCATIONS EASILY REACHED BY PUBLIC OR PRIVATE TRANSPORTATION.

	Yes	No	Planned	Not Planned	N/A
The library has a written plan for library facilities which includes minimum population requirements, location guidelines, and parking.					
The library has reviewed community traffic patterns and identified centers of community activity for placement of new libraries.					
The library has surveyed customers to determine satisfaction with physical accessibility and convenience to the library.					

6.2   THE LIBRARY HAS CONDUCTED A SPACE NEEDS STUDY DURING THE LAST FIVE (5) YEARS AS PART OF A LONG RANGE PLANNING PROCESS.

	Yes	No	Planned	Not Planned	N/A
The library plans facilities which will meet community needs for at last twenty (20) years.					
The minimum size of any library headquarters if 5,000 sq. ft., of .6 sq. ft./capita of the primary service area, whichever is greater.					
The minimum size of any library branch is 3,000 sq. ft., or .6 sq. ft./capita of the primary service area, whichever is greater.					
All library facilities include meeting rooms available for public use and for library programming.					

6.3 LIBRARY CUSTOMERS ARE ABLE TO OBTAIN ADEQUATE PARKING EITHER ON SITE OR IN AN ADJACENT PARKING FACILITY OR AREA.

	Yes	No	Planned	Not Planned	N/A
The library has completed a parking availability and feasibility survey to determine the total number of spaces available for library customers.					
The library has designated parking spaces for short term parking.					
The library works with community transportation providers to encourage the availability of public transportation to the library.					
The library provides an adequate number of parking spaces to meet ADA requirements.					
The library's customers have access to convenient parking.					

6.4 THE LIBRARY FACILITY IS EASY TO IDENTIFY.

	Yes	No	Planned	Not Planned	N/A
The library building has visible signs which make it clearly identifiable from the street during daytime and evening hours.					
The library hours are posted in a highly visible location.					
The library works with local agencies to install directional signs to the library.					
The library makes use of the international symbol for libraries.					

6.5 THE LIBRARY IS FREE OF PHYSICAL BARRIERS AND CONFORMS WITH PROVISIONS OF THE AMERICANS WITH DISABILITIES ACT (ADA).

	Yes	No	Planned	Not Planned	N/A
The library meets all federal, state and local codes and requirements for buildings, fire, and safety.					
The library complies with all applicable ADA requirements.					

6.6 LIBRARY SERVICE IS PROVIDED IN A FACILITY WHICH IS APPEALING, ATTRACTIVE, SAFE, AND FUNCTIONALLY EFFICIENT.

	Yes	No	Planned	Not Planned	N/A
The outside of the building is well lighted.					
The parking area and all entrances and exits are sufficiently lighted to provide safe entry and exit.					
The library provides a way for users to return materials 24 hours a day.					
The library provides space for quiet reading and study.					
The library provides designated space for children's programs and materials.					
The library provides designated space for young adult programs and materials.					
The library provides space for meetings and programs.					
The library has adequate work space for staff.					
The library has attractive, effective interior signage.					
The library has installed appropriate electronic building security.					
The library has appropriate security for collections.					
The library has smoke and fire alarms.					
The library has a public address system.					
The library has emergency lighting which meets local codes.					
The library has up-to-date wiring to support the use of technology.					
The library has appropriate furnishings for using technology.					
The library has a plan for maintaining the public investment in facilities which includes a schedule for refurbishing existing facilities, including repainting, carpeting, replacement of furniture, HVAC, equipment, etc.					
The library has a general maintenance schedule and sufficient staff and/or contracted service to ensure safe, inviting, well-maintained facilities and grounds.					
The library maintains an inventory of library furnishings and equipment.					

6.7 THE LIBRARY HAS OBTAINED AN ADEQUATE LEVEL OF INSURANCE COVERAGE.

	Yes	No	Planned	Not Planned	N/A
The library directory annually reviews the property and liability insurance for buildings and contents.					
Insurance policies provide for full replacement value in the event of damage.					

Additional Resources
On
Facilities

Brawner, Lee. **Determining Your Public Library's Future Size.** ALA, 1996. (022.3)

Brown, Carol R. **Planning Library Interiors: The Selection of Furnishings for the 21st Century.** Oryx, 1995. (022.9)

Checklist of Library Building Design Considerations. Edited by William W. Sannwald for the Architecture of Public Libraries Committee, LAMA Buildings and Equipment Section. 3rd edition. ALA, 1997. (022.3)

Cohen, Aaron and Elaine. **Designing and Space Planning for Libraries: A Behavioral Guide**. R. R. Bowker, 1979. (022.3)

Dahlgren, Anders. **Planning the Small Public Library Building**. Small Libraries Publication, no. 11. ALA, 1985. (022.3)

Dahlgren, Anders. **Public Library Space Needs: A Planning Outline**. Wisconsin Department of Public Instruction, 1988. (022.314)

Forston, Judith. **Disaster Planning and Recovery: A How-To-Do-It Manual for Librarians and Archivists**. Neal-Schuman Publishers, 1992. (025.84)

Fraley, Ruth and Carol Anderson. **Library Space Planning: A How-To-Do-It Manual for Assessing, Allocating and Reorganizing Collections, Resources, and Facilities**. 2nd edition. Neal-Schuman Publishers, 1990. (022.3)

Hall, Richard B. **Financing Public Library Buildings**. Neal-Schuman, 1994. (022.3)

Holt, Raymond M. and Anders C. Dahlgren. **Wisconsin Library Building Project Handbook**. Wisconsin Department of Public Instruction, 1990. (727.8)

Kurth, William H., and Ray W. Grim. **Moving a Library,** Scarecrow, 1966. (022)

Library Administration and Management Association. **Library Buildings, Equipment and the ADA: Compliance Issues and Solutions.** ALA, 1996. (022)

Library Buildings Consultant List, 1997. Library Administration and Management Association of ALA. ALA, Serial. (022.3)

Lueder, Diane & Sally Webb. **Administrator's Guide to Library Building Maintenance**. ALA, 1992. (022)

Lushington, Nolan. **The Design and Evaluation of Public Library Buildings**. Gaylord Professional Publications, 1991. (022.3)

Lushington, Nolan. **Libraries Designed for Users**. Gaylord Professional Publications, 1979. (022.3)

Martin, Ron G. **Libraries for the Future: Planning Buildings That Work**. ALA, 1992. (727.8)

Myller, Rolf. **The Design of the Small Public Library**. Bowker, 1966. (022)

Pollet, Dorothy. **Sign Systems for Libraries: Solving the Wayfinding Problem**. Compiled and edited by Dorothy Pollet and Peter C. Haskell. Bowker, 1979.

Spyers-Duran, Peter. **Moving Library Materials**. Revised edition. ALA, 1965. (022.9)

Trinkley, Michael. **Preservation Concerns in Construction and Remodeling of Libraries: Planning for Preservation**. South Carolina State Library, 1992. (L6165 2.P63)

SECTION 7. COOPERATION AND RESOURCE SHARING

Objective:

To cooperate with other libraries and agencies to increase the library's ability to meet its community's information needs.

By cooperating with other libraries and sharing resources, libraries can expand their resources and offer their customers access to the state's entire library and information network.

7.1   THE LIBRARY COOPERATES WITH ALL TYPES OF LIBRARIES TO EXTEND THE AVAILABILITY OF INFORMTION TO ALL RESIDENTS.

	Yes	No	Planned	Not Planned	N/A
The library develops its collections, programming, and services in cooperation with other local libraries to avoid unnecessary duplication of resources and services.					
The library meets at least annually with staff from other area libraries to plan cooperatively for meeting community information needs.					

7.2   THE LIBRARY WORKS COOPERATIVELY WITH OTHER COMMUNITY AGENCIES TO IMPROVE SERVICE.

	Yes	No	Planned	Not Planned	N/A
The library regularly meets with representatives of governmental agencies to identify areas of potential cooperation.					
The library meets regularly with representatives of community agencies and organizations to identify areas of potential cooperation and library service.					
The library encourages staff to participate in community-wide organizations that benefit the library.					
The library has planned or participated in cooperative activities or events with community agencies in the past year.					

7.3 THE LIBRARY CATALOGS ITS COLLECTION ACCORDING TO NATIONALLY ESTABLISHED BIBLIOGRPAHIC STANDARDS.

	Yes	No	Planned	Not Planned	N/A
The library uses Machine Readable Cataloging (MARC) records and AACRII cataloging rules to facilitate resource sharing.					
The library's automation system complies with Z39.50 protocol.					

Additional Resources
On
Cooperation & Resource Sharing

American Library Association. **Handbook of Organization. ALA Policy Manual. Section 50.3, Free Access to Information, and 50.4, Bibliographic Databases**. ALA. (020.6)

Benson, Allen. **The Complete Internet Companion for Librarians.** Neal-Schuman Publishers, 1995. (004.67)

McClure, Charles R., John Carol Bertot, and Douglas Zweizig. **Public Libraries and the Internet: Study Results, Policy Issues and Recommendations, Final Report, June 1994**. National Commission on Libraries and Information Science, 1994. (Y3.L 61:2 L61/6)

Sloan, Bernard G. **Linked Systems for Resource Sharing.** G. K. Hall, 1991. (021.65)

Woodsworth, Anne. **Library Cooperation and Networks.** Neal-Schuman, 1991. (021.6)

SECTION 8. COMMUNITY RELATIONS

Objective:

To increase community awareness about the library and its programs.

The availability of library services and materials and the essential role libraries play in improving the quality of life should be conveyed on a continuous basis through a sustained community and public relations program. Libraries should devote a portion of their annual budget to support activities that promote the library to the community.

8.1   THE LIBRARY ALLOCATES FUNDS FOR PUBLIC RELATIONS.

	Yes	No	Planned	Not Planned	N/A
The library allocates a percentage of its budget to support PR activities.					
Choose one: _____ Basic level 1%					
_____ Full level 2%					
_____ Comprehensive level 3%					
The library board and staff evaluate all policies and procedures in terms of their effect on the public and the library's public relations.					
The library designates a staff member to coordinate public relations activities.					
The library provides a staff trained in public relations, in quality customer service, and with a good public service attitude.					
The library uses quality printing and production techniques in the preparation of all printed material and graphics.					
The name of the library, or a graphical representation clearly identifiable with the library, appears consistently on all library publications.					

8.2   THE LIBRARY HAS A COMMUNITY RELATIONS PROGRAM TO INCREASE COMMUNITY AWARENESS OF THE LIBRARY.

	Yes	No	Planned	Not Planned	N/A
The library has a marketing or public relations plan for the library. (See Appendix F for marketing plan checklist.)					

	Yes	No	Planned	Not Planned	N/A
The library staff does regular walk-through's in the interior and the exterior of the library to assess the appearance and image it projects. See Appendix G for image audit checklist.)					
The library has identified target groups to receive special library promotions.					
The library works with Friends of the Library, volunteers and other support groups to increase the library's visibility.					
The library has a plan to recognize significant contributions to the library.					
The library uses five or more of the following publicity techniques to promote and publicize library services on a regular basis (examples are arranged in alphabetical order):					
Advertising specialty items					
Annual report					
Direct mail promotions					
Electronic bulletin boards					
Exhibits and displays (attractive and frequently changed)					
General information brochure					
Internet (Home Page/Web Site)					
Newsletter					
Newspaper articles, columns, ads					
Outreach activities at other locations in the community					
Participation in community events, fairs, parades, etc.					
Posters, flyers, bibliographies, bookmarks, brochures					
Presentations to community groups and organizations					
TV and/or radio					
Videocassette					

8.3 THE LIBRARY ACTIVELY PROMOTES ITS MISSION.

	Yes	No	Planned	Not Planned	N/A
The library has developed partnerships with other community groups.					
The library networks with other community groups which have programs that complement the library's mission.					
The library has identified volunteers, including board members and friends, willing to act as advocates for the library's mission at the local, state, and national levels.					
The library communicates regularly with the following community agencies to promote the library, as appropriate:					
• Business organizations					
• Civic and other non-profit organizations					
• Education community					
• Foundations					
• Governmental agencies					

Additional Resources
On
Community Relations

PR Activity Report. ALA. (Per)

Clow, Faye. **Forming and Funding Public Library Foundations**. PLA, 1993. (021.83)

Dolnick, Sandy. **Friends of Libraries Sourcebook**. 3rd edition. ALA, 1996. (021.7)

Find It All at the Library. ALA Video, 1986. (VT 0644)

Fox, Beth Wheeler. **The Dynamic Community Library: Creative, Practical and Inexpensive Ideas for the Library Director**. ALA, 1988. (021.2)

Herring, Mark Youngblood. **Organizing Friends Groups: A How-To-Do-It Manual for Librarians**. Neal-Schuman, 1993. (021.7)

Karp, Rachelle S. **Volunteers in Libraries**. ALA, 1993. (027.473)

Leerburger, Benedict A. **Promoting and Marketing the Library**. Hall, 1989. (025.7)

Library Advocacy Now! ALA Video, 1996. (021.7)

Roberts, Anne F. **Public Relations for Libraries**. By Anne F. Roberts and Susan Griswold Blandy. Libraries Unlimited, 1989. (021.7)

Solutions to Your Public Relations Challenges. ALA, 1991. (021.7)

Walters, Suzanne. **Marketing: A How-To-Do-It Manual for Librarians.** Neal-Schuman Publishers, 1992. (021.7)

Appendices

A.   **Public Library Board Bylaws Checklist**

B.   **Public Library Board Orientation Checklist**

C.   **Human Resources (Personnel) Policies Checklist**

D.   **Library Bill of Rights with Interpretations List and Freedom to Read & Freedom to View Statements**

E.   **Library Staff Orientation & Training Program Checklist**

F.   **Library Marketing Plan Checklist**

G.   **Library Image Audit Checklist**

H.   **Glossary of Library Terms**

PUBLIC

LIBRARY

BOARD

BYLAWS

CHECKLIST

PUBLIC LIBRARY BOARD BYLAWS

A Checklist

All library boards need to assure continuity and consistency for their legal, financial, and policy-making activities. Written bylaws are accepted tools for doing this. Bylaws cover the basic structure under which the board conducts its business. These bylaws should not conflict with any local, state, or federal laws or regulations. The board may want to examine several sets of bylaws from other libraries when revision is necessary. The bylaws of most boards will include at least the following:

Purpose
- Vision
- Mission
- Goals

Legal Authority
- Appointments and Vacancies
- Terms of Members
- Authority

Parliamentary Authority

Conflict of Interest

Schedule of Meetings
- Regular meetings
- Special meetings

Executive Sessions

Quorum

Order of Meetings
- Agendas
- Meeting Announcements

Officers
- List of Officers
- Qualifications
- Duties
- Election
- Terms
- Removal

Committees
- Standing
- Special

Policies
- Financial (including Gifts)
- Personnel
- Service

Staff Relationships
- With Director
- With Staff

Procedure for Amending Bylaws

APPENDIX
B

PUBLIC

LIBRARY

BOARD

ORIENTATION

CHECKLIST

PUBLIC LIBRARY BOARD ORIENTATION

A Checklist

The appointment of a new board member or members offers an ideal opportunity to hold an orientation. All board members can use the review of their functions, the library's current condition, and anticipated programs and shortfalls. Orientation should be planned for all board members and the information kept up to date. The chairperson of the board and the library director are usually jointly responsible for orientation. The following outlines one library director's preparation for such an orientation:

Before the meeting

- Prepare a personal profile for each member
    Name
    Home address, telephone number, fax, and e-mail
    Preferred mailing address
    Specific skills or experience to share as a board member
    List of things to help the library accomplish as a board member
    Educational background
    Current occupation
    Office address, telephone number, fax, and e-mail
    Community and professional associations or boards on which he/she serves or
        has served
    Library board committees on which board member would like to serve (list
        options)

- Prepare a packet of materials for board member

Agenda for the meeting

- Welcome and introductions

- Distribute materials

- Mission and legal charge of the library

- Library history
    Structure

- Legal duties and responsibilities (include copies of, or referral to, state and local
    laws governing public libraries and public boards).

- Relationship with county government

- Bylaws review
    Schedule of meetings
    Quorum
    Absences
    Agenda
    Committees
    Etc.

- Board rights and ethics (see attached Ethics Statement for Public Library Trustees)

- Advocacy

- Policies
    Purpose
    Policy manuals (Personnel, Financial, Services)

- Library Program
    Annual report
    Long-range plan
    Director's report
    Statistical report
    Financial report (list of key budget terms and definitions, sources of income,
        current annual budget and/or appropriation documents, financial
        calendar)

- Special services

- Budget
    Process
    Sources of revenue
    Areas of expenditures
    Problems confronting library

- Library trust or foundation

- Library staff
    Organization chart and list of key personnel
    Relationship with the library director
    Relationship of board members with other staff
    Volunteers

- Friends of the Library
  Local
  State

- Training and continuing education:
  List of professional library organizations with trustee sections (ALA – ALTA, SELA, SCLA)
  Calendar of upcoming training opportunities
  Reading list and supplementary materials

- Annual self-evaluation of board meetings

- Resources for more information:
  South Carolina State Library Newsletter and mailings
  Books, periodicals, audio-visual materials available through Interlibrary Loan

ETHICS STATEMENT FOR PUBLIC LIBRARY TRUSTEES

Trustees in the capacity of trust upon them, shall observe ethical standards with absolute truth, integrity, and honor.

Trustees must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues, or the situation.

It is incumbent upon any trustee to disqualify himself/herself immediately whenever the appearance of a conflict of interest exists.

Trustees must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of the institution, acknowledging the formal position of the board even if they personally disagree.

A trustee must respect the confidential nature of library business while being aware of an din compliance with applicable laws governing freedom of information.

Trustees must be prepared to support to the fullest the efforts of librarians in resisting censorship of library materials by groups or individuals.

Trustees who accept library board responsibilities are expected to perform all of the functions of library trustees.

APPENDIX
C

HUMAN

RESOURCES

(PERSONNEL)

POLICIES

CHECKLIST

HUMAN RESOURCES (PERSONNEL) POLICIES

A Checklist

All public libraries should have up-to-date copies of the following policies available in the library. All employees of a county public library system shall be subject to the provisions of item (7) of Section -9-30, Code of Laws of South Carolina, 1976, as amended. The library may establish policies that are not in conflict with county policies.

HIRING PRACTICES
- Recruitment
- Requirements/Qualifications
- Vacancies
- Appointments
- Nepotism

PERSONNEL ACTION
- Probation Period
- Performance Appraisal
- Position Classification
- Promotion
- Demotion
- Transfer
- Disciplinary Action
- Grievance
- Personal Records
- Termination
- Layoff and Recall Procedures
- Resignation
- Outside Employment/Dual Employment

EMPLOYEE BENEFITS
- Leaves of Absence
    Sick Leave
    Short-Term Disability
    Long-Term Disability
    Worker's Compensation
    Family Leave
    Vacation
    Holidays
    Personal Leave or Floating Holidays
    Compassionate or Funeral Leave
    Education/Administrative Leave

Leave Without Pay
Military Leave
Sabbaticals Leave
Research or Professional Development Leave
Other Leaves of Absence

- Insurance
- Retirement
- Job Sharing
- Staff Development and Training
- Grievance
- Other Benefits

CONDITIONS OF WORK
- Hours of Work
- Attendance and Reporting Absences
- Confidential Records
- Emergency Closing
- Personal Attire and Habits
- Safety
- Substance Abuse
- Standards of Conduct
- Harassment
- Drug Free Environment
- Smoke Free Environment

COMPENSATION
- Pay Period
- Position Classification
- Pay Increases
- Longevity
- Merit
- Overtime
- Taxes (Federal, State, Local)
- Insurance
- Retirement
- Compensatory Leave
- Voluntary Deductions
- Separation Pay
- Health and Accident Insurance
- Life Insurance
- Tort Insurance
- Deferred Compensation
- Social Security
- State Retirement System
- Worker's Compensation
- Staff Parking

- Other (i.e., Employee Assistance Program)

WORKPLACE STANDARDS
- Gifts and Gratuities
- Selling and Soliciting
- Personal Phone Calls
- Family at Work
- Dress
- Political Activities

FEDERAL LEGISLATION
- COBRA (Consolidated Omnibus Budget Reconciliation Act)
- FLSA (Fair Labor Standards Act)
- EEOC/Affirmative Action (Equal Employment Opportunity Policy)
- FMLA (Family Medical Leave Act)
- ADA (Americans with Disabilities Act)

NOTE: Volunteers in libraries, as far as employment policies and practices are concerned, will be treated, so far as is possible, as if they were regular paid staff. All the principles that relate to sound personnel administration, including recruitment, orientation, performance evaluation, and training and development, should apply to the library's volunteer program. Planning for the use of library volunteers must include clarification of their status regarding such items as compensation for work-related injuries, insurance coverage when operating a library vehicle, and related benefits.

LIBRARY BILL OF RIGHTS

WITH INTERPRETATIONS LIST

FREEDOM TO READ &

FREEDOM TO VIEW STATEMENTS

THE RIGHT TO READ AND TO KNOW

-- AN AMERICAN FREEDOM --

With the climate of public opinion shifting as rapidly as it does in a democratic society, public libraries need to be prepared to insure and protect the right of all citizens to free access to information of all kinds. There are times when people, being fearful of the diversity and changes taking place in our culture, want to restrict this access. Now, although knowledge and information are neutral, these pressure groups often want to force libraries to supply just those ideas and materials of which they approve. People who suggest this are not only afraid, but they have lost sight of the uniquely American tradition of allowing and protecting the freedom of expression for all people, regardless of their ideas.

The Library Bill of Rights is the keystone to preserve a library heritage which dates back to our country's founding. The library is best suited if it develops a clear set of guidelines to help its community understand and support its freedom to read and to know. To help the library serve the whole community, the following are included for review and adoption by all library boards: The Library Bill of Rights with a list of all its Interpretive Statements to date, The Freedom to Read Statement, and the Freedom to View Statement.

LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I.   Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II.   Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III.   Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV.   Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V.   A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI.   Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

INTERPRETATIONS OF THE LIBRARY BILL OF RIGHTS

The Library Bill of Rights is kept afresh and up to date by various interpretive statements issued by the American Library Association from time to time. As of the date of publication of **South Carolina Public Library Standards, 1998,** the following interpretations had been adopted by ALA Council:

Challenged Materials   Adopted June 25, 1971
    Amended July 1, 1981
    Amended January 10, 1990

Diversity in Collection Development   Adopted July 14, 1982
    Amended January 10, 1990

Economic Barriers to Information Access   Adopted June 30, 1993

Access for Children and Young People to   Adopted June 28, 2989
Video Tapes and other Nonprint Formats   Revised July 3, 1991

Restricted Access to Library Materials   Adopted February 2, 1973
    Amended July 1, 1981
    Amended July 3, 1991

Access to Electronic Information,   Adopted January 24, 1996
Services, and Networks
[See also "Questions and Answers:
Access to Electronic Information,
Services, and Networks", produced
by ALA's Intellectual Freedom
Committee and adopted June 5, 1971]

Evaluating Library Collections   Adopted February 2, 1973
    Amended July 1, 1981

Exhibit Spaces and Bulletin Boards   Adopted July 2, 1991

Expurgation of Library Materials   Adopted February 2, 1973
    Amended July 1, 1981
    Amended January 10, 1990

Free Access to Libraries for Minors   Adopted June 30, 1972
    Amended July 1, 1981
    Adopted July 3, 1991

Access to Library Resources and   Adopted June 30, 1993
Services Regardless of Gender or
Sexual Orientation

Statement on Labeling   Adopted July 13, 1951
    Amended June 25, 1971
    Amended July 1, 1981
    Amended June 26, 1990

Library Initiated Programs as a Resource   Adopted January 27, 1982
    Amended June 26, 1990

Meeting Rooms   Adopted July 2, 1991

The Universal Right to Free Expression   January 16, 1991

NOTE: For full text of these Interpretations of the Library Bill of Rights, access ALA's web site at http://www.ala.org

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove books from sale, to censor textbooks, to label "controversial" books, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We, as citizens devoted to the use of books and as librarians and publishers responsible for disseminating them, wish to assert the public interest in the preservation of the freedom to read.

We are deeply concerned about these attempts at suppression. Most such attempts rest on a denial of the fundamental premise of democracy: that the ordinary citizen, by exercising critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow-citizens.

We trust Americans to recognize propaganda, and to reject it. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

We are aware, of course, that books are not alone in being subjected to efforts at suppression. We are aware that these efforts are related to a larger pattern of pressures being brought against education, the press, films, radio and television. The problem is not only one of actual censorship. The shadow of fear cast by these pressures lead, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of uneasy change and pervading fear. Especially when so many of our apprehensions are directed against an ideology, the expression of a dissident idea becomes a thing feared in itself, and we tend to move against it as against a hostile deed, with suppression.

And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of

an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with stress.

Now as always in our history, books are among our greatest instruments of freedom. They are almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. They are the natural medium for the new idea and the untried voice from which come the original contributions to social growth. They are essential to the extended discussion which serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures towards conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those which are unorthodox or unpopular with the majority.

   Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept which challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers, librarians and booksellers do not need to endorse every idea or presentation contained in the books they make available. It would conflict with the public interest for them to establish their own political, moral or aesthetic views as a standard for determining what books should be published or circulated.

   Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to determine the acceptability of a book on the basis of the personal history or political affiliations of the author.

   A book should be judged as a book. No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish which draws up lists of writers to whom it will not listen, whatever they may have to say.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

   To some, much of modern literature is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters taste differs, and taste cannot be legislated; nor can machinery be devised which will suite the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept with any book the prejudgment of a label characterizing the book or author as subversive or dangerous.

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.

   It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is not freedom if it is accorded only the accepted and the inoffensive.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.

   The freedom to read is of little consequence when expended on the trivial; it is frustrated when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of their freedom and integrity, and the enlargement of their service to society, requires of all publishers and librarians the utmost of their faculties, and deserves of all citizens the fullest of their support.

   We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of books. We do so because we believe that they are good, possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the

application of these propositions may mean the dissemination of ideas and manners of expression

that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

FREEDOM TO VIEW

The FREEDOM TO VIEW, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest possible access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.

2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.

3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.

4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, and other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.

5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

APPENDIX
E

LIBRARY STAFF

ORIENTATION &

TRAINING

PROGRAM

CHECKLIST

LIBRARY STAFF ORIENTATION & TRAINING PROGRAM

A Checklist

I.   NEW EMPLOYEE CHECKLIST
Note: Indicate date when item is discussed.

A.   "Welcome Packet"

_____   Welcome letter from Library Director
_____   Library history, mission, values, vision and role statements, library strategic plan document/long-range plan
_____   Organizational chart
_____   Location of all service outlets with floor plans
_____   Staff internal telephone numbers & library address information
_____   Employee benefits brochure (supervisor reviews this with the employee)
_____   Parking
_____   Work schedule (including lunch period and breaks)
_____   Official library holidays and hours
_____   Eating places (in library and in community)
_____   Parking
_____   Copies of library brochures and guides

B.   Special Programs and Procedures

_____   Staff entrance to and exit from the building (general and emergency)
_____   Emergency and security guidelines
_____   Telephone system training (operation, personal, long distance, and directory assistance calls)
_____   Other methods of communication (e-mail, fax, etc.)
_____   Supplies and equipment; when and how to request
_____   Library card and circulation policies
_____   Annual report
_____   Staff room and locker assignment
_____   Food, drinking, smoking, and radios
_____   Staff committee, staff fund, and staff meetings
_____   Other library functions: luncheons, birthday celebrations, etc.

C.   Personnel Issues

_____   Time sheets; morning check in
_____   Leave policies and procedures
_____   Flex time and compensatory time
_____   Job training information including position description, employee performance management system, etc.

_____ Relationship with supervisor, the chain of command, expectations of the supervisor, when and how to discuss issues and concerns
_____ Dress code
_____ Attending continuing education classes/workshops (see attached Training/Education Request Form and Training/Development Follow-Up Form)

D.   Tours

_____ Brief orientation to all departments
_____ Introduction to staff
_____ Employee's department and work area
_____ Library

E.   "Personnel Packet" (generally the Personnel Manager is responsible for this area)

_____ Health benefits
_____ SC Retirement System's brochure and enrollment form
_____ Progressive Discipline Policy
_____ Grievance Policy
_____ Employee Performance Management System Policy
_____ Compensation Policies
_____ Information Technology Resources Policy

F.   Financial Issues (generally the Personnel Manager is responsible for this area)

_____ Standard deductions
_____ Voluntary deductions
_____ Electronic deposit
_____ Paycheck distribution

G.   Special Issues (generally the Personnel Manager is responsible for this area)

_____ Workers' and Unemployment Compensation
_____ Emergency Information Form
_____ Dual and other outside employment
_____ Other policy and or procedural issues

H.   Service Attitudes & Ethics (see Statement on Professional Ethics attached)

II.   EXIT CHECKLIST

A.   Agency Director receives

_____ Original letter of resignation

B.   **Department Head and/or Supervisor receives**

_____ Copy of letter of resignation

C.   **Business Manager discusses**

_____ Receipt of final paycheck
_____ Payment of annual leave at termination
_____ Cobra
_____ Retirement contributions
_____ Forms and procedures

D.   **Reviewing Manager discusses**

_____ Exit interview

NOTE: Volunteers, or unpaid staff, in libraries, if they are to be effective and productive, will require, as far as possible, the same staff orientation, evaluation, and training and development as the library's paid staff. Continued orientation and training are essential for volunteers to keep them informed of policies, procedures, etc., just as is the continued training of regular staff members.

COUNTY LIBRARY TRAINING/EDUCATION REQUEST

DATE: _____

Complete this form if you wish to attend any external conference, convention, meeting or course 15 working days in advance of the registration deadline. You are required to communicate information acquired from this event to the system.

LAST   NAME   _____   FIRST   NAME
_____
EMPLOYEE   #   _____   POSITION
_____
BRANCH/DEPARTMENT
_____

EVENTS   TITLE   _____   DATE
_____
LOCATION
_____

DESCRIPTION_____
_____
_____
_____

EXPENSES: ROUTE AS FOLLOWS:
                                                            Approved
                                                   Initial & Date (Please check)

REGISTRATION FEE $ _____   SUPERVISOR: _____ ( )
TRAVELING EXPENSES $ _____   DEPT/BRANCH HEAD _____ ( )
LODGING $ _____   DIVISION HEAD: _____( )
MEALS $ _____   TRAINING & DEV: _____ ( )
TOTAL PROJECTED EXP. $ _____   HUMAN   RESOURCES:
_____ ( )

                                                   DEPUTY DIRECTOR: _____ ( )
TOTAL TIME REQUESTED   _____   DIRECTOR:
_____ ( )
COUNTY CAR REQUESTED _____
You are expected to use the county. No reimbursements will be given for use of personal
 vehicle without prior approval from the director.

*DO NOT WRITE BELOW THIS AREA*

YOU   HAVE   BEEN   APPROVED:
_____
TOTAL   EXPENSES   APPROVED:
_____
TOTAL   PROFESSIONAL   LEAVE   APPROVED   (Days,   Hours):
_____

COUNTY VEHICLE AVAILABLE: _____ YES   _____ NO
PICK   UP   VEHICLE   KEYS   ABY   _____   AT
_____

Denied (explain)_____ —
_____ _____
Paid by: Friends/Library/other (specify _____)
Training/Development   Follow-up   form   submitted? _____
Staff Development/Continuing Education/presenter Comments: _____

TRAINING/DEVELOPMENT FOLLOW-UP

This follow-up must be completed within two weeks of the workshop/course/seminar/conference/event. Please note that no additional training will be approved without completion of this follow-up.

TITLE OF EVENT: _____
DATE(S) ATTENDED _____

Please attach or discuss the event's objectives.

How did this event's objectives relate to the objectives set forth in your annual evaluation by you and your manager?

How do you plan to incorporate what you have learned into your job and how do you plan to communicate this to the system? (workshop, meeting, Link article, etc.)

Would you recommend this event to others? Yes/No. Why?

Employee's Name (Print): _____ **Date:** _____
Emp. #: _____ **Branch/Dept:** _____
Employee's Signature: _____ **Date:** _____
Manager's Signature: _____ **Date:** _____
Training/Development Signature: _____ **Date:** _____

Introduction

Since 1939, the American Library Association has recognized the importance of codifying and making known to the public and the profession the principles which guide librarians in action. This latest revision of the **CODE OF ETHICS** reflects changes in the nature of the profession and in its social and institutional environment. It should be revised and augmented as necessary.

Librarians significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, librarians are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

Librarians are dependent upon one another for the bibliographical resources that enable us to provide information services and we are obligated to maintain the highest level of personal integrity and competence.

Adopted by the ALA Council, 1981.

Code of Ethics

I.   Librarians must provide the highest level of service through appropriate and usefully organized collections, fair and equitable circulation and service policies, and skillful, accurate, unbiased, and courteous responses to all requests for assistance.

II.   Librarians must resist all efforts by groups or individuals to censor library materials.

III.   Librarians must protect each user's right to privacy with respect to information sought or received, and materials consulted, borrowed, or acquired.

IV.   Librarians must adhere to the principles of due process and equality of opportunity in peer relationships and personnel actions.

V.   Librarians must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of an institution or professional body.

VI.   Librarians must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues, or the employing institution.

APPENDIX
F

LIBRARY

MARKETING

PLAN

CHECKLIST

Marketing – A Definition

Marketing is the strategic plan that promotes services offered by a library to specific audiences with specific results intended. Marketing may incorporate public relations and will involve a variety of communication tools to promote a service or services.

Components of a marking plan

- Before beginning any marketing effort it is important to ask yourself, "Is this service something people want?" Knowing what your customers want is essential to effective marketing.

Other questions to ask yourself before starting a marketing program:

- What are you promoting?

- Why are you promoting it?

- Who is your target audience for this message or service?

- Who is responsible for promoting this message or service?

- What methods or tools best fit the needs, audience, message and budget to get this message or service to your target audience?

Marketing is an ongoing, consistent process and part of an organization's daily activities. It is not a once a month, once a year job. It is done every day, every hour with every employee. In each message you send, you want to encourage the use of the service, encourage increased support of the service and its providing organization, and increase the understanding of the organization and its role in the community.

APPENDIX G

LIBRARY

IMAGE

AUDIT

CHECKLIST

LIBRARY IMAGE AUDIT

A Checklist

A library image audit is an audit of the library's internal and external image including printed materials, signs, customer service, grounds, and community perceptions. The following checklist includes basic elements in any such audit.

Library
_____
_____

Date
_____
_____

Outside of Building

- Is the shrubbery or grass maintained?

- Are there areas flower beds could be created? If beds are there, are they maintained regularly?

- Are the signs for the library in good condition? Can you read them? Are they large enough? Do they need repainting? Do they need to be lighted?

- Is there trash on the grounds? Are attractive trash containers available?   Are containers available outside for smokers to extinguish cigarettes?

- Is visitor parking prominently marked and plentiful?

- Is the entrance to the building clearly marked?

- Where are other directional signs to the library located in the community? Are the directions well marked and easy to understand?

- Is this a building you would be proud to bring friends and family to?

NOTES:

Inside of Building

- What does someone see he/she first enters the building?

- Where is the information desk? Is it well marked with signs? Is it cluttered or neat? Is it staffed at all times?

- Is there a place such as a bulletin board to post special information? Is it attractively displayed? Is everything current? Is it regularly cleaned?

- Are the hours of operation posted clearly?

- Are all areas of the library kept neat with books, magazines and other materials shelved or attractively arranged.

- Is the furniture in good repair?

- Are the floors or carpet cleaned frequently?

- Are trash containers strategically placed throughout the library?

- Are restrooms clearly marked and kept clean?

- Would you be proud to bring your mother to the library?

NOTES:

Other Items

- How is the library listed in the telephone book? Is the listing in all relevant areas of the book?

- Do key points of contact such as the Chamber of Commerce, city hall, schools and local service stations know where your library is?

- Are library directional signs on well-traveled roads? Are the directions clear to someone unfamiliar with the area?

- What do you do to help patrons with special need?

- Do you know what services are available for patrons with special needs?

- Are the specific areas of the library easy to reach and well marked?

- Do all patrons, regardless of needs or reasons for visiting the library, feel welcome?

- Does the staff understand the importance of good customer service to the library?

- Does the staff understand the role they play in developing and maintaining a positive image for the library?

- Is customer service regularly promoted to the staff?

- What do patrons see first when entering the library?

- How attractive and inviting are the information desk, bulletin board, stacks, reading area, magazines, offices?

- Is staff dressed neatly? Is there a dress code and is it followed? Do you have dress-down day? Do patrons know this? Does the staff know what is acceptable and not for dress down?

- Is the staff knowledgeable about their specific area as well as the library in general?

- Do they know about services for people with disabilities and special needs?

- Are they helpful?

- Do they respond promptly and courteously to requests?

- Do they speak positively about the library and promote its services to civic, church and business groups?

Graphic and Printed Materials

- Do you have letterhead and envelopes for the library?

- Does the staff have business cards?

- Do your printed materials have a special format?

- Do you have special colors for certain program areas or publications?

- Does the staff know the library's policies on printed materials, such as who approves printed pieces? Is there a review of all printed materials before they are finalized?

- Are signs in the library easily read? Are they neatly done? Can patrons with special needs read them?

- Are printed materials grammatically correct and spell checked?

- Does the library have a logo?

- Is it easily recognizable?

- Is it current and does it reflect the image you want of your library?

- Are there guidelines for use of the logo?

- Is there a style guide for the library?

NOTES:

APPENDIX H

GLOSSARY

OF

LIBRARY

TERMS

GLOSSARY OF LIBRARY TERMS

AACRII -- Anglo-American Cataloging Rules, second edition. The standard set of rules for cataloging used by many libraries in the United States, Canada, and Britain.

Access -- Availability of the library and services to residents of an area served. In a larger sense, the ability to reach sources of information through a library and its links to other sources.

Accessibility -- A measurement to identify the extent to which there is a continuous, unobstructed path connecting all elements and spaces in a building or facility that can be negotiated by a severely disabled person using a wheelchair and that is also safe for and usable by people with other disabilities.

Accredited Library School Program -- A college or university offering a library education program meeting standards of the American Library Association and officially accredited by a committee of ALA. The University of South Carolina, College of Library and Information Science, is the only ALA accredited library education program in South Carolina.

ADA (Americans with Disabilities Act) -- National legislation which protects the rights of persons with disabilities.

ALA (American Library Association) -- A national association serving the interest of libraries.

ALTA (American Library Trustee Association) -- The association of public library trustees affiliated with the American Library Association.

APLA (Association of Public Library Administrators) -- The South Carolina organization for public library administrators. It meets at least four times per year.

Architectural Barriers -- Those elements of a site, building, or facility that prevent ease of use for all persons.

Association of Public Library Administrators. See APLA.

Basic -- A benchmark for library services which indicates a minimum level of service and/or operating for libraries in South Carolina.

Bibliographic Database -- A computerized listing of books, periodicals, or other library materials from which information can be extracted by a number of identifiers related to the bibliographic description of the item.

Catalog -- A file of bibliographic records created according to specific, uniform principles of construction which describes the materials in a collection, a library, or a group of libraries. It may be in the form of a card catalog, a book catalog, or an online catalog.

Certification -- The action taken by the South Carolina State Library on the professional or pre-professional qualifications of librarians and library workers in public libraries. Certification aids the library board and librarians in selecting competent personnel; it gives the taxing bodies some assurance that the public funds are spent for quality service; and it improves the status of librarianship as a profession.

Circulation Per Capita -- A measurement comparing the use of the library collection(s) to the size of the service population.

Collection Development -- A planned process of acquiring library materials to meet the needs of a library's community. It includes such activities as assessing user needs, adopting a collection development policy, studying collection use, selecting materials, maintaining the collection, weeding, etc.

Community Study -- The process of collecting information about the library and its community. Methods of collecting information may include an analysis of census data, a review of published and unpublished statistical data, local reports and surveys that have been published by other agencies, collection of output and input measures for library services, surveys and focus groups.

Comprehensive -- A benchmark for library services which indicates a high level of service and/or operating for libraries in South Carolina.

Continuing Education -- Opportunities provided for personnel to improve and grow in their profession. The following should be included when calculating continuing education expenditures: payment for development and delivery of formal education events on site, e.g., speaker fees, the salary of the library's continuing education coordinator, supplies; travel; registration fees; job-related tuition reimbursement; purchase or rental of library training materials, e.g., videos; and payment for substitute when an employee is away attending a continuing education program. The salaries of the staff members participating in the continuing education event should not be included. (Contact the CE Coordinator at the South Carolina State Library for information about available CE opportunities.)

Cooperative Collection Development -- A planned process of acquiring library materials involving a group of libraries. **See also Collection Development.**

County Library -- A free public library for the use of the whole county which is established, maintained, and supported through taxation by a county and whose board of trustees is appointed by the county authority.

Database -- A systematic organization of information stored in a computer for ease of searching and retrieval.

Database Searching -- The use of computer equipment to search specialized electronic databases. It may also include telecommunication equipment.

Direct Cost -- Documented expenditures for a program. Examples of direct cost for Continuing Education include: payments for development and delivery of formal education events on site, e.g., speaker fees, materials; travel cost; registration fees for programs held off site; job-related tuition reimbursement; purchase or rental of library training materials, e.g., videos; salary/wages for the library's CE Coordinator; salary/wages for a substitute while an employee is away attending a continuing education program.

Directional Transaction -- An informational contact which facilitates the use of the library in which the contact occurs and does NOT involve the knowledge, use, recommendation, interpretation, or instruction in the use of any information source other than those which describe the library such as schedules, floor plans, handbooks, and policy statements. Examples of directional transactions are: "Where are the children's books?"; "I'm looking for a book with the call number 811.2G"; and "Are you open until 9:00 tonight?".

Disabled -- Persons with significant limitations in using specific parts of the environment.

Evening Hours -- Public service hours provided by the library after 5:00 pm.

Expenditures Per Capita -- A measurement comparing expenditures of the library to the size of the service population.

Facility -- For purposes of this document, this is the building or buildings associated with the library. This includes the headquarters and branches but not the bookmobile(s), story van(s), or outreach van(s).

Focus Groups -- A group consisting of 8-12 people with common characteristics who agree to participate in a structured but informal discussion of issues related to products or services of the sponsoring library or organization.

FOSCL. See Friends of South Carolina Libraries.

Free Access -- In a library which allows free access, no fees are assessed for services (interlibrary loan, reserves, online searches, etc.) or for any equipment or materials that are part of the circulating collection (books, videos, art prints, AV equipment, etc.). A library with free access may charge for any products meant for patron consumption (i.e., items that patrons pay for and keep) such as photocopies, printouts, and computer supplies. Fines and penalties are not considered fees.

Friends of the Library -- An organization of interested individuals formed to support a particular library through public relations and fund raising efforts.

FTE -- Full-time equivalent. To compute full-time equivalent (FTE) of employees, take the number of hours worked per week of all employees and divide by the number of hours in the

library's full time work week. For comparison with other libraries, use 40 as the number of hours in the full time work week.

Full -- A benchmark for library services which indicates a median level of service and/or operating for libraries in South Carolina.

Goals -- A goal sets a broad direction or establishes a broad purpose for the library to achieve. A goal is not measurable and does not fall within a fixed time frame (for example, to improve library services to the elderly).

Handicapped -- Persons with significant limitations in using specific parts of the environment.

Headquarters -- The operational center of the library. Usually administration, collection processing, and the principal collections are housed here.

Holdings -- Holdings are the cataloged and uncataloged items in the libraries' collections.

Holdings Per Capita -- A measurement comparing the use of the size of the library collection(s) to the size of the service population.

ILL (Interlibrary Loan) -- The function of one library borrowing materials from another library for a person who requests the book, video, or other material.

Image Audit -- A planned review of the library to determine how it is seen by others.

Index of Local Financial Effort -- A measurement of comparison between the funds provided by a county for library services and the county's total revenue.

Information Sources -- Information sources include printed and non-printed materials, machine-readable databases, catalogs, and other holdings records, and through communication or referral, other libraries and institutions and people inside and outside the library.

Interlibrary Loan. See ILL.

Internet -- A worldwide network of computer networks all using the IPC (Internet Protocol) which allows computers to "talk" to one another.

Library System -- A library system established by action of the government agencies and governed by a single board of trustees.

Long Range Plan -- A document adopted by a library's governing board outlining the goals, objectives, and action plans for the library's operation and development over a 3-5 year period.

MARC -- Machine readable cataloging.

Marketing -- Marketing is the strategic plan that promotes services offered by a library to specific audiences with specific results intended. Marketing may incorporate public relations and will involve a variety of communication tools to promote a service or services.

Mission Statement -- A concise expression of the library's purpose. It builds on, but is not limited to, the roles chosen by the library.

MLS -- Master's Degree in Library and Information Services from a college or university.

Municipal Library -- A free public library for city residents which is established, maintained, and supported through taxation by a city, town, or other municipality and whose board of trustees is appointed by a municipal authority.

National Center for Education Statistics (NCES) -- The Office within the U.S. Department of Education responsible for collecting, compiling, and analyzing educational statistics.   NCES reviews, analyzes, and publishes public library data annually.

Non-Resident -- A person who resides outside the legal service area of a public library.

Objective -- A measurable result to be achieved in a specific time period (for example, increase the circulation of large print books by 25% by December 31, 2001).

OPAC (Online Public Access Catalog) -- A computer based and supported library catalog designed to be accessed via terminals so that library users may directly search for and retrieve information about library holdings.

Online Public Access Catalog. See OPAC.

Outlet -- For purposes of this document, this refers to all the service points of the library, including the headquarters, branches, bookmobile(s), story van(s), outreach van(s), and outreach sites.

Output Measures -- Measurements which reflect the results or outcomes, the effectiveness and the extensiveness of the services delivered by the library. Examples of useful output measures for public libraries are: title fill rate, subject fill rate, turnover rate, document delivery rate, in-library use, circulation, number of visitors, etc.

Outreach Service -- Library programs that seek out potential users, particularly those who cannot make use of traditional library services or materials. Examples of outreach services include bookmobile service, book deposits, books-by-mail, services to day care programs, and homebound services.

Periodical -- A serial appearing on an indefinite basis at regular or stated intervals, each issue is numbered and dated separately.

Plan -- A document that projects 3-5 years into the future and outlines the library's goals and objectives for maintaining and developing collections and services to meet the community's

needs. Development of such a plan usually involves the staff, the board of trustees, and the general public.

Preservation -- The activities associated with maintaining library and archival materials for use, either in their original physical form or in some other usable way.

Professional Librarian -- A person who holds a Master's Degree in Library and Information Services.

Professional Staff -- Persons whose regular assignment requires either a college degree or experience of such kind and amount as to provide a comparable background--e.g., accountants, system analysts, computer programmers.

Public Library Association (PLA) -- A division of the American Library Association.

Readers Advisory Service -- An information contact which incorporates the idea of personal guidance in the selection of materials for reading, viewing, and listening.

Reference Collection -- A collection of books and other materials in a library, useful for supplying authoritative information on identifying sources, kept together for convenience in providing information service, and generally not allowed to circulate.

Reference Transaction -- An information contact which involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff. It includes information and referral services. The request may come in person, by phone, by fax, mail, or electronically from an adult, a young adult, or a child.

Regional Library -- A library system established by joint action of the government agencies and governed by a single board of trustees.

Registered Borrower -- A library user who has applied for and received an identification number and/or card from the public library which establishes the conditions under which the user may borrow materials.

Registered Borrower File -- A record of all of the library's registered borrowers. Inactive users should be purged from the file annually.

Resident -- A person who resides in the legal service area of a public library.

Resource Sharing -- A term covering a variety or organizations and activities engaged in jointly by a group of libraries for the purpose of improving services and/or cutting costs.

Roles -- Profiles of library services emphases identified by ALA in **Planning and Role Setting for Public Libraries: a Manual of Options and Procedures**.

SCLA (South Carolina Library Association) -- The association of libraries and librarians in the state. A chapter of the American Library Association.

SELA (Southeastern Library Association) -- The association of libraries and librarians in the Southeast.

Service Population -- All people eligible to use the library.

Service Response -- Profile of services emphases identified by ALA which libraries may use to respond to community needs.

South Carolina Fiction Cooperative -- An agreement between the South Carolina State Library and public libraries in South Carolina that ensures access to older fiction titles through the South Carolina Interlibrary Loan Network.

South Carolina Interlibrary Loan Network -- The State Library's program which allows libraries to obtain information and materials for their users.

South Carolina Library Association. See SCLA.

South Carolina State Library -- The library agency of the State of South Carolina and the reference library in the seat of government in Columbia. This agency is charged by law to give direction and assistance to all public and state institutional libraries in South Carolina.

Southeastern Library Association. See SELA.

Staff Development -- A sustained effort to improve the overall effectiveness of personnel in the performance of their duties.

Support Staff -- A general term used in personnel classification to designate all the non-professional library personnel.

Tort Insurance -- Insurance covering library board members, staff, and volunteers against wrongful acts, damages, or injury done willfully, negligently, or in circumstances involving strict liability, but not involving breach of contract, for which a civil suit can be brought.

TTD/TTY -- Telecommunications device for the deaf.

Turnover Rate -- A measurement comparing the use of the library collection(s) to the size of the collection(s).

Weeding -- A part of collection development which includes the removal of materials no longer of value to the library collection.

Weekend Hours -- Public service hours provided by the library on Saturday and Sunday.

Z39.50 -- A protocol which gives library users easy access to another library's automated system.