



Public Library Standards

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Introduction

The Public Library Division (PLD) of the Oregon Library Association (OLA), in association with the State Library of Oregon, has assumed responsibility for the maintenance of the Standards for Oregon Public Libraries (Standards) and therefore has regularly convened committees of library professionals from small, medium, and large public libraries across Oregon to continually update the Standards.

Under the direction and leadership of the Executive Board of the Public Library Division of the Oregon Library Association, the 2019-2020 Standards Committee updated this document to assess and guide the development of quality library service for all Oregonians. It is the intention of the committee to provide a relevant and useful tool for library professionals, boards of directors, and other library stakeholders to not only manage the resources entrusted to them under state law, but also to provide assistance in strategic planning regardless of the current level of services offered.

The Standards Committee recognizes the diversity of libraries across the state and developed these Standards to allow for the strength this diversity creates, and the adaptability it requires. By meeting these Standards, a library establishes a baseline from which it can strive for excellence. To better support innovation in library services, the Standards establish a starting point that library boards and staff can use to direct local long-range planning efforts.

The Standards Committee reviews the standards annually and encourages feedback from library directors and managers. The committee also invites Oregon librarians to apply to serve on the Standards Committee. To offer feedback or apply, please contact the Public Library Division of OLA.

How to Use These Standards

As an aid in planning, the Standards checklists provide the means by which library stakeholders can discuss and determine how a library addresses or should address each standard category.

These Standards are not intended to be a one-size-fits-all set of elements that all libraries must meet. Some libraries now plan and carry out activities that exceed many or all of those listed, while others may be constrained by resources or circumstances in ways that make achieving many of the basic ones difficult. Every community is different. What is important is that the director, staff, board, and community constantly review where you are, where you want to be, and what it will take to get there. These checklists are intended to provide guidance for that journey.

Process

The Public Library Division recognizes that there are many ways to achieve excellence. The Standards listed are a means, and not necessarily an end. The format of this document is designed to help you clarify when you have met a Standard with the use of Indicators and Attributes.

Section

Standard

Indicator

Attribute

Attribute

Attribute

Indicator

Attribute

Attribute

Attribute

Standard

Indicator

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Attribute

Attribute

Indicator

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Attribute

In each section, the **standard** states the ultimate **outcome** or condition for the work being done that is expected when most or all of the indicators exist. For example, “The community has access to free library services and is confident in the effective leadership of the library, including the library’s commitment to intellectual freedom for community members.” The standard typically indicates **why** a library would take on a set of activities, and typically reflects a benefit to library patrons or the wider community.

The **indicator** is **evidence** that the standard is being met. When most or all of the indicators are true, the outcome stated by the standard will be realized. For example, “The community is confident that its library is overseen by a library board and staff who are responsible public officials and stewards.” The indicator often specifies **what** is witnessed as a result of a set of activities.

The **attribute** is one of the tangible **activities** that lead to an indicator being true. When most or all of the attributes are performed, the indicator is witnessed. “The library board of directors meets regularly and has adopted written bylaws or governance policies.” The attribute typically is **how** an initiative is being carried out, and is typically measurable or otherwise verifiable.

Additionally, each attribute is categorized by achievement levels:

- **Essential:** the basic level; library programs, services, and other aspects are adequate to meet the needs of its community.
- **Enhanced:** this level recognizes programs, services, and other aspects of a public library that stand out compared to their peers.
- **Exemplary:** this level recognizes public libraries for being state and national leaders.

Achievement of attributes in the three levels prove the extent to which that particular standard is being met. For each attribute simply check the Yes or No box if your library meets that attribute. For the purposes of assessment and planning, there is no “grade.” However, **every library should strive to meet most, if not all, the Essential attributes for each Indicator for each Standard.**

For example, here’s how one library might complete the checklist from Section 4, Services and Programs Standard:

Indicator: The library provides services free of charge to everyone, as defined by written policies.	Y	N
Essential		
<ul style="list-style-type: none"> • The library offers services that include a circulating collection, public technology, and programming for all ages. 	Y	
<ul style="list-style-type: none"> • The library provides services that meet the needs of the community’s demographics including special populations. 	Y	
Enhanced		
<ul style="list-style-type: none"> • The library facilitates or serves as custodian of local history. 		N
Exemplary		
<ul style="list-style-type: none"> • The library provides notary services. 		N
<ul style="list-style-type: none"> • The library provides resources and services to support local economic development. 	Y	

Review the items marked No, and determine whether these are attributes that would be appropriate and beneficial to add, as dictated by your strategic plan, available resources, and the needs of your patrons and the community.

Each indicator has a list of essential attributes. Some indicators also have enhanced and exemplary attributes. For those indicators that do not have enhanced or exemplary attributes listed, feel free to use those spaces for your library's examples of current or future goals.

This Standards document includes an appendix with a glossary of terms and list of references and resources for further research.

Minimum Conditions for Oregon Public Libraries

In 2019, the Oregon legislature passed [House Bill 2243](#)¹, which updates the legal definition of a public library and establishes minimum conditions for a legally established public library in the state of Oregon.

The legal definition is as follows:

“Public library” means a public agency that provides to all residents of a local government unit free and equal access to library and information services that are suitable for persons of all ages.

As required by the bill, the State Library Board approved the minimum conditions, which were developed by a rulemaking advisory committee. The minimum conditions were broadly based on the "minimum requirements" developed previously by the OLA PLD. The minimum conditions became effective on January 1, 2020 as [Oregon Administrative Rule \(OAR\) 543-010-0036](#)². To be considered a public library, the library must meet the following minimum conditions:

- Include financial support from public funds and regularly scheduled open hours; and
- Provide reasonable exemptions to libraries with service populations of 2,000 or fewer residents of the local government unit.

For background on the development of the minimum conditions, see the [Minimum Conditions for Public Libraries in Oregon](#)³ page on the State Library website.

The minimum conditions became effective on January 1, 2020 as [OAR 543-010-0036](#) and are as follows:

(1) The State Library Board will officially recognize those public libraries that become legally established under one of the methods described in ORS 357.216-286 or 357.400-621 and have met all minimum conditions.

(2) Libraries, that have a service population of over 2000, shall meet the following minimum conditions:

¹ Oregon House Bill 2243,
<https://olis.oregonlegislature.gov/liz/2019R1/Downloads/MeasureDocument/HB2243/Enrolled>

² OAR 543-010-0036 Official Recognition of Public Libraries,
<https://secure.sos.state.or.us/oard/viewSingleRule.action?ruleVrsnRsn=262857>

³ State Library of Oregon, Minimum Conditions for Public Libraries in Oregon,
<https://libguides.osl.state.or.us/minconpublibs>

- (a) Have at least half (50%) of its operational financial support from public funds.
- (b) Be open to the public a minimum of 20 hours per week.
- (c) Provide a collection comprising books, media, or electronic resources.
- (d) Offer free public access computers with Internet access.
- (e) Offer free public wireless Internet access (wi-fi).
- (f) Provide a website that enables local library users to access State Library of Oregon resources and services available to all Oregon residents.
- (g) Dedicate at least 0.50 full-time equivalent (FTE) paid staff time exclusively to library functions.
- (h) Have basic policies in place and accessible online for collection management, circulation, and patron confidentiality that incorporate relevant American Library Association (ALA) professional ethical codes, rules, and guidelines.
- (i) Provide basic services for reference and youth services.
- (j) Complete the annual statistical report as required under ORS 357.520 and OAR 543-010-0035.

(3) Libraries, that have a service population of 2000 or less, shall meet the following minimum conditions:

- (a) Have at least one fourth (25%) of its operational financial support from public funds.
- (b) Be open to the public a minimum of 10 hours per week.
- (c) Provide a collection comprising books, media, or electronic resources.
- (d) Offer at least one free public access computer with internet access.
- (e) Offer free public wireless internet access (wi-fi).
- (f) Provide a website that enables local library users to access State Library of Oregon resources and services available to all Oregon residents.
- (g) Dedicate at least 0.25 full-time equivalent (FTE) paid staff time exclusively to library functions.

(h) Have basic policies in place and accessible online for collection management, circulation, and patron confidentiality that incorporate relevant American Library Association (ALA) professional ethical codes, rules, and guidelines.

(i) Provide basic services for reference and youth services.

(j) Complete the annual statistical report as required under ORS 357.520 and OAR 543-010-0035.

1. Governance Standards

The OLA Public Library Division Governance Standards ensure that each Oregon public library is legally established and managed in a way that provides transparency and accountability to the taxpayers. Governance standards also ensure that Oregon public libraries are responsive to the community served, with policies and procedures adopted to establish competent library management and lawful employment practices.

1.1 Services and Leadership

STANDARD: The community has access to free public library services and is confident in the effective leadership of the library, including the library’s commitment to intellectual freedom for community members.

Indicator: The community has access to a legally established public library.	Y	N
Essential		
<ul style="list-style-type: none"> The library meets the minimum conditions to be a public library in Oregon. 		
Enhanced		
<ul style="list-style-type: none"> 		
Exemplary		
<ul style="list-style-type: none"> 		

Indicator: Community members can safely exercise their intellectual freedom rights in the library, as granted to them by the Bill of Rights to the U.S. Constitution and Article I of the Oregon Constitution.	Y	N
Essential		
<ul style="list-style-type: none"> The library has adopted the American Library Association (ALA) Code of Ethics⁴. The library has adopted the ALA Policy on Confidentiality of Library Records⁵. The library has adopted the ALA Access to Library Resources and Services for Minors: An Interpretation of the Library Bill of Rights⁶. The library has adopted the ALA Freedom to Read Statement⁷. The library has adopted the ALA Freedom to View Statement⁸. The library espouses its commitment to intellectual freedom and free speech in its collection management and confidentiality/privacy policies. 		

⁴ ALA Code of Ethics, <http://www.ala.org/tools/ethics>

⁵ ALA Policy on Confidentiality of Library Records, <http://www.ala.org/advocacy/intfreedom/statementspols/otherpolicies/policyconfidentiality>

⁶ ALA Access to Library Resources and Services for Minors: An Interpretation of the Library Bill of Rights, <http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/minors>

⁷ ALA Freedom to Read Statement, <http://www.ala.org/advocacy/intfreedom/freedomreadstatement>

⁸ ALA Freedom to View Statement, <http://www.ala.org/advocacy/intfreedom/freedomviewstatement>

Enhanced		
•		
Exemplary		
•		

Indicator: The community is confident that its library is overseen by a library board and staff who are responsible public officials and stewards.	Y	N
Essential		
• The library board of directors meets regularly and has adopted written bylaws or governance policies.		
• Management staff and the board are familiar with the sections of ORS 357 that pertain to public libraries.		
• The board and staff are sufficiently trained in relevant state and local laws for public officials, including government ethics, public records, public meetings, and contracting.		
• The board relies on the director for day-to-day management of the library.		
• The board is involved in the development of the library's strategic plan.		
• The library provides an orientation for new board members and continuing education support for all board members.		
Enhanced		
• Board members participate in continuing education activities directly related to libraries, such as conferences and webinars.		
• The board and staff participate in annual training for relevant state and local laws for public officials, including government ethics, public records, public meetings, and contracting.		
• The board helps select the library director, either as hiring agents or advisors, and may provide input regarding the individual's performance according to applicable local, state, and federal regulations.		
Exemplary		
• The library budgets funds for continuing education for board members.		

Indicator: The community is informed about the library board's actions and community members' perspectives are considered in the decision-making process.	Y	N
Essential		
<ul style="list-style-type: none"> Board meetings are noticed to local media, on the library website, and in the library building, as prescribed by Public Records Law⁹. 		
<ul style="list-style-type: none"> Board meeting minutes and agendas are made available on the library's website and upon request, in print. 		
<ul style="list-style-type: none"> Board meetings include a designated public comment period. 		
<ul style="list-style-type: none"> Contact information for the board is made available on the library's website. 		
<ul style="list-style-type: none"> Board meeting packets and supplementary information are available in print upon request. 		
Enhanced		
<ul style="list-style-type: none"> Board meeting packets and supplementary information are made freely available on the library's website. 		
Exemplary		
<ul style="list-style-type: none"> 		

Indicator: The community is informed about the role of the library and its plans for the future.	Y	N
Essential		
<ul style="list-style-type: none"> The library has a written mission statement that is available on the library's website and in print upon request. 		
<ul style="list-style-type: none"> The library has a written strategic plan that is updated at least once every five years that is available on the library's website and in print upon request. 		
<ul style="list-style-type: none"> The library has a written technology plan that is updated at least once every three years that is available on the library's website and in print upon request. 		
<ul style="list-style-type: none"> Library staff understand the library's strategic plan. 		
Enhanced		
<ul style="list-style-type: none"> Library staff attend meetings of or serve on community organization boards. 		
Exemplary		
<ul style="list-style-type: none"> Library staff attend meetings of city/county/local governing boards. 		

⁹ Oregon Department of Justice, Public Records and Meeting Law, <https://www.doj.state.or.us/oregon-department-of-justice/public-records/public-records-and-meetings-law/>

1.2 Policies and Procedures

STANDARD: Community members consistently experience efficient, effective, and courteous library services managed by clear and accessible library policies.

Note: The ALA Library Policy Development guide includes suggestions and samples of library policies¹⁰. Circulation and collection management policies are required as library minimum conditions. See “[Minimum conditions for Oregon public libraries](#)” above.

Indicator: The public and staff go about their library business using established, easy-to-understand rules as outlined in policies approved by a governing board.	Y	N
Essential		
• The library has adopted confidentiality and privacy policies.		
• The library has adopted library services policies.		
• The library has adopted business services policies.		
• The library has adopted human resources policies.		
• The library has adopted facilities policies.		
• The library has adopted patron behavior policies.		
• The library has adopted meeting spaces policies as applicable.		
Enhanced		
•		
Exemplary		
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Indicator: The community can easily access information about library policies.	Y	N
Essential		
• Library policies are available on the library’s website and in print upon request on the library’s website and in print upon request.		
Enhanced		
• Library policies are made freely available in multiple languages, as appropriate for the community.		
Exemplary		
•		

¹⁰ ALA Library Policy Development, <http://libguides.ala.org/librarypolicy>

2. Staff Standards

Public libraries are thriving learning centers, community gathering places, and places of play and discovery. Library staff members create and maintain programs and services integral to the mission of the public library in relation to its community. The OLA Public Library Division Staff Standards support the processes and resources necessary to provide equitable, consistent, and quality service in a manner sustainable for the future.

Library staff members, regardless of degree or position, must possess the depth and breadth of knowledge necessary to provide quality service. To ensure service of the highest quality, libraries must provide all staff with the education, training, and support necessary to identify and meet the needs of their patrons and community, including demographic changes in their service area.

2.1 Human Resources

STANDARD: The community is served by library professionals with the skills, knowledge, and abilities to provide uncompromising access to information in service to the public and social wellness.

Indicator: The library maintains a staff of well-qualified professionals with the skills, knowledge, and abilities to serve the community as outlined in the library’s mission, goals, and strategic plan.	Y	N
Essential		
<ul style="list-style-type: none"> The library employs a paid director possessing a Master of Library Science degree from an ALA-accredited institution or who has equivalent training or education. 		
<ul style="list-style-type: none"> The library employs a sufficient number of paid staff members who are present during all library service hours to provide services central to the library’s mission and goals. 		
<ul style="list-style-type: none"> The library provides staff with continued training opportunities and the support necessary to identify and meet the needs of their patrons and community. 		
<ul style="list-style-type: none"> The library maintains, supports, and funds an annual staff development plan. 		
<ul style="list-style-type: none"> The library offers volunteers opportunities to enhance the general level of library service alongside library staff. 		
Enhanced		
<ul style="list-style-type: none"> The library organizes a group of teen volunteers on a teen advisory board that advises on services and collections for teens. 		
Exemplary		
<ul style="list-style-type: none"> 		

Indicator: The library maintains and adheres to accessible, well-defined, and consistent written policies governing the training, performance, and recognition of all staff in order to provide a clear and transparent organizational environment.	Y	N
Essential		
<ul style="list-style-type: none"> The library maintains contemporary job descriptions for all classifications and provides regular job performance evaluations for all staff. 		
<ul style="list-style-type: none"> Job descriptions include a defined salary range and benefits package for each job description. Salary and benefits are comparable to the average for similar library staff positions in similarly sized library service areas and/or for similar positions within local governmental agencies. 		
<ul style="list-style-type: none"> All written policies related to effective personnel management are consistent with policies of any governing bodies. 		
<ul style="list-style-type: none"> Library policies and procedures address the work and contributions of non-employees and volunteers. 		
<ul style="list-style-type: none"> The library selects volunteers through a defined hiring process and may include a background check. 		
<ul style="list-style-type: none"> The library matches volunteers to the specific needs of the library. 		
Enhanced		
<ul style="list-style-type: none"> All staff members receive salary and benefit packages which are within the top 25 percent for comparable positions in the same jurisdiction or in similar local government bodies. 		
Exemplary		
<ul style="list-style-type: none"> All staff members receive salary and benefit packages which are within the top five percent for comparable positions in the same jurisdiction or in similar local government bodies. 		
<ul style="list-style-type: none"> The library maintains a succession plan for all professional library positions. 		

Indicator: The library provides trained staff to facilitate a professional level of public services to all ages in the following areas: <ul style="list-style-type: none"> Collection management Community outreach Event programming Materials and technical services Readers' advisory Reference services Services in languages other than English Technology support during all library service hours Website management Youth services 	Y	N
Essential		
<ul style="list-style-type: none"> The library provides trained staff to facilitate a professional level of public services in at least five of the 10 listed services. 		

Enhanced		
<ul style="list-style-type: none"> The library provides trained staff to facilitate a professional level of public services in at least seven of the 10 listed services. 		
Exemplary		
<ul style="list-style-type: none"> The library provides trained staff to facilitate a professional level of public services in all of the 10 listed services. 		

2.2 Diversity and Community Engagement

STANDARD: All community members feel welcome and represented in their library with staff, programming, and collections which meet their diverse needs and wants.

Indicator: The library targets and actively reaches out to minority populations through programming, collection development, outreach, and education.	Y	N
Essential		
<ul style="list-style-type: none"> The library’s strategic plan includes specific goals for surveying community diversity. 		
<ul style="list-style-type: none"> The library’s strategic plan articulates a method for reflecting the demographic, ethnic, and social diversity of its community and regularly reviews and evaluates the linguistic, ethnic, and cultural diversity of its community. 		
<ul style="list-style-type: none"> The library uses diversity assessment in developing services and programs to meet the needs of minority populations. 		
<ul style="list-style-type: none"> The library provides diversity training to staff. 		
<ul style="list-style-type: none"> Diversity training is reflected in all staff development plans. 		
<ul style="list-style-type: none"> If more than 10 percent of the community speaks a language other than English in the home, the library responds by adding staff or volunteers capable of speaking with and culturally engaging with those patrons in their primary language. 		
Enhanced		
<ul style="list-style-type: none"> If more than five percent of the community speaks a language other than English in the home, the library responds by adding staff or volunteers capable of speaking with and culturally engaging with those patrons in their primary language. 		
<ul style="list-style-type: none"> Trained staff members deliver culturally and socially relevant services for new immigrants in their primary language(s). 		
<ul style="list-style-type: none"> In response to library needs assessment, staff members develop outreach programs to address the current and projected needs of their minority communities. 		

Exemplary		
<ul style="list-style-type: none"> If more than one percent of the community speaks a language other than English in the home, the library responds by adding staff or volunteers capable of speaking with and culturally engaging with those patrons in their primary language. 		
<ul style="list-style-type: none"> Trained, professional librarians deliver culturally and socially relevant services for new immigrants in their primary language(s). 		

Indicator: Library staff and supporters are active and engaged participants in the community and in community organizations.	Y	N
Essential		
<ul style="list-style-type: none"> To advocate for the library, Friends of the Library groups, the library foundation, boards of directors, volunteers, non-employees, and other library partners are well-trained in the mission, goals, and strategic plan of the library. 		
Enhanced		
<ul style="list-style-type: none"> The library encourages, supports, and allows time for staff participation in community organizations and groups as outlined in the staff development plan. 		
Exemplary		
<ul style="list-style-type: none"> The library provides funds for staff participation in community organizations and groups as outlined in the staff development plan. 		

2.3 Staff Duties and Responsibilities

STANDARD: The community benefits from the efforts of qualified and dedicated library professionals to maintain libraries that support learning, community engagement, and cultural expression.

Indicator: The library offers professional, relevant library services and collections that meet community needs and expectations.	Y	N
Essential		
<ul style="list-style-type: none"> Qualified staff members oversee the collections, programs, outreach, and services for children, teens, and adults. 		
<ul style="list-style-type: none"> Qualified staff members oversee technical matters such as (but not limited to) information technology, cataloging, and finances. These staff members may be employed by the library directly or work closely with the library through a parent agency, like local government. 		
Enhanced		
<ul style="list-style-type: none"> Professional librarians oversee the collections, programs, outreach and services for children, teens and adults. Professionals are defined as holding a Master of Library Science from an ALA-accredited institution, or its equivalent in education and experience. 		

<ul style="list-style-type: none"> Professional librarians deliver at least 50 percent of the collections, programs, outreach, and services for children, teens, and adults. 		
<ul style="list-style-type: none"> Professional librarians oversee technical matters such as (but not limited to) information technology, cataloging, and finances. These staff members may be employed by the library directly or work closely with the library through a parent agency like local government. 		
<ul style="list-style-type: none"> A staff member coordinates and oversees public relations and marketing for the library, including the use of social media and other emerging communication media. 		
Exemplary		
<ul style="list-style-type: none"> A dedicated library staff member, who possesses formal training in marketing and communication, is given the primary focus of coordinating and overseeing public relations and marketing for the library, including the use of social media and other emerging communications media. 		
<ul style="list-style-type: none"> Professional librarians deliver at least 75 percent of the collections, programs, outreach, and services for children, teens, and adults. 		

2.4 Staff Development and Learning

STANDARD: Library staff members adapt to the community’s ever-changing needs and interests, including technological advances as well as professional and government trends.

Indicator: Library staff members are educated, engaged, and capable of adapting to community needs.	Y	N
Essential		
<ul style="list-style-type: none"> The library provides the resources and technological tools necessary for professional education and development. 		
<ul style="list-style-type: none"> The library supports staff participation in continuing education programs and self-education. This support is provided in the form of time allotted for training, learning, and teaching. 		
<ul style="list-style-type: none"> With their supervisors, all employees set annual goals in accordance with the staff development plan for personal and professional development. 		
Enhanced		
<ul style="list-style-type: none"> Financial support is provided for educational opportunities that incur fees and travel-related expenses. 		
Exemplary		
<ul style="list-style-type: none"> The library generously funds professional development, publication, convention attendance, classes, and other continuing educational opportunities as part of the library’s strategic plan. 		

<i>Indicator:</i> Library staff are engaged in professional library organizations.	Y	N
Essential		
•		
Enhanced		
• Library resources support staff memberships in state and national professional organizations.		
• Library staff members have the opportunity to participate in activities that support and develop the Oregon library community.		
• Library staff members “give back” by sharing their education and professional experiences with the Oregon library community.		•
Exemplary		
•		

3. Materials Standards

Providing access to books and other materials and information resources is integral to the public library. The OLA Public Library Division Materials Standards address the importance of developing a collection of materials that is reflective of and responsive to the community which the library serves. In addition to outlining a strategic approach to all steps related to material acquisition, access, and assessment, the Materials Standards also acknowledge the need for a dynamic approach to technology as it affects library collections. Beyond the need to provide access to both print and electronic resources as appropriate for the community served, these standards embrace the value added by collaboration and cooperation, from allowing for material requests from members of the community to engaging in resource sharing.

3.1 Collection Management

STANDARD: The library will obtain, organize, and make conveniently available to all the people of the community educational, recreational, and informational materials in convenient forms, including print, non-print, and electronic.

<i>Indicator:</i> The library adopts a collection management plan.	Y	N
Essential		
<ul style="list-style-type: none"> The collection management plan includes policies and procedures for materials selection. 		
<ul style="list-style-type: none"> The collection management plan includes policies and procedures for materials removal. 		
<ul style="list-style-type: none"> The collection management plan includes policies and procedures for reconsideration of materials. 		
<ul style="list-style-type: none"> The collection management plan includes policies and procedures for materials preservation. 		
<ul style="list-style-type: none"> The collection management plan includes policies and procedures for donations of books and other materials. 		
<ul style="list-style-type: none"> The collection management plan includes policies and procedures for special collections. 		
<ul style="list-style-type: none"> The collection management plan is reviewed at least every three years. 		
Enhanced		
<ul style="list-style-type: none"> Contracts with primary collection vendors are reviewed at least once every three years. 		

Exemplary		
•		

Indicator: The library provides a curated, up-to-date, and diverse collection.	Y	N
Essential		
• The collection is contemporary.		
• The collection is dynamic.		
• The collection reflects the community's needs.		
• The collection reflects the community's interests.		
• The collection reflects the community's standards.		
• The collection reflects the community's diversity.		
• The collection represents a wide variety of viewpoints.		
• The collection is available onsite in physical and digital formats.		
• The collection is available remotely in physical and digital formats.		
Enhanced		
•		
Exemplary		
•		

Indicator: The library collects data and analyzes statistics to inform collection development and management and to assess collection performance.	Y	N
Essential		
• Statistics track materials for different ages (youth, teen, adult).		
Enhanced		
• Circulation statistics track collection activity by branch.		
• Circulation statistics track collection activity by turnover rates.		
• Circulation statistics track collection activity by collection.		
Exemplary		
• Trends are identified by using three to five years of statistics.		
• Statistics are used to make data-driven decisions for collection development.		
• Statistics are shared regularly with stakeholders.		

3.2 Community Access to the Collection

STANDARD: The community has access to books and other items in the library collection in a variety of formats, subjects, and viewpoints.

Indicator: The library has a digital catalog of its materials.	Y	N
Essential		
<ul style="list-style-type: none"> The digital catalog is easily accessible onsite and offsite by patrons. 		
<ul style="list-style-type: none"> The digital catalog is kept up-to-date. 		
<ul style="list-style-type: none"> The digital catalog is maintained using existing national cataloging standards. 		
Enhanced		
<ul style="list-style-type: none"> The digital catalog is mobile-friendly. 		
<ul style="list-style-type: none"> The digital catalog includes book covers or cover art. 		
Exemplary		
<ul style="list-style-type: none"> The digital catalog offers patron recommendations. 		
<ul style="list-style-type: none"> The digital catalog provides predictive results. 		

Indicator: All users have access to all materials.	Y	N
Essential		
<ul style="list-style-type: none"> New materials are made accessible to the public in a timely manner. 		
<ul style="list-style-type: none"> The library orders new materials regularly throughout the year. 		
<ul style="list-style-type: none"> The library provides interlibrary loan services. 		
<ul style="list-style-type: none"> Through its website and other sources, the library provides access to electronic resources purchased by the state. 		
<ul style="list-style-type: none"> Checking out materials is made as simple as possible for patrons. 		
<ul style="list-style-type: none"> The library provides easy and accessible ways for patrons to give feedback on collections. 		
<ul style="list-style-type: none"> If more than 10 percent of the library community speaks a language other than English in the home, the library responds by purchasing a significant amount of culturally appropriate materials in that language in a variety of formats. 		
Enhanced		
<ul style="list-style-type: none"> The library provides access to online databases as appropriate to meet the needs of the community. 		
<ul style="list-style-type: none"> The library provides adult basic skills materials and English Language Learner (ELL) materials for a wide variety of reading levels. 		
<ul style="list-style-type: none"> If more than five percent of the library community speaks a language other than English in the home, the library responds by purchasing a significant amount of culturally appropriate materials in that language in a variety of formats. 		

<ul style="list-style-type: none"> Libraries housing local history and archival collections follow the best practices of the Society of American Archivists¹¹. 		
<ul style="list-style-type: none"> The library provides access to federal, state, and local government documents appropriate to the community. 		
<ul style="list-style-type: none"> The library provides access to special collections appropriate to the community. 		
<ul style="list-style-type: none"> The library participates in a resource-sharing consortia. 		
Exemplary		
<ul style="list-style-type: none"> 		

¹¹ Society of American Archivists, <https://www2.archivists.org/>

4. Services and Programs Standards

These OLA Public Library Division Services and Programs Standards dictate that library offerings are free of charge to everyone in the library’s service area. Alternate methods of delivery of service are explored and provided for diverse populations including people with disabilities and those unable to come to the library facility.

4.1 Services

STANDARD: Whenever the library is open to the public, the library provides services free of charge to patrons in its service area.

Indicator: The library provides services free of charge to everyone, as defined by written policies.	Y	N
Essential		
<ul style="list-style-type: none"> The library offers services that include a circulating collection, public technology, and programming for all ages. 		
<ul style="list-style-type: none"> The library provides services that meet the needs of the community’s demographics including special populations. 		
Enhanced		
<ul style="list-style-type: none"> The library facilitates or serves as custodian of local history. 		
Exemplary		
<ul style="list-style-type: none"> The library provides notary services. 		
<ul style="list-style-type: none"> The library provides resources and services to support local economic development. 		

Indicator: The library provides services to patrons of all ages and levels of literacy.	Y	N
Essential		
<ul style="list-style-type: none"> Library services are available in person or by telephone all hours the library is open to the public. 		
<ul style="list-style-type: none"> The library provides reference services. 		
<ul style="list-style-type: none"> The library provides readers’ advisory services. 		
Enhanced		
<ul style="list-style-type: none"> Library services are available through digital means all hours the library is open to the public. 		
Exemplary		
<ul style="list-style-type: none"> Library services are available outside of the library building. 		

Indicator: The library provides trained staff members who offer assistance to the public in the use of technology, circulation, and access to materials.	Y	N
Essential		
<ul style="list-style-type: none"> • These services are available in person or by telephone all hours the library is open to the public. 		
Enhanced		
<ul style="list-style-type: none"> • These services are available through digital means all hours the library is open to the public. 		
<ul style="list-style-type: none"> • The library ensures effective communication with persons with disabilities at all service points by providing staff with training, adaptive equipment and software, and by making materials available in alternative formats. 		
Exemplary		
<ul style="list-style-type: none"> • 		

Indicator: The library encourages/invites the community to make use of library space.	Y	N
Essential		
<ul style="list-style-type: none"> • The library has access to a public meeting space which is governed by a written policy. 		
Enhanced		
<ul style="list-style-type: none"> • The library has a public meeting and community space. 		
<ul style="list-style-type: none"> • The library has a procedure for members of the public to reserve a meeting room. 		
Exemplary		
<ul style="list-style-type: none"> • The library provides a variety of meeting rooms and community spaces based on local need. 		

Indicator: The library invites patrons to provide written feedback on the library and its services.	Y	N
Essential		
<ul style="list-style-type: none"> • The library provides comment cards at customer touchpoints. 		
<ul style="list-style-type: none"> • The library solicits feedback via the library website. 		
Enhanced		
<ul style="list-style-type: none"> • The library evaluates patron satisfaction with services on a regular basis. 		
Exemplary		
<ul style="list-style-type: none"> • The library conducts outcome-based surveys on its services annually. 		

4.2 Programs

STANDARD: The library develops and hosts educational, recreational, and cultural programs designed to best meet the diverse needs and interests of their individual communities.

Indicator: The library provides free educational and cultural programs to all ages.	Y	N
Essential		
<ul style="list-style-type: none"> The library offers summer reading programs for children and young adults. 		
<ul style="list-style-type: none"> The library provides programs that enhance lifelong learning for all community members. 		
<ul style="list-style-type: none"> The library provides current information about agencies and organizations that connect programs of interest to the patrons. 		
Enhanced		
<ul style="list-style-type: none"> The library offers summer reading programs for adults. 		
<ul style="list-style-type: none"> The library offers programs outside the library building. 		
Exemplary		
<ul style="list-style-type: none"> The library collaborates with community organizations, schools, and other educational institutions to provide community programs. 		

Indicator: The library provides early literacy programming.	Y	N
Essential		
<ul style="list-style-type: none"> The library offers regular storytimes for children. 		
<ul style="list-style-type: none"> The library provides current information regarding children's, adult and/or family literacy programs. 		
Enhanced		
<ul style="list-style-type: none"> The library provides space for, or referrals to, other agencies to teach literacy classes. 		
Exemplary		
<ul style="list-style-type: none"> 		

Indicator: The library invites patrons to provide feedback on its programs.	Y	N
Essential		
<ul style="list-style-type: none"> The library provides comment cards at customer touchpoints. 		
<ul style="list-style-type: none"> The library solicits feedback via the library website. 		
Enhanced		
<ul style="list-style-type: none"> The library evaluates patron satisfaction with programs on a regular basis. 		
Exemplary		
<ul style="list-style-type: none"> The library conducts outcome-based surveys on its programs annually. 		

5. Technology Standards

The OLA Public Library Division Technology Standards address the use of technology to connect the library to the community, helping community members gain value from their use of technology, and managing technology infrastructure in the library organization.

These standards are broad enough to account for rapidly changing library technology programs and services while yet guiding libraries to a higher level of technological achievement.

These standards are based on the benchmark framework of the [Edge Initiative](#)¹² for public libraries. The more detailed Edge Initiative assessment is recommended for technology best practices in public libraries.

5.1 Technology Access and Assistance

STANDARD: Community members have access to software and online information at the library so they can use the digital resources they need and want, increasing the level of digital literacy in the community.

Indicator: The library provides technology training and/or one-on-one assistance to the public.	Y	N
Essential		
<ul style="list-style-type: none"> The library offers training or one-on-one assistance in basic computer skills. 		
<ul style="list-style-type: none"> The library offers training or one-on-one assistance in business productivity software like word processing, spreadsheets, and presentations. 		
<ul style="list-style-type: none"> The library offers training or one-on-one assistance in Internet search techniques. 		
<ul style="list-style-type: none"> The library offers training or one-on-one assistance in online privacy and security issues. 		
<ul style="list-style-type: none"> The library offers training or one-on-one assistance in using online library resources. 		
Enhanced		
<ul style="list-style-type: none"> The library offers training or one-on-one assistance in social media. 		
<ul style="list-style-type: none"> The library offers training or one-on-one assistance in multimedia applications (including photo, video, audio). 		
<ul style="list-style-type: none"> The library offers training or one-on-one assistance in patron-owned devices (like tablets and smartphones). 		
<ul style="list-style-type: none"> The library offers technology training or one-on-one assistance in languages other than English in at least one location. 		

¹² Edge Initiative, www.libraryedge.org

Exemplary		
•		

Indicator: The library provides access to relevant digital content.	Y	N
Essential		
• The library’s online catalog can be accessed onsite and remotely.		
• Statewide databases can be accessed through the library’s website.		
Enhanced		
• The library provides mobile-friendly access to the website and catalog.		
Exemplary		
•		

Indicator: The library enables community members to create their own digital content.	Y	N
Essential		
• The library offers access to business productivity software (including word processing, spreadsheets, presentations).		
• The library offers a printer and photocopier.		
Enhanced		
• The library offers access to a color printer and color photocopier.		
Exemplary		
• The library offers access to photo editing software.		
• The library offers access to audio recording and editing software.		
• The library offers access to video recording and editing software.		
• The library offers access to web design software.		

5.2 Digital Content for Community Needs

STANDARD: The library provides curated online content to meet community members’ demand for critical information needs.

Indicator: The library provides technology resources to meet community members’ job-seeking and entrepreneurial needs.	Y	N
Essential		
• The library selects and organizes online resources for job seeking, employment skill-building, or professional certification.		
• The library selects and organizes online resources for small business development.		

Enhanced		
<ul style="list-style-type: none"> The library offers access to online career testing preparation tools through its website and/or through career testing software. 		
<ul style="list-style-type: none"> The library selects and organizes online guides and instructions for identifying, finding, and using online small business development resources. 		
Exemplary		
<ul style="list-style-type: none"> The library regularly organizes or hosts classes that help patrons learn to use online job-seeking and career development sites and tools, or provides one-on-one instruction as requested. 		
<ul style="list-style-type: none"> The library regularly organizes or hosts classes that help patrons learn to use small business development resources or provides one-on-one instruction as requested. 		

<i>Indicator:</i> The library provides technology resources to meet community members' need for online government and legal information services and assistance.	Y	N
Essential		
<ul style="list-style-type: none"> The library selects and organizes online links to local, state, and federal government resources. 		
Enhanced		
<ul style="list-style-type: none"> The library selects and organizes online guides and instructions for identifying, finding, and using online government resources 		
Exemplary		
<ul style="list-style-type: none"> The library regularly organizes or hosts a classes for patrons on navigating online government resources or provides one-on-one instruction as requested. 		

<i>Indicator:</i> The library provides technology resources to meet community members' need for educational support.	Y	N
Essential		
<ul style="list-style-type: none"> Early literacy games, web-based read-along programs, and/or electronic toys or tablets are available at the library and through the library website. 		
<ul style="list-style-type: none"> The library selects, organizes, and maintains online resources related to homework help, research, and information literacy for students. 		
Enhanced		
<ul style="list-style-type: none"> The library selects and organizes online guides and instructions for identifying, finding, and using online resources about college selection and financial aid. 		
Exemplary		
<ul style="list-style-type: none"> The library organizes or hosts a class for patrons on using or navigating online educational resources at least quarterly or provides one-on-one instruction as requested. 		

Indicator: The library provides technology resources to meet community members' need for reliable health and wellness information.	Y	N
Essential		
<ul style="list-style-type: none"> The library offers access to medical or general health and wellness databases through its website. 		
Enhanced		
<ul style="list-style-type: none"> The library selects and organizes online guides and instructions for identifying and finding health and wellness resources. 		
Exemplary		
<ul style="list-style-type: none"> The library organizes or hosts a class for patrons on using or navigating online health and wellness resources at least quarterly or provides one-on-one instruction as requested. 		

Indicator: The library accommodates users with disabilities.	Y	N
Essential		
<ul style="list-style-type: none"> At least one public terminal with assistive technology (like screen readers, magnification, high-contrast keyboards and displays) is available for use by persons with visual disabilities . 		
Enhanced		
<ul style="list-style-type: none"> The library website is compliant with World Wide Web Consortium (W3C)¹³ disability accessibility standards as evidenced by the use of an online validation service. 		
Exemplary		
<ul style="list-style-type: none"> Staff members are provided with training at least annually for recognizing and serving patrons with disabilities. 		

5.3 Community Engagement in Technology Decisions and Access

STANDARD: Libraries are a valuable community resource and a strategic partner in helping people and communities maximize their access, inclusion, and innovation in technology resources and services.

Indicator: The library makes strategic decisions based on community priorities for digital inclusion and innovation.	Y	N
Essential		
<ul style="list-style-type: none"> Library leaders or staff attend a regular meeting of local elected governing bodies (like the, city council, county board of supervisors, town council) that exist within their legal service area at least once annually. 		
<ul style="list-style-type: none"> The library conducts an analysis of the social and economic conditions of the community to support decision-making related to technology. 		

¹³ World Wide Web Consortium (W3C), www.w3.org

<ul style="list-style-type: none"> The library assesses (via survey, focus group, forum, etc.) the community's technology needs at least once every two years. 		
Enhanced		
<ul style="list-style-type: none"> The library surveys patrons annually about public technology use and outcomes. 		
<ul style="list-style-type: none"> Digital inclusion and technology goals are included in the strategic plan. 		
Exemplary		
<ul style="list-style-type: none"> In languages other than English, the library assesses (via survey, focus group, forum, etc.) the community's technology needs at least once every two years. 		
<ul style="list-style-type: none"> The library assesses (via survey, focus group, forum, etc.) the community's technology needs for people with disabilities at least once every two years. 		

Indicator: The library builds strategic relationships with community partners to maximize public access technology resources and services provided to the community.	Y	N
Essential		
<ul style="list-style-type: none"> The library engages in resource-sharing partnerships to benefit the library and its patrons. 		
Enhanced		
<ul style="list-style-type: none"> The library partners with local organizations to offer technology training in the library. 		
<ul style="list-style-type: none"> The library partners with local organizations to offer technology training off-site. 		
Exemplary		
<ul style="list-style-type: none"> The library collaborates on grant or other funding opportunities with a community organization to maximize public access technology resources and services. 		

Indicator: The library supports continuous improvement in public access technology services internally and by sharing expertise and best practices with other providers locally, regionally, and nationally.	Y	N
Essential		
<ul style="list-style-type: none"> Existing resources (like TechSoup, WebJunction, Edge) are used to help improve library technology management. 		
<ul style="list-style-type: none"> The library supports staff development through technology programs offered by vendors, the state library, or other organizations. 		
Enhanced		
<ul style="list-style-type: none"> Training resources and curricula are shared with other libraries or community-based organizations. 		
<ul style="list-style-type: none"> Network management policies and practices are shared with other libraries or community-based organizations. 		

Exemplary		
<ul style="list-style-type: none"> The library has a collection of technology devices available for staff development and programming purposes. 		
<ul style="list-style-type: none"> Library has technology devices available for checkout by patrons. 		

5.4 Technology Resource Management

STANDARD: Libraries manage resources so that members of the community who need or want access can get it regardless of ability, skill, or personal technology owned.

Indicator: The library provides staff, technology, and processes to support community access to technology and information resources.	Y	N
Essential		
<ul style="list-style-type: none"> The library develops and adopts a technology plan. 		
<ul style="list-style-type: none"> The library integrates public access technology into planning and processes. 		
<ul style="list-style-type: none"> The library has some staff/volunteers with technology expertise to help patrons achieve their goals. 		
<ul style="list-style-type: none"> The library provides adaptive technology tools for people with disabilities. 		
<ul style="list-style-type: none"> The library has enough devices and sufficient dedicated bandwidth to accommodate user demand. 		
<ul style="list-style-type: none"> The library maintains current catalog holdings and patron information in an automated, integrated system. 		
<ul style="list-style-type: none"> The library provides free public access to the Internet through a dedicated high-speed (as fast as is available locally) connection. 		
Enhanced		
<ul style="list-style-type: none"> The technology plan is reviewed and updated as needed, annually. 		
<ul style="list-style-type: none"> The library has sufficient staff with technology expertise to help patrons achieve their goals. 		
<ul style="list-style-type: none"> The library ensures staff members are trained and kept up to date, using competencies standards, on technology used and offered in their library. 		
Exemplary		
<ul style="list-style-type: none"> The library has sufficient staff with technology expertise to maintain technology. 		
<ul style="list-style-type: none"> The library teaches and practices network and patron privacy protections. 		
<ul style="list-style-type: none"> The library manages its technology resources to maximize quality by monitoring systems and minimizing out-of-service devices. 		
<ul style="list-style-type: none"> The library evaluates and updates major technology at least every five years. 		

6. Community Engagement and Advocacy Standards

Community engagement involves the participation of the library in the work of its community as well as the participation of community members in the work of the library. Advocacy is the promotion of library initiatives like funding measures and capital campaigns.

These OLA Public Library Division Community Engagement and Advocacy Standards address the importance of library participation in the community for its transformation and growth as well as community member involvement in the libraries to develop effective community champions for library sustainability and growth initiatives.

6.1 Community Engagement

STANDARD: The community is strengthened through the active facilitation or participation by the library in efforts to gather input, engage in meaningful discussions, and act in partnership to support communitywide growth and transformation.

<i>Indicator:</i> Libraries are active participants in their community.	Y	N
Essential		
<ul style="list-style-type: none"> The library participates in community initiatives in a support or leadership role. 		
<ul style="list-style-type: none"> Library staff members participate as an active member, leader, and supporter of community groups. 		
<ul style="list-style-type: none"> Library staff can identify community initiatives and community partners. 		
<ul style="list-style-type: none"> The library partners with community organizations. 		
Enhanced		
<ul style="list-style-type: none"> The library convenes, initiates, or hosts community meetings involving multiple stakeholders to address community issues. 		
<ul style="list-style-type: none"> Library staff members are embedded in community commissions, boards, neighborhood groups, and organizations. 		
<ul style="list-style-type: none"> Verbal cooperative agreements exist between the library and community partners. 		

Exemplary		
<ul style="list-style-type: none"> The library has established and adopted a library partnership policy. 		
<ul style="list-style-type: none"> Written cooperative agreements exist between the library and community partners. 		

Indicator: Community members are actively involved in the library.	Y	N
Essential		
<ul style="list-style-type: none"> Library staff and volunteers participate in community long-range planning so that library priorities are communicated and represented. 		
<ul style="list-style-type: none"> Community volunteers are recruited for support as defined by the library's written volunteer policy. 		
<ul style="list-style-type: none"> A library staff person is responsible for volunteer coordination and training. 		
<ul style="list-style-type: none"> Positive relationships exist with the local Friends of the Library groups and library foundations. 		
<ul style="list-style-type: none"> Clear distinction about the responsibilities of the Friends of the Library group and the library foundation exist, and funds raised by these groups are separate and not mingled with the library's normal operating expenses. 		
<ul style="list-style-type: none"> The library responds to community feedback in a timely fashion. 		
Enhanced		
<ul style="list-style-type: none"> 		
Exemplary		
<ul style="list-style-type: none"> 		

Indicator: The library provides broad access to information about library services, opportunities, and challenges.	Y	N
Essential		
<ul style="list-style-type: none"> The library collects statistics and conducts research such as customer surveys, community studies, citizen surveys, and other means appropriate to evaluate library services and resources. 		
<ul style="list-style-type: none"> The library provides information and training to all library staff regarding the impact of marketing on the library’s image and community relations. 		
<ul style="list-style-type: none"> The library maintains a current website with promotional messages, program and resource news, and easy access to the library’s print and digital collections. 		
Enhanced		
<ul style="list-style-type: none"> The library collects, organizes, and provides information about community groups, initiatives, and issues. 		
<ul style="list-style-type: none"> The library regularly provides informational materials and updates on library services to the community. 		
<ul style="list-style-type: none"> The library works with local businesses and organizations to cross-promote services and community benefits. 		
<ul style="list-style-type: none"> The library has created a communications procedures and protocols manual to respond to community crises or disasters, including plans with emergency agencies to leverage the library as a communications hub during and immediately after a disaster. 		
<ul style="list-style-type: none"> The library publishes an annual plan to communicate the library’s brand, value, and impact on the community. 		
<ul style="list-style-type: none"> The library allocates funds to support the communications, marketing, and public relations plan. This may include a dedicated budget for print and digital advertising; promotional materials, support, and staffing for community events; and marketing supplies. 		
<ul style="list-style-type: none"> The library participates in statewide or national campaigns that seek to increase public awareness of libraries. 		
Exemplary		
<ul style="list-style-type: none"> The library employs a communications staff member. 		

6.2 Advocacy

STANDARD: Community members are aware of the library’s activities. They value, actively support, and engage in library initiatives.

<i>Indicator:</i> Staff and community members have the tools and support to effectively advocate for the library.	Y	N
Essential		
<ul style="list-style-type: none"> Library staff and community members advocate for improved library service at the local, state, and federal level. 		
<ul style="list-style-type: none"> The library is transparent about its specific funding sources (tax revenue, donations and grants, fees and fines) and services provided in order to foster better understanding of how public funds benefit the community. 		
<ul style="list-style-type: none"> Library staff members are informed of OLA and ALA legislative issues and promote those issues whenever possible. 		
<ul style="list-style-type: none"> Library staff members are familiar with the most current OLA legislative agenda. 		
<ul style="list-style-type: none"> The library cultivates relationships with elected officials at all levels of government. 		
<ul style="list-style-type: none"> The library invites elected officials and community leaders to library events and programs. 		
<ul style="list-style-type: none"> The library develops key messages for staff, volunteers, and community partners. 		
Enhanced		
<ul style="list-style-type: none"> The library provides resources and encouragement to staff and supporters to ensure they can be successful advocates. 		
<ul style="list-style-type: none"> The library provides legal and state election law training to staff and supporters. 		
<ul style="list-style-type: none"> Library staff and supporters attend events, hearings, and programs where public policy that affects the community is reviewed and discussed. 		
<ul style="list-style-type: none"> Library staff, volunteers, and community partners support OLA Legislative Day with calls, mail, and representation as allowed by law. 		

Exemplary		
<ul style="list-style-type: none">• Training in advocacy skills for the benefit of the library is offered to staff, board, Friends of the Library groups, library foundation, and volunteers.		

7. Facilities Standards

As a community commons, library facilities should provide the physical space where Oregonians can connect to people, ideas, and information. Library facilities should be welcoming, comfortable, efficient, and allow for flexibility of space, service, growth, and community priorities. Each library should consider and reflect its own unique community. OLA encourages library leaders to consider excellence in facilities by looking at best practices and the facilities of those libraries that succeed at providing, meeting, and surpassing community needs. These OLA Public Library District Facilities Standards address the library facilities as a community anchor, library design, and facilities assessment and long-term planning.

Please note: Some topics relating to facilities are addressed in other sections of this Standards document, such as Governance and Technology. Please see those sections to ensure all aspect of a facilities review occurs.

7.1 Community Anchor

STANDARD: The community recognizes the library as a cultural hub and a symbol of civic pride.

Indicator: Community members think of the library as a central community gathering place.	Y	N
Essential		
<ul style="list-style-type: none"> Community and cultural activities take place in the library. 		
Enhanced		
<ul style="list-style-type: none"> The library is a cultural partner in the community. 		
<ul style="list-style-type: none"> The library is a civic partner in the community. 		
Exemplary		
<ul style="list-style-type: none"> 		

Indicator: The library continually assesses community perception of the facility.	Y	N
Essential		
<ul style="list-style-type: none"> With input from the community, public perception of the library facility is regularly assessed. 		

Enhanced		
<ul style="list-style-type: none"> The library conducts an annual survey which assesses community satisfaction of the library facility. 		
Exemplary		
<ul style="list-style-type: none"> 		

7.2 Design

STANDARD: Library patron and staff activities and functions are comfortable, clear, accommodating, and well-supported by the library building design.

Note: For trends and statistics about public library new construction, addition, and renovation projects, see “[Year in Architecture 2020: Public Library Data](#)”¹⁴ in the Library Journal.

Indicator: Design supports the functions of the library with a plan for growth and incorporates current best practices for public libraries.	Y	N
Essential		
<ul style="list-style-type: none"> The entrance is clearly visible with identifying signage. 		
<ul style="list-style-type: none"> The library provides access to electrical outlets. 		
<ul style="list-style-type: none"> The library provides the power supply to support current technology. 		
<ul style="list-style-type: none"> The library provides a materials return location during hours the library is closed. 		
<ul style="list-style-type: none"> The library provides dedicated space for children’s, teen, and adult use and collections. 		
<ul style="list-style-type: none"> Dedicated funding exists for building maintenance. 		
<ul style="list-style-type: none"> Signs in the community direct people to the library. 		
<ul style="list-style-type: none"> Library is sized and designed appropriately to the geographic and demographic population the library will serve. 		

¹⁴ Library Journal: “Year in Architecture 2020: Public Library Data,” <https://www.libraryjournal.com/?page=year-in-architecture-2020>

Enhanced		
<ul style="list-style-type: none"> Usage statistics are maintained and compared to space allocations in order to plan library facilities to meet current needs of the community. 		
<ul style="list-style-type: none"> The library provides a convenient, well-lit, ADA-accessible materials return location during hours the library is closed 		
<ul style="list-style-type: none"> The library provides a well-lit exterior with signage that clearly identifies the building from the street. 		
<ul style="list-style-type: none"> The library maintains sufficient, well-lit parking located near or adjacent to the facility. 		
Exemplary		
<ul style="list-style-type: none"> Indoor material returns include fire mitigation features. 		
<ul style="list-style-type: none"> Lighting levels comply with standards issued by the Illuminating Engineering Society of North America¹⁵. 		

Indicator: Design supports staff functions.	Y	N
Essential		
<ul style="list-style-type: none"> The library space includes storage areas for equipment and supplies. 		
<ul style="list-style-type: none"> The library provides a private area for breastfeeding staff¹⁶. 		
Enhanced		
<ul style="list-style-type: none"> The library provides separate areas for staff workspaces. 		
Exemplary		
<ul style="list-style-type: none"> The library provides separate spaces for staff breaks. 		

¹⁵ Illuminating Engineering Society of North America, <https://ihsmarkit.com/products/iesna-standards.html>

¹⁶ Oregon Health Authority, Breastfeeding, <https://public.health.oregon.gov/HealthyPeopleFamilies/Babies/Breastfeeding/Pages/Laws.aspx>

Indicator: The library is designed to be welcoming to a diverse population for a variety of services.	Y	N
Essential		
<ul style="list-style-type: none"> Library spaces are readily accessible by everyone in accordance with written policies 		
<ul style="list-style-type: none"> The library ensures access to its resources and services for patrons with disabilities in compliance with ADA¹⁷. 		
Enhanced		
<ul style="list-style-type: none"> The library provides suitable equipment, furniture, and spaces to meet the needs of adults in the community. 		
<ul style="list-style-type: none"> The library provides suitable equipment, furniture, and spaces to meet the needs of teens in the community. 		
<ul style="list-style-type: none"> The library provides suitable equipment, furniture, and spaces to meet the needs of children in the community. 		
<ul style="list-style-type: none"> The library provides suitable equipment, furniture, and spaces to meet the needs of people with disabilities in the community. 		
Exemplary		
<ul style="list-style-type: none"> The library provides story time space. 		
<ul style="list-style-type: none"> The library provides study areas. 		
<ul style="list-style-type: none"> The library provides public meeting space. 		
<ul style="list-style-type: none"> The library provides quiet space. 		
<ul style="list-style-type: none"> The library provides space for public computing. 		
<ul style="list-style-type: none"> The library provides seating space. 		
<ul style="list-style-type: none"> The library provides space for programs and events. 		

¹⁷ Information and Technical Assistance on the Americans with Disabilities Act, www.ada.gov

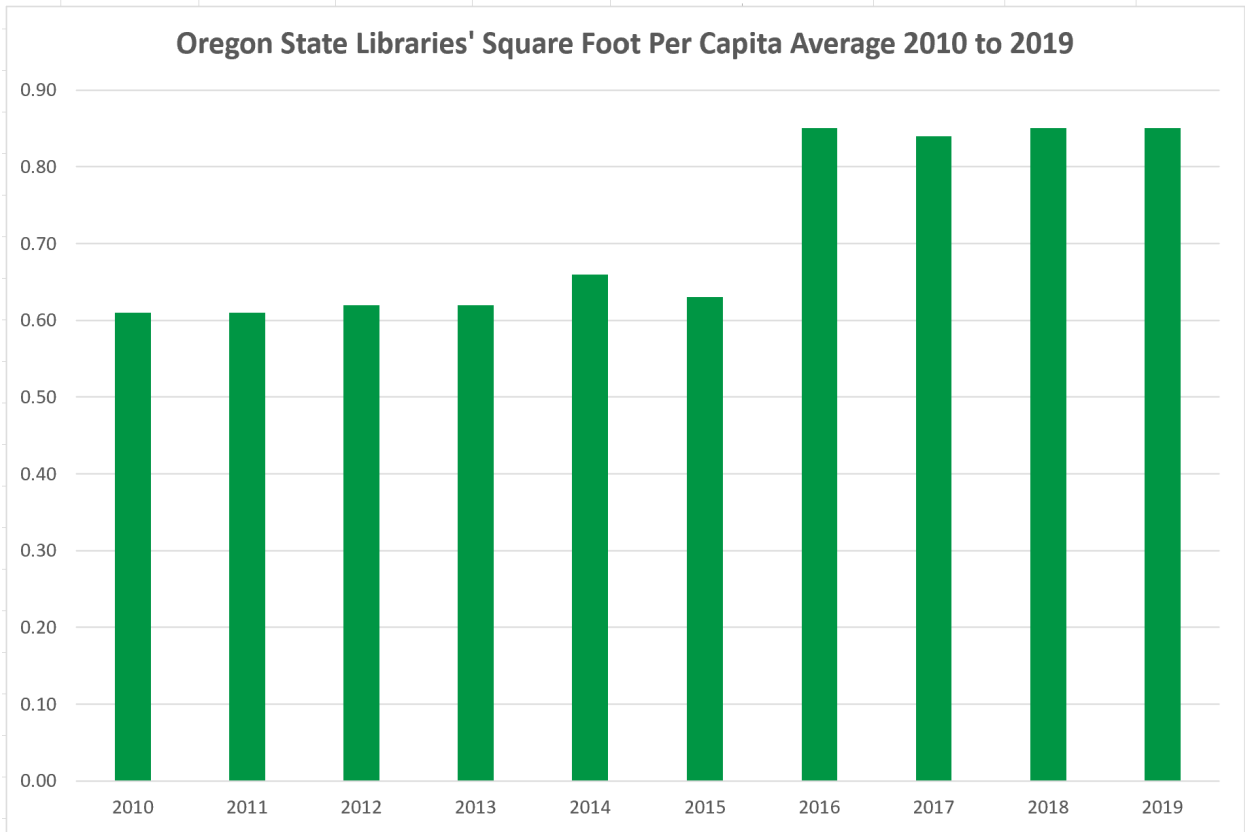
Indicator: The library provides an interior that reflects best practices in library user experience.	Y	N
Essential		
<ul style="list-style-type: none"> Space is provided for patron-staff interaction 		
<ul style="list-style-type: none"> The library provides an interior that allows self-directed use of the library through layout and signage. 		
Enhanced		
<ul style="list-style-type: none"> The library provides signage in multiple languages as appropriate for the community. 		
Exemplary		
<ul style="list-style-type: none"> The professional expertise of a library planner and/or library architect is sought for any new construction or major remodeling. 		

7.3 Assessment and Planning

STANDARD: The library provides for ongoing maintenance and future growth of the library facilities.

Indicator: The library has a long-range facilities plan.	Y	N
Essential		
<ul style="list-style-type: none"> The library's long-range facilities plan includes maintenance 		
<ul style="list-style-type: none"> The library's long-range facilities plan includes a plan for replacement of equipment and furniture. 		
<ul style="list-style-type: none"> The library's long-range facilities plan is reviewed every five years. 		
Enhanced		
<ul style="list-style-type: none"> The library's long-range facilities plan is reviewed and analyzed every three years using community input and analysis. 		
<ul style="list-style-type: none"> The library's long-range facilities plan plans for growth in the community, growth of library services and programs, and growth of the facilities themselves. 		
<ul style="list-style-type: none"> Planning for capital improvement takes place on an ongoing basis. 		

<ul style="list-style-type: none"> The library continually evaluates options and plans for incorporation of technological changes into the building. 		
Exemplary		
<ul style="list-style-type: none"> 		



**Oregon Public Libraries
Facility Square Foot Per Capita
2010 to 2019**

Population	Median	Mean	High	Low
Over 100,000	0.53	0.49	0.82	0.09
50,000—99,999	0.50	0.56	0.91	0.30
25,000—49,999	0.76	0.80	2.05	0.27
10,000—24,999	0.84	0.85	1.60	0.24
5,000—9,999	0.73	0.93	2.08	0.40
1,000—4,999	1.35	1.70	5.47	0.47
Under 1,000	2.03	2.25	5.69	0.74
Statewide	0.86	1.19	5.69	0.09

Appendix A: Glossary

ADA Americans with Disabilities Act. The federal law that ensures protections and accessibility provisions for people with disabilities.

adaptive equipment and software Any tool, device, machine, or computer application that assists people with disabilities with activities of daily living like eating, typing, walking, reading, or driving.

advocacy The promotion of library initiatives like funding measures and capital campaigns.

attribute One of the tangible activities that lead to an indicator being true. When most or all of the attributes are performed, the indicator is witnessed. The attribute typically is how an initiative is being carried out, and is typically measurable or otherwise verifiable.

capital improvement The addition of a permanent structural change or the restoration of some aspect of a property that will either enhance the property's overall value, prolongs its useful life, or adapt it to new uses.

collection The curated set of books, media, digital resources, and other materials available for circulation or reference in a library.

collection management The discipline of selecting, acquiring, and weeding the books, media, digital resources, and other materials in the library's catalog to maintain a relevant and up-to-date collection that serves the library's patrons.

community engagement The participation of the library in the work of its community as well as the participation of community members in the work of the library.

digital catalog An electronic searchable bibliographic database that lists and describes the books, videotapes, periodicals, and other materials that make up a specific library's collection.

digital literacy The ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills.

diversity The practice or quality of including or involving people from a range of different social and ethnic backgrounds and of different genders, sexual orientations, and so on.

Edge The set of tools public libraries can use to evaluate their public technology offerings against a national set of technology benchmarks.

enhanced achievement The intermediate level of library programs, services, and other aspects of a public library that stand out compared to its peers.

equity The fair treatment, access, opportunity, and advancement for all people, while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups.

English Language Learner (ELL) An individual who is learning the English language in addition to their native language or other languages they might speak.

essential achievement The basic level of library programs, services, and other aspects of a public library which adequately meet the needs of its community.

exemplary achievement The high level of accomplishment which represents leadership on the state and national level of library programs, services, and other aspects of a public library.

inclusion The practice or policy of providing equal access to opportunities and resources for people who might otherwise be excluded or marginalized, such as those who have physical or mental disabilities and members of other minority groups.

indicator Evidence that a standard is being met. When most or all of the indicators are true, the outcome stated by the standard will be realized. The indicator often specifies what is witnessed as a result of a set of activities.

information literacy A set of abilities requiring individuals to recognize when information is needed and then to be capable of locating, evaluating, and using that information effectively.

integrated library system (ILS) The digital catalog of a library's collection and patron information in an automated computer system.

interlibrary loan service (ILL) The service of allowing borrowing privileges across multiple library systems.

materials See *collection*.

outcome-based survey The list of questions designed to measure whether particular individuals have credibly demonstrated a positive change or condition as a result of a program or service.

professional development Staff training that provides for staff staying current with trends and professional growth.

programming The offerings of programs, workshops, and other events by the library.

public access technology The services and resources that offer technology access to library patrons. Example include public access computers, lendable mobile devices, high-speed Internet access (wi-fi) at the library.

read-along program An event that allows reading text simultaneously with another person or automated performance, as on a television program.

readers' advisory service The process of matching readers with books and books with readers.

reconsideration of materials The practice of responding to patron requests to reclassify or remove a book or other item in the library collection.

resource-sharing consortium A cooperative of libraries that shares resources and collaborates on shared goals, thus enabling member libraries to collectively deliver higher quality services than they would be able to deliver individually.

standard The ultimate outcome or condition of library services, programs, and operations; used to assess and develop a baseline of quality library service.

World Wide Web Consortium (W3C) The international community that develops open standards to ensure the long-term growth of the worldwide web.

Appendix B: Code of Ethics of the American Library Association

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we 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.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We recognize and respect intellectual property rights.
- V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted June 28, 1995, by the ALA Council¹⁸

¹⁸ Code of Ethics of the American Library Association:
www.ala.org/united/sites/ala.org.united/files/content/trustees/orgtools/policies/ALA-code-of-ethics.pdf

Appendix C: References and Resources

Minimum Conditions for Oregon Public Libraries

Oregon House Bill 2243

<https://olis.oregonlegislature.gov/liz/2019R1/Downloads/MeasureDocument/HB2243/Enrolled>

OAR 543-010-0036 Official Recognition of Public Libraries

<https://secure.sos.state.or.us/oard/viewSingleRule.action?ruleVrsnRsn=262857>

State Library of Oregon, Minimum Conditions for Public Libraries in Oregon,

<https://libguides.osl.state.or.us/minconpublibs>

ORS 357.216-286 Library Districts or ORS 357.400-621 Public Libraries,

https://www.oregonlegislature.gov/bills_laws/ors/ors357.html

ORS 357.520 Annual Report

https://www.oregonlegislature.gov/bills_laws/ors/ors357.html

OAR 543-010-0035 Annual Reports

<https://secure.sos.state.or.us/oard/viewSingleRule.action?ruleVrsnRsn=262815>

Governance

ALA Code of Ethics

<http://www.ala.org/tools/ethics>

ALA Policy on Confidentiality of Library Records

<http://www.ala.org/advocacy/intfreedom/statementspols/otherpolicies/policyconfidentiality>

ALA Access to Library Resources and Services for Minors: An Interpretation of the Library Bill of Rights

<http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/minors>

ALA Freedom to Read Statement

<http://www.ala.org/advocacy/intfreedom/freedomreadstatement>

ALA Freedom to View Statement,

<http://www.ala.org/advocacy/intfreedom/freedomviewstatement>

Oregon Department of Justice, Public Records and Meeting Law

<https://www.doj.state.or.us/oregon-department-of-justice/public-records/public-records-and-meetings-law/>

ALA Library Policy Development

<http://libguides.ala.org/librarypolicy>

ALA gives an overview of policy function, ALA policy examples and guidelines, examples of library policies, and a bibliography for professional collection titles on policy development.

Oregon Library Laws

<https://libguides.osl.state.or.us/librarylaws>

Public Records Law, ORS Chapter 192, Records, Public Reports and Meetings

www.oregonlegislature.gov/bills_laws/ors/ors192.html

Oregon Department of Justice, Public Records and Meeting Law

www.doj.state.or.us/oregon-department-of-justice/public-records/public-records-and-meetings-law/

OregonLaws.org, Policy Concerning Public Records

www.oregonlaws.org/ors/192.001

State Library of Oregon, Library Support and Development:

<https://www.oregon.gov/Library/libraries/Pages/Contact.aspx>

Ask questions of the consultants directly.

Training for Trustees, available via the State Library of Oregon:

<https://libguides.osl.state.or.us/conted>

Includes Short Takes for Trustees and Trustee Academy.

United for Libraries: Association of Library Trustees, Advocates, Friends and Foundations

<http://www.ala.org/united/>

State Library of Oregon Library and Information Science Collection:

https://ccrls.ent.sirsi.net/client/en_US/oslpublic

Washington State Public Library Policies

<https://www.sos.wa.gov/library/libraries/libdev/policies.aspx>

This clearinghouse of policies from libraries across Washington State is organized by topic. The list is kept current and is funded in part by the Institute for Museum and Library Services (IMLS) through the Library Services and Technology Act (LSTA).

Public Library Sample Policies

<https://www.cde.state.co.us/cdelib/librarydevelopment/publiclibraries/Policies>

A clearinghouse of policies from libraries across Colorado, organized by topic. Also includes a master list of public library policies and a policy worksheet template for policy development.

Staff

State Library of Oregon, EDI Learning Resources

<https://libguides.osl.state.or.us/conted/edi>

OLA Equity, Diversity, Inclusion, & Antiracism Toolkit

[https://www.oregon.gov/Library/libraries/Documents/OLA EDI Toolkit/OLA TOOLKIT Digital Copy 2021 02 11.pdf](https://www.oregon.gov/Library/libraries/Documents/OLA%20EDI%20Toolkit/OLA%20TOOLKIT%20Digital%20Copy%202021%2002%2011.pdf)

OLA EDI Antiracism Committee Training Resources

<https://ola.memberclicks.net/ola-edi-antiracism-committee-training-resources>

Diversity and Community Engagement Coalition of Communities of Color

<https://www.coalitioncommunitiescolor.org/>

Formed in 2001, the Coalition of Communities of Color (CCC) is an alliance of culturally-specific community-based organizations with representation from the following communities of color: African, African American, Asian, Latino, Middle Eastern and North African, Native American, Pacific Islander, and Slavic.

Oregon Humanities

<https://www.oregonhumanities.org/>

Oregon Humanities is committed to bringing people together across differences.

Center for Equity and Inclusion

<https://ceipdx.org/>

Center for Equity and Inclusion (CEI) is a specialized consulting agency focused on advancing equity, diversity, and inclusion efforts within organizations, education systems and communities

American Library Association

<http://www.ala.org/advocacy/diversity>

Equity, Diversity, and Inclusion are fundamental values of the association and its members, and diversity is listed as one of ALA's [Key Action Areas](#).

Public Library Association: <http://www.ala.org/pla/initiatives/edi>

In its [2018–2022 Strategic Plan](#), the PLA Board of Directors affirmed its commitment to equity, diversity, inclusion and social justice (EDISJ).

Staff Development and Learning, State Library of Oregon, Continuing Education LibGuide

<https://libguides.osl.state.or.us/conted>

Materials

Society of American Archivists

www2.archivists.org/

Selection Policy Toolkit (American Library Association)

<http://www.ala.org/tools/challengesupport/selectionpolicytoolkit>

Collection Development Training (Arizona State Library)

<https://azlibrary.gov/libdev/continuing-education/cdt>

Challenge Support (American Library Association),

<http://www.ala.org/tools/challengesupport>

Challenge Support from State Library (Intellectual Freedom resources, etc.)

<https://libguides.osl.state.or.us/oifc>

CREW: A weeding manual for modern libraries,

<https://www.tsl.texas.gov/ld/pubs/crew/index.html>

Services

ALA Reference Services

<http://www.ala.org/tools/guidelines/standardsguidelines#RefSvcs>

ALA Services to Older Adults

<http://www.ala.org/tools/guidelines/standardsguidelines#OlderAdults>

ALA Teen, Tween, and Young Adult Library Services

<http://www.ala.org/tools/guidelines/standardsguidelines#TeenSvcs>

ALA Children's Library Services

<http://www.ala.org/tools/guidelines/standardsguidelines#ChildrenServices>

Programs

Programming (WebJunction)

<https://www.webjunction.org/explore-topics/programming.html>

Programming Librarian (American Library Association)

<http://www.programminglibrarian.org/>

Programming Resources (Public Library Association)

<http://www.ala.org/pla/resources/tools/programming-instruction/programming-resources>

Technology

Edge Initiative

www.libraryedge.org

World Wide Web Consortium (W3C)

www.w3.org

Information and Technical Assistance on the Americans with Disabilities Act

www.ada.gov

Technology access and assistance

<https://edu.gcfglobal.org/en/topics/computers/>

Digital content for community needs, Oregonians with Print Disabilities

<http://talkingbooks.oregon.gov/>

Community engagement in technology decisions and access, American Library Association

<http://www.ala.org/tools/librariestransform/making-libraries-accessible-adaptive-design-and-assistive-technology>

Technology resources management, Association of Specialized Government and Cooperative Library Agencies

<https://www.asgcladirect.org/resources/>

Library Services and Technology Act (State Library of Oregon)

<https://libguides.osl.state.or.us/lstagrants>

[Encyclopaedic Dictionary of Information Technology and Systems](#)

Core Staff Technology Competencies, Denver Public Library (WebJunction)

https://www.webjunction.org/documents/webjunction/core_staff_technology_competencies_Denver.html

Technology training (WebJunction)

<https://learn.webjunction.org/course/index.php?categoryid=18>

Technology Trends resources (PLA)

<http://www.ala.org/pla/resources/tools/technology/technology-trends>

E-rate resources (State Library)

<https://www.oregon.gov/Library/libraries/Pages/Erate.aspx>

E-rate (Universal Service Administration Company, USAC)

<https://www.usac.org/e-rate/>

Community engagement, Engaged and Embedded Library

[https://www.webjunction.org/news/webjunction/Engaged Embedded Library.html](https://www.webjunction.org/news/webjunction/Engaged_EMBEDDED_Library.html)

Caspe, M. margaret_caspe@globalfrp. or., & Lopez, M. E. elena_lopez@globalfrp. or. (2018). Preparing the Next Generation of Librarians for Family and Community Engagement. *Journal of Education for Library & Information Science*, 59(4), 157–178.
Check for availability via the Statewide Databases.

Levine-Clark, M. michael. levine-clark@du. ed., & Emery, J. jemery@pdx. ed. (2019). Community Engagement as Collaboration. *Collaborative Librarianship*, 11(2), 82–83.
Check for availability via the Statewide Databases.

American Library Association Transforming Communities:

<http://www.ala.org/tools/librariestransform/libraries-transforming-communities/engagement>

In response to the growing call for community engagement resources, the American Library Association (ALA) created Libraries Transforming Communities, an initiative that reimagines the role libraries play in supporting communities.

Community Engagement & Outreach, PLA

<http://www.ala.org/pla/resources/tools/community-engagement-outreach>

Resources devoted to helping you increase your community engagement and outreach, including.

Advocacy, PLA Resources

<http://www.ala.org/pla/leadership/advocacy>

Advocacy, United for Libraries

<http://www.ala.org/united/sites/ala.org.united/files/content/powerguide/united-power-guide.pdf>

Facilities

Library Journal: “Year in Architecture 2020: Public Library Data”

<https://www.libraryjournal.com/?page=year-in-architecture-2020>

Illuminating Engineering Society of North America

<https://ihsmarkit.com/products/iesna-standards.html>

Oregon Health Authority, Breastfeeding

<https://public.health.oregon.gov/HealthyPeopleFamilies/Babies/Breastfeeding/Pages/Laws.aspx>

Information and Technical Assistance on the Americans with Disabilities Act
www.ada.gov

Community anchor

[https://www.researchgate.net/publication/330204810 Public Libraries as Anchor Institutions in Smart Communities Current Practices and Future Development](https://www.researchgate.net/publication/330204810_Public_Libraries_as_Anchor_Institutions_in_Smart_Communities_Current_Practices_and_Future_Development)

Assessment and Planning, Facilities resources (PLA)

<http://www.ala.org/pla/resources/tools/directors-managers-administrators/facilities>

Space Planning Guide

<https://mblc.state.ma.us/programs-and-support/construction/libraryspace.php>

Space planning training (WebJunction)

<https://learn.webjunction.org/course/index.php?categoryid=50>

Additional Resources

[Encyclopedia of Library and Information Sciences](#)

The Encyclopedia of Library and Information Sciences, now in its fourth edition, compiles the contributions of major researchers and practitioners and explores the cultural institutions of more than 30 countries.

[Encyclopedia of Cyber Behavior](#)

[Encyclopedia of Information Science and Technology, 3rd Edition](#)

[Pew Research Center](#)

A great source for current research on libraries and their users. Also provides authoritative reports on online communities and information seeking.

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Ensuring that the Public Library Standards document reflects current best practices for public libraries and is well-organized and easy to use is a commitment made by OLA's Public Library Division to Oregon's public libraries. This assurance is possible because of the hard work of several people, whose passion for public libraries is evidenced through their dedication to improving the Standards.

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