

# Guidelines

For

## Public Library Accreditation by the Nebraska Library Commission

### 2013

#### Steps To Accreditation:

1. You must have submitted your [Public Library Statistical Report](#) for the last 3 years.
2. You must fulfill the [12 minimum qualifications](#).
3. You must submit a Strategic Plan with your application which must include at least these 5 elements: community profile, community needs assessment, library assessment, goals, and evaluation.
4. You must complete the application and submit it electronically (available in July).

#### Introduction:

The purpose of public library accreditation is to encourage excellent library service in Nebraska communities. Accreditation:

- establishes minimum standards for library service
- ensures that libraries adhere to certain standards
- offers libraries benchmarks
- offers libraries evidence that certain expenditures, services, and practices are needed and expected

These guidelines are organized into five parts:

1. GOVERNANCE/PLANNING
2. RESOURCES
3. SERVICES
4. COOPERATION/COLLABORATION
5. COMMUNICATIONS

One of the new features of these guidelines is to use figures from other libraries of like-sized (peer libraries) for comparison rather than using arbitrarily determined population ranges as in past guidelines. This procedure will be used for the following guidelines: 2.01 (local income), 2.02.01 (open hours), 2.03.01 (staff expenditures), 2.03.04 (staff FTE), 2.05.04 (materials expenditure), 2.05.05 (circulation), 2.05.06 (collection turnover), and 2.05.07 (collection size), and 3.05 (attendance per capita). Libraries will have an opportunity to meet either the average figure for each guideline, or the median figure (i.e., the value lying at the midpoint of the statistics from peer libraries; in other words, the applying library's figure will be right in the middle of those of its peer libraries). In cases in which there is not a sufficient number of libraries larger and smaller than the applying library, we may expand the sample for comparison.

## Part 1. GOVERNANCE/PLANNING:

The library is able to demonstrate that it fulfills its mission and meets its goals as defined in the library's strategic plan. For each guideline (e.g., 1.02, 1.03, etc.) below list the goal or goals in your library's strategic plan that addresses that guideline.

- 1.01. Has a written Strategic Plan [10 points]
- 1.02. Reviews the Strategic Plan annually [5 points] LINK – define “reviews”  
 Library goal(s): \_\_\_\_\_  
 [Date reviewed \_\_\_\_\_]
- 1.03. The library has library board policies that address topics necessary for the successful functioning of the library. [1 point for each policy that has been revised by the library board within the last 3 years] LINK  
 Library goal(s): \_\_\_\_\_  
*(For each of the following, indicate whether the library has a policy covering it.)*
- 1.03.01 Advocacy [Date revised \_\_\_\_\_]
- 1.03.02 Collection development (including challenges and labeling) [Date revised \_\_\_\_\_]
- 1.03.03 Confidentiality of patron records [Date revised \_\_\_\_\_]
- 1.03.04 Customer complaints [Date revised \_\_\_\_\_]
- 1.03.05 Emergency and safety [Date revised \_\_\_\_\_]
- 1.03.06 Exhibits, displays, bulletin boards [Date revised \_\_\_\_\_]
- 1.03.07 Facilities, including meeting room (if appropriate) [Date revised \_\_\_\_\_]
- 1.03.08 Intellectual Freedom [Date revised \_\_\_\_\_]
- 1.03.09 Gifts, memorials, donations [Date revised \_\_\_\_\_]
- 1.03.10 Internet use [Date revised \_\_\_\_\_]
- 1.03.11 Marketing [Date revised \_\_\_\_\_]
- 1.03.12 Patron behavior [Date revised \_\_\_\_\_]
- 1.03.13 Personnel [Date revised \_\_\_\_\_]
- 1.03.14 Public services (including circulation of library materials) [Date revised \_\_\_\_\_]
- 1.03.15 Staff professional development [Date revised \_\_\_\_\_]
- 1.03.16 Weeding [Date revised \_\_\_\_\_]
- 1.03.17 Other (please list \_\_\_\_\_) [Date revised \_\_\_\_\_]
- 1.03.18 Other (please list \_\_\_\_\_) [Date revised \_\_\_\_\_]
- 1.03.19 Other (please list \_\_\_\_\_) [Date revised \_\_\_\_\_]

[Add LINKS to all – 1.03.01 through 1.03.16]

- 1.04. Has a Technology Plan [7 points] LINK  
Library goal(s): \_\_\_\_\_
- 1.05. Reviews the Technology Plan annually [4 points]  
Library goal(s): \_\_\_\_\_  
[Date reviewed \_\_\_\_\_]
- 1.06. Has a library Friends group [This may be accomplished through a legal agreement with an already-established 501(c)3 organization.] [4 points] LINK  
Library goal(s): \_\_\_\_\_
- 1.07. Has a Library Foundation [This may be accomplished through a legal agreement with an already-established 501(c)3 organization.] [4 points] LINK  
Library goal(s): \_\_\_\_\_

## Part 2. RESOURCES:

The library possesses adequate resources to provide the library services needed in the community as reflected in the guidelines in this Part 2. The library is able to demonstrate that it fulfills its mission and meets its goals as defined in the library's strategic plan. For each guideline (e.g., 2.01, 2.02, etc.) below list the goal or goals in your library's strategic plan that addresses that guideline.

- 2.01. Local income equal to or greater than the average or median figure for your peer group [10 points] FILL IN and LINK  
Library goal(s): \_\_\_\_\_
- 2.02. Facilities:
- 2.02.01 Open hours equal to or greater than the average or median figure for your peer group [3 points] FILL IN  
Library goal(s): \_\_\_\_\_
- 2.02.02 The schedule of open hours reflects an attempt to meet the needs of the community [5 points]  
Record the date here on which you last asked the community its preferred open hours: \_\_\_\_\_  
Library goal(s): \_\_\_\_\_
- 2.02.03 The library building meets all federal, state and local codes for safety and access [3 points] LINK  
Library goal(s): \_\_\_\_\_

2.03. Staff:

2.03.01 Expenditures on staff equal to or greater than the average or median for your peer group [7 points] FILL IN  
Library goal(s): \_\_\_\_\_

2.03.02 Professional education level of library director must be at least at the level indicated below, based on the library's LSA population: [3 points]

LSA Population	Certification Level of Director
<500 to 2,499	I
2,500 to 4,999	II
5,000 to 9,999	III
10,000+	V

Library goal(s): \_\_\_\_\_

2.03.03 Number of library staff that must be part of the librarian certification program, based on the library's LSA population:

LSA Population	Number of Library Staff Members Participating
<500 to 2,499	1
2,500 to 4,999	2
5,000 to 9,999	3
10,000+	4

Library goal(s): \_\_\_\_\_

2.03.04 Number of FTE as reported in your library's annual statistics equal to or greater than the average or median figure for other libraries within your peer group [5 points] FILL IN  
Library goal(s): \_\_\_\_\_

2.03.05 Here indicate the financial resources committed by the library (including budget for costs related to education and training, and policy related to paid time and travel for such activities on the part of staff) to provide opportunities for library staff to participate in education and training to ensure that staff meets Librarian Certification requirements [3 points]

\_\_\_\_\_  
\_\_\_\_\_  
Library goal(s): \_\_\_\_\_

2.04. Technology

The library has:

2.04.01 An Integrated Library System (ILS) [5 points]

Library goal(s): \_\_\_\_\_

- 2.04.02 The library catalog on the Internet 24 hours per day/7 days per week, except for regularly scheduled maintenance [7 points]  
Library goal(s): \_\_\_\_\_
- 2.04.03 Broadband Internet access at speeds adequate to meet growing user needs in the library [5 points]  
Library goal(s): \_\_\_\_\_
- 2.04.04 Telephone service with voice-mail or answering machine [3 points]  
Library goal(s): \_\_\_\_\_
- 2.04.05 Technology accommodations for persons with disabilities [3 points]  
Library goal(s): \_\_\_\_\_
- 2.04.06. An adequate number of computers as determined by your library strategic and/or technology plan[5 points]  
Library goal(s): \_\_\_\_\_
- 2.05. Collection:
- 2.05.01 The library's collection reflects the mission and goals of the library as laid out in its strategic plan. [10 points]  
Library goal(s): \_\_\_\_\_
- 2.05.02 Weeding the physical collection at least an average of 3% per year over a three-year period except for special collections identified in the library's collection management policy and which are not affected by the library's regular weeding policy [5 points] FILL IN  
Library goal(s): \_\_\_\_\_
- 2.05.03 Access to online resources in order to enhance the library's local collection [6 points]  
Library goal(s): \_\_\_\_\_
- 2.05.04 Annual expenditure on materials as a percentage of operating expenditures equal to or greater than the average or median figure for your peer group [7 points] FILL IN  
Library goal(s): \_\_\_\_\_
- 2.05.05 Annual circulation of items per capita equal to or greater than the average or median figure for other libraries within your peer group [Link as above] [5 points] FILL IN  
Library goal(s): \_\_\_\_\_

2.05.06 Turnover rate in the regular, circulating library collection equal to or greater than the average or median figure for other libraries within a your peer group [5 points] FILL IN  
Library goal(s): \_\_\_\_\_

2.05.07. Collection size (items per capita) equal to or greater than the average or median figure for other libraries within your peer group [5 points] FILL IN  
Library goal(s): \_\_\_\_\_

### Part 3. SERVICES:

The library offers a variety of services to its community, driven by accurate and ongoing assessments of community needs. The library is able to demonstrate that it fulfills its mission and meets its goals as defined in the library's strategic plan. For each guideline (e.g., 3.01, 3.02, etc.) below list the goal or goals in your library's strategic plan that addresses that guideline.

The library has or offers:

3.01. Outreach programs and services in the community appropriate to the library's mission and goals [5 points]  
Library goal(s): \_\_\_\_\_

3.02. An extension of its collection through interlibrary loan borrowing to serve its customers [4 points]  
Library goal(s): \_\_\_\_\_

3.03. Collaboration with other community organizations to provide programming [6 points]  
Library goal(s): \_\_\_\_\_

3.04. Attendance per capita for library programs equal to or greater than the average or median figure for your peer group [4 points] FILL IN  
Library goal(s): \_\_\_\_\_

3.05. Library programs and services for each population segment as specified in your strategic plan [10 points]  
Here list target audience(s):

\_\_\_\_\_  
\_\_\_\_\_  
Library goal(s): \_\_\_\_\_

3.06. Access to the licensed databases made available through the Nebraska Library Commission [4 points]  
Library goal(s): \_\_\_\_\_

3.06.01 Access to databases licensed by the library in addition to those above [2 points]

Here list additional databases:

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3.07. Wireless Internet access (WiFi) in the library [5 points]

Library goal(s): \_\_\_\_\_

#### Part 4. COOPERATION/COLLABORATION:

Cooperation and collaboration are essential for a library to be able to meet the needs of its community because they allow the library to offer more than it can, acting on its own with only its resources. Such activities may differ somewhat from community to community, but the library must be engaged with other entities – on the local, state and national levels – in order to provide the best possible library service to its community. The library is able to demonstrate that it fulfills its mission and meets its goals as defined in the library's strategic plan. For each guideline (e.g., 4.01, 4.02, etc.) below list the goal or goals in your library's strategic plan that addresses that guideline.

4.01. The library director or a member of the library board attends at least two village board, city council, county commission, or township board meetings per year. If fewer than two meetings were attended, no points are given. [7 points]

Library goal(s): \_\_\_\_\_

4.02. Staff participates in community organizations and groups in order to keep the library and its services engaged and visible in the community [4 points] LINK

Library goal(s): \_\_\_\_\_

4.03. The library has a teen board to advise on services and to engage youth of the community [5 points]

Library goal(s): \_\_\_\_\_

4.04. The library cooperates with other local entities for shared services. [10 points] LINK  
Here list cooperating entities:

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Library goal(s): \_\_\_\_\_

4.05. Library board members and library staff participate in regional, statewide or national advocacy efforts such as the Nebraska Library Association's annual advocacy day [1 point for each person attending] Here list names of attendees:

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Library goal(s): \_\_\_\_\_

- 4.06. The library engages with regional and/or statewide resource sharing consortia such as OverDrive, NebrasKard, and the Pioneer Consortium for activities and services. [5 points] LINK

Library goal(s): \_\_\_\_\_

### Part 5. COMMUNICATIONS:

A public library serves its community best by providing materials, programs and services that community needs and wants. Therefore, the library must maintain active communication with the people in the community. The library is able to demonstrate that it fulfills its mission and meets its goals as defined in the library's strategic plan. For each guideline (e.g., 5.01, 5.02, etc.) below list the goal or goals in your library's strategic plan that addresses that guideline.

The library:

- 5.01. Posts its mission statement and its policies on the library website [4 points]

Library goal(s): \_\_\_\_\_

- 5.02. Provides for public interactions on its website, blog, Facebook, Twitter, or through a similar online presence and updates them at least monthly, using them to publicize events, services, books, etc. [10 points]

Here list each active online presence of the library:

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Library goal(s): \_\_\_\_\_

- 5.03. Uses non-Internet public relations and marketing tools (in addition to those listed in 5.02 above) including newspapers, newsletters, radio, posters, mailings, announcements at community events, etc. to reach all members of the community [4 points]

Library goal(s): \_\_\_\_\_

- 5.04. Offers regularly updated exhibits and displays [3 points]

Library goal(s): \_\_\_\_\_

- 5.05 Offers a bulletin board for public use [3 points]

Library goal(s): \_\_\_\_\_

- 5.06. Reports regularly (usually monthly) on the library to the village board, city council, county commission, or township board [5 points]

5.06.01 Posts these reports on its website [3 points]

Library goal(s): \_\_\_\_\_

- 5.07. Communicates regularly (usually monthly) with elected officials, business leaders, and civic organizations [5 points]

Library goal(s): \_\_\_\_\_