Clackamas County Library Advisory Board Meeting Agenda
August 18, 2022
5:30 pm
Virtually Via Zoom

https://clackamascounty.zoom.us/j/89078898118?pwd=WXRIeHVrMTJDVTNwSWw2aVhVRkVZQT09

Passcode: 323700

Webinar ID: 890 7889 8118

Topic	Time	Information Discussion Decision	Lead
Library Board Meeting Call to Order	5:30 pm		Debrah
Approval of July Meeting Minutes	5:30 pm	Decision	Debrah
Reports/Discussion items:			
a) Director's Report	5:35 pm	Information	Mitzi
b) Chair Report	5:45 pm	Information	Debrah
c) Trolley Trail Festival	5:55 pm	Information	Debrah
d) Gladstone Task Force update	6:00 pm	Information	Natalie
e) NCPRD DAC update	6:15 pm	Information	Grover
f) Concord Task Force update	6:25 pm	Information	Grover
g) OLA Standard Review (2 through 6)	6:30pm	Information	Debrah/Mitzi
h) Public Comment (3 minute limit)	6:55 pm	Information	Debrah
Adjourn	7:00 pm		Debrah
Next meeting: September 15, 2022			

Clackamas County Library Advisory Board Meeting
Virtually Via Zoom
Minutes - Unapproved
July 21, 2021
5:30 pm

Attendance

Voting members

Members	Attendance	Notes
Debrah Bokowski	present	Chair
Grover J. Bornefeld	present	
Natalie Smith	present	
Evan Griffith	present	
Caitlin Gonzales	present	
Nancy Eichsteadt	present	Non-voting alternate (Gladstone)
Anatta Blackmarr	present	Non-voting alternate (Oak Lodge)

Others present

Name	Notes
Mitzi Olson	BCS Library Manager
Mindy Garlington	Gladstone City Council

Call to Order: The meeting was called to order at 5:30 p.m.

ACTION: Approval of April 21, 2022 Meeting Minutes: Natalie made a motion to approve. Seconded by Debrah. APPROVED.

Introduction:
Debrah gave an explanation of the structure and charter of the combined Library Board: one system, two branches. Membership of the Board reflects this: Grover, Caitlin, and Evan represent the unincorporated Oak Lodge service area, Natalie represents the City of Gladstone in the Gladstone service area, Debra represents unincorporated Gladstone in the Gladstone service area, Anatta is the alternate for the Oak Lodge service area, and Nancy is the alternate for the Gladstone service area. Councilor Mindy Garlington is the ex officio liaison to the City of Gladstone. Commissioner Paul Savas is the ex officio liaison for the BCC.
Grover volunteered to finish out the current term as Vice Chair. Offer accepted by vote.
New members will receive binders about the Library Board and will meet individually with Mitzi to review.

Reports

Director's Report: Mitzi

- Summer Reading is underway with live performances and storytimes. Free lunches are available after the programs. Attendance has been low at the Oak Lodge performances. We are working to provide additional awareness of the program offerings.
- The Library participated, along with the Friends at the Trolley Festival. Over 200 crafts were offered to attending children. Free give away books were also provided. Information concerning library programs were handed out to people.
- The Library will also have a table at the Gladstone Community Festival.
- The Oak Lodge Library is undergoing a carpet installation. We are attempting to continue the installation while open, with minimal disruption to our services.

Festival updates: Debrah

- Debrah: Friends of the Oak Lodge Public Library had a booth at the Trolley Festival where donated books were sold. of books to sell.
- Natalie: Gladstone Community Festival is back: August 5 & 6. Gladstone Library Foundation will be selling books at John Wetten School.

Gladstone Library Task Force Update: Natalie

- No update, next meeting being scheduled for August.
- Demolition date for the old City Hall is still being negotiated.

NCPRD DAC & Concord Property and Library Planning Task Force Update (combined): Grover

- DAC was not in existence when the Concord Property and Library Planning Task Force was formed.
- Now that there is more time and the approved plan is not currently funded, alternatives are being looked at.
- There was a 30-minute meeting a week ago: The site of the building will be away from the Concord building; would the task force agree to have it sited on the north side of the building? Agreed.
- Task force has been on hold since last August.
- Grover gave an overview of the project up to this point.
- Mitzi explained some aspects of the funding: Oak Lodge has been saving since 2008; saving is still happening, with the savings staying in the operational fund and rolling over in the beginning fund balance. BCC agreed that general fund money would be used to pay for the revenue bond. Some of the reserves will be used for design.
- Several members want the County to provide a spreadsheet of the budgets for both library projects at each meeting.
- **ACTION:** Grover made a motion to recommend that Anatta be seated on the Task Force to fill a vacancy. Evan seconded the motion. APPROVED. Debrah will convey the recommendation to Doug Jones, Chairperson of the Task Force.

Planning discussion: Mitzi

- Redirecting attention of the (still new) combined Board, specifically for strategic planning. The timing is good to start this important work now.
- Focus on how to operate both branches as one library.
- Some focus areas to consider: programming, funding, staffing.
- Mindy offered a reminder that the review of the Oregon Library Association standards is incomplete. This will be added to the agenda for the next meeting.

ADJOURNMENT: Natalie made a motion made to adjourn the meeting at 7:04 pm.

Next Meeting: August 18, 2022

Respectfully submitted,
Robin Dawson

Clackamas County Library Advisory Board Meeting
Virtually Via Zoom
Minutes - Approved
April 22, 2022
5:30 pm

Attendance

Voting members

Members	Attendance	Notes
Debrah Bokowski	present	Chair
Doug Jones	absent	Vice Chair
Natalie Smith	present	
Grover J. Bornefeld	present	
Leslie Shirk	present	
Vacant	present	Non-voting alternate

Others present

Name	Notes
Mitzi Olson	BCS Library Manager
Mindy Garlington	Gladstone City Council

Call to Order: The meeting was called to order at 5:30 p.m.

Approval of March 17, 2022 Meeting Minutes: Grover made a motion to approve. Seconded by Natalie. APPROVED.

Advisory Board Ethics Overview: Jeffrey Munns, Office of County Counsel
- May not use position for financial gain
  - Avoid conflict of interest or potential conflict of interest.
  - If something doesn't feel right, ask.
- May not receive gifts from vendors, even if the vendor is a friend (there is a $50 limit per year that is permissible).
- Public meetings:
  - Meeting must be open to the public, agenda must be noticed with location, etc.
  - Avoid deliberation (discussion of an issue that leads to a decision) outside of meetings, as it can give the appearance that decisions are being made ahead of time.
- Public records:

- A public records request can pertain to anything that is created in a public role, for example conducting business through personal texts, transcribed voicemails, or email.
- Public officials, including advisory board members, are also Mandatory Reporters.

FY 22/23 budget discussion/approval
- Subcommittee met to discuss; Meeting was recorded and posted; Grover expressed appreciation for the notes in the budget.
- Debrah made a motion to make a recommendation that the BCC approve the FY 22/23 budget. Natalie seconded.
    - Discussion: Grover objected to project costs being included as operational costs. Mitzi explained it is further coded to be included in capital costs.
    - Motion APPROVED.

Director's Report: Mitzi
- Craft classes resumed this month at both libraries. Attendees were surveyed—they were happy to be back and had no concerns about meeting space. Additional classes & events are coming up.
- Planning to participate in two festivals this summer: Trolley Trail & Gladstone Community Festival.
- Will be talking to Rotary at the end of May about the Gladstone Library project.
- Ordering process is coming along and should result in more consistency of new materials coming in.
- In-person story time may resume in May, depending on circumstances.
- Summer Reading planning is underway.
- New Story Walk at the Gladstone Nature Walk .

Concord Task Force update: Debrah & Grover
- Debrah & Grover attended a meeting that Debrah would describe as a "non-meeting"—they really didn't learn much. The gist of the meeting was that costs have escalated. Debrah asked if this would affect the Gladstone Library, but did not get an answer. Mitzi added that cost estimations are being collected and it will go before the BCC in May or June. Grover thought the meeting was confusing and did not offer any guidance about moving forward. There was a discussion about whether or not library board member(s) should have been included.
- There is some question about whether or not the Task Force and/or the Library Board can reopen the plans and meet with the architects to explore a different plan. Mitzi needs permission to invite the architects to meet.
- Suggestion: It's time to set up a joint meeting with both Task Force teams and County decision-makers. Mitzi indicated that no meeting would likely happen before BCC has cost estimations in May or June. Debrah will check in with Cindy Becker to ask for information about what's coming next.

Library Board recruitment: Mitzi
- Still need to get information out—two applicants for each open position so far.

- May 1 is the application deadline. Library Board will meet in executive session to interview candidates.

Gladstone Task Force update: Natalie
- The last meeting was cancelled, so there is no update.

NCPRD DAC update: Debrah
- Went over the budget and talked about the need for a strategic plan before decisions can be made about some of the parks.

Public Comment (3 minute limit)
- Chips Janger reviewed some history about why the Library Board would want to be involved when some might think that it should be the Task Forces making decisions about the library projects.
- Anatta expressed concern that the Library Board seems not to have access to the architects when the Task Forces do.

ADJOURNMENT: 7:40 pm

Next Meeting: May 19, 2022

Respectfully submitted,

Robin Dawson

Gladstone
Statistics June 2022

Overview	June 2022	June 2021	Current YTD	Previous YTD	Percent Change
Circulation	9,800	11,680	136,270	101,108	35%
Downloadable	1,414	1,324	16,603	17,505	-5%
Total	11,214	13,004	152,873	118,613	29%

Reference: Queries	222	22	2,210	385	474%
Reference: Other	379	24	3,304	373	786%
Door Count	3,108	1,008	31,383	1,008	3013%
Internet: Hours Used	136	52	1,847	75	2363%
Internet: Users	289	135	2,944	197	1394%

Programs	June # of Programs	June # of Programs YTD	June # of Programs Previous YTD	Percent Change	June Attendance	Attendance YTD	Attendance Previous YTD	Percent Change
Story Hours	5	48	25	92%	73	303	165	84%
Juvenile Programs	0	0	0	0%	0	0	0	0%
Teen Programs	0	0	0	0%	0	0	0	0%
On-site visits to Library	0	0	0	0%	0	0	0	0%
Off-site visits from Library	0	0	0	0%	0	0	0	0%
Adult Programs	2	15	11	36%	22	154	121	27%
Other	1	1	0	100%	55	55	0	5500%

Inter Library	June	YTD
Borrowed in County	4,915	63,303
Borrowed Out of County	14	236
Loaned In County	3,854	53,356
Loaned Out of County	8	92

Technical Services	June	YTD
Books	71	3,212
Audio	2	82
DVD	25	223
Other	10	22
Total	108	3,539

Volunteer Hours	0	0

New Borrowers	57	607
Borrowers to Date	4,537	

Gladstone
Statistics July 2022

Overview	July 2022	July 2021	Current YTD	Previous YTD	Percent Change
Circulation	11,744	11,904	11,744	11,904	-1%
Downloadable	1,552	1,408	1,552	1,408	10%
Total	13,296	13,312	13,296	13,312	0%

	July 2022	July 2021	Current YTD	Previous YTD	Percent Change
Reference: Queries	217	80	217	80	171%
Reference: Other	426	85	426	85	401%
Door Count	2,809	3,083	2,809	3,083	-9%
Internet: Hours Used	141	212	141	212	-33%
Internet: Users	273	257	273	257	6%

Programs	July # of Programs	July # of Programs YTD	July # of Programs Previous YTD	Percent Change	July Attendance	Attendance YTD	Attendance Previous YTD	Percent Change
Story Hours	4	4	4	0%	75	75	16	369%
Juvenile Programs	4	4	0	400%	200	200	0	20000%
Teen Programs	0	0	0	0%	0	0	0	0%
On-site visits to Library	0	0	0	0%	0	0	0	0%
Off-site visits from Library	0	0	0	0%	0	0	0	0%
Adult Programs	2	2	1	100%	21	21	10	110%
Other	0	0	0	0%	0	0	0	0%

Inter Library	July	YTD
Borrowed in County	5,562	5,562
Borrowed Out of County	11	11
Loaned In County	3,936	3,936
Loaned Out of County	4	4

Technical Services	July	YTD
Books	47	47
Audio	3	3
DVD	8	8
Other	0	0
Total	58	58

Volunteer Hours	0	0

	July	YTD
New Borrowers	40	40
Borrowers to Date	4,574	

Oak Lodge Library
Statistics June 2022

Overview	June 2022	June 2021	Current YTD	Previous YTD	Percent Change
Circulation	15,163	14,723	188,773	130,727	44%
Downloadable	2,043	2,336	25,567	28,054	-9%
Total	17,206	17,059	214,340	158,781	35%

	June 2022	June 2021	Current YTD	Previous YTD	Percent Change
Reference: Queries	207	34	2,775	346	702%
Reference: Other	302	32	3,349	365	818%
Door Count	5,058	3,211	54,999	3,211	1613%
Internet: Hours Used	259	49	2,675	68	3834%
Internet: Users	399	145	4,323	207	1988%

Programs	June # of Programs	June # of Programs YTD	June # of Programs Previous YTD	Percent Change	June Attendance	Attendance YTD	Attendance Previous YTD	Percent Change
Story Hours	4	47	24	96%	23	253	165	53%
Juvenile Programs	0	0	0	0%	0	0	0	0%
Teen Programs	0	0	0	0%	0	0	0	0%
On-site visits to Library	0	0	0	0%	0	0	0	0%
Off-site visits from Library	0	0	0	0%	0	0	0	0%
Adult Programs	2	8	0	800%	24	102	0	10200%
Other	0	0	0	0%	0	0	0	0%

Inter Library	June	YTD
Borrowed in County	6,690	86,300
Borrowed Out of County	41	470
Loaned In County	5,127	65,947
Loaned Out of County	29	223

Technical Services	June	YTD
Books	88	3,525
Audio	4	114
DVD	12	290
Other	11	21
Total	115	3,950

Volunteer Hours	0	0

New Borrowers	62	673
Borrowers to Date	7,216	

Study Rooms	June	YTD
Usage	39	401

Oak Lodge Library

Statistics July 2022

Overview	July 2022	July 2021	Current YTD	Previous YTD	Percent Change
Circulation	15,848	14,614	15,848	14,614	8%
Downloadable	2,336	2,259	2,336	2,259	3%
Total	18,184	16,873	18,184	16,873	8%

Reference: Queries	176	127	176	127	39%
Reference: Other	312	110	312	110	184%
Door Count	4,767	3,964	4,767	3,964	20%
Internet: Hours Used	184	133	184	133	38%
Internet: Users	293	249	293	249	18%

Programs	July # of Programs	July # of Programs YTD	July # of Programs Previous YTD	Percent Change	July Attendance	Attendance YTD	Attendance Previous YTD	Percent Change
Story Hours	5	5	4	25%	21	21	16	31%
Juvenile Programs	4	4	0	400%	75	75	0	7500%
Teen Programs	0	0	0	0%	0	0	0	0%
On-site visits to Library	0	0	0	0%	0	0	0	0%
Off-site visits from Library	0	0	0	0%	0	0	0	0%
Adult Programs	1	1	0	100%	11	11	0	1100%
Other	1	1	0	100%	231	231	0	23100%

Inter Library	July	YTD
Borrowed in County	7,346	7,346
Borrowed Out of County	55	55
Loaned In County	5,125	5,125
Loaned Out of County	20	20

Technical Services	July	YTD
Books	66	66
Audio	15	15
DVD	10	10
Other	0	0
Total	91	91

Volunteer Hours	0	0

New Borrowers	32	32
Borrowers to Date	7,246	

Study Rooms	July	YTD
Usage	41	41

Line of Business	Program	Measures	Measure Type	Owner	Data Manager	FY 21-22 Target	1st Quarter Actual	2nd Quarter Actual	3rd Quarter Actual	4th Quarter Actual	2nd Quarter Cumulative	3rd Quarter Cumulative	4th Quarter Cumulative	Q4 Analysis
Library	Gladstone Library	% youth signed up for summer reading programs who complete the program	Result	Olson, Mitzi	Mitzi O	4%	52%	0%	0%	0%	52%	52%	52%	Summer Reading data is collected in Q1 only.
Library	Gladstone Library	% year-over-year change in signups for kids, teen and adult reading programs	Result	Olson, Mitzi	Mitzi O	7%	N/A	0%	0%	0%	0%	0%	N/A	Summer Reading data is collected in Q1 only. Did not have adult summer reading in prior FY to compare.
Library	Gladstone Library	% materials circulated at least once per year	Result	Olson, Mitzi	Mitzi O	80%	36%	16%	11%	11%	52%	63%	74%	3,162 unique items circulated in FY 21/22 Q4 out of 34,565.
Library	Gladstone Library	# unique material circulations completed (Gladstone Library).	Output	Olson, Mitzi	Mitzi O		12,610	5,745	3,817	3,162	18,355	22,172	25,334	
Library	Gladstone Library	# youth who sign up for summer reading (Gladstone Library).	Demand	Olson, Mitzi	Mitzi O		258	0	0	0	258	258	258	Summer Reading data is collectin in Q1 only.
Library	Gladstone Library	# library visitors (Gladstone Library).	Demand	Olson, Mitzi	Mitzi O		8,849	7,476	6,944	8,114	16,325	23,269	33,383	
Library	Oak Lodge Library	% youth signed up for summer reading programs who complete the program	Result	Olson, Mitzi	Mitzi O	4%	63%	0%	0%	0%	63%	63%	63%	Summer Reading data is collectin in Q1 only.
Library	Oak Lodge Library	% year-over-year change in signups for kids, teen and adult reading programs	Result	Olson, Mitzi	Mitzi O	7%	N/A	0%	0%	0%	0%	0%	N/A	Summer Reading data is collected in Q1 only. Did not have adult summer reading in prior FY to compare.
Library	Oak Lodge Library	% materials circulated at least once per year	Result	Olson, Mitzi	Mitzi O	80%	31%	16%	11%	11%	47%	58%	69%	4,693 unique items circulated in FY 21/22 Q4 out of 53,857.
Library	Oak Lodge Library	# unique material circulations completed (Oak Lodge Library).	Output	Olson, Mitzi	Mitzi O		16,647	8,384	6,056	4,693	25,031	31,087	35,780	
Library	Oak Lodge Library	# youth who sign up for summer reading (Oak Lodge Library).	Demand	Olson, Mitzi	Mitzi O		231	0	0	0	231	231	231	Summer Reading data is collectin in Q1 only.
Library	Oak Lodge Library	# library visitors (Oak Lodge Library).	Demand	Olson, Mitzi	Mitzi O		12,259	13,182	14,117	15,441	25,441	39,558	54,999	

OREGON LIBRARY ASSOCIATION

OLA
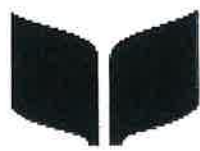
PLD
Public Library Division

Public Library Standards

September 17, 2018

Table of Contents

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 2017-18 Standards Committee created 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.

Additionally, the Public Library Division has determined 11 minimum requirements for a public library in the state of Oregon (see the next section, "Minimum Requirements"). The goal is to provide a consistent level of service to fulfill at least the basic role of a public library. These proposed minimums may be implemented in the future as Oregon Administrative Rules as part of updating the legal definition of a "public library" according to Oregon Revised Statutes (ORS) 357.400 (3)[1].

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[1] ORS 357.400, https://www.oregonlegislature.gov/bills_laws/ors/ors357.html or
https://www.oregonlaws.org/ors/357.400

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
            Attribute
            Attribute
            Attribute
        Indicator
            Attribute
            Attribute
            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:

	Y	N
Indicator: The library provides services free of charge to everyone, as defined by written policies.		
Essential		
• The library offers services that include a circulating collection, public technology, and programming for all ages.	Y	
• The library provides services that meet the needs of the community's demographics including special populations.	Y	
Enhanced		
• The library facilitates or serves as custodian of local history.		N

Exemplary		
• The library provides notary services.		N
• 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 can have a list of essential (always), enhanced and exemplary attributes (sometimes). For those indicators which 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 resources for further research.

Minimum requirements for Oregon public libraries

The Public Library Division has determined the following minimum requirements for a legally established public library in the state of Oregon. The goal is for all libraries to provide a consistent level of service, fulfilling at least the basic role of a public library.

The current legal definition of a public library according to ORS 357.400 (3)[2] (https://www.oregonlaws.org/ors/357.400):

> "Public library" or "public library system" means a public agency responsible for providing and making accessible to all residents of a local government unit library and information services suitable to persons of all ages.

Please note that OLA is looking to update the definition of a "public library." If the definition is successfully updated, these proposed minimums may be introduced in the 2019 legislative session as Oregon Administrative Rules.

STANDARD: The library provides these basic services free of charge to everyone in their service area.

Requirement	Y	N
1. The library provides a physical material collection in one or more of the following ways:	✓	
• Books		
• Media	✓	
2. The library is open a minimum of 20 hours per week.		
3. The library abides by the American Library Association (ALA) Code of Ethics and other relevant ethics codes, rules, or guidelines of the library's governing unit(s) that apply to the organization and its representatives. (See Appendix B for the ALA Code of Ethics[3]).	✓	
4. The library offers free public internet access.	✓	
5. The library offers free public wireless internet access (wi-fi).	✓	
6. The library offers at least one public access computer.	✓	
7. The library has a website which connects to free services from the State Library of Oregon.	✓	
8. The library dedicates a .50 full-time equivalent (FTE) staff member exclusively to library functions during operating hours.	✓	

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[2] ORS 357.400, www.oregonlegislature.gov/bills_laws/ors/ors357.html or www.oregonlaws.org/ors/357.400
[3] ALA Code of Ethics, www.ala.org/united/sites/ala.org.united/files/content/trustees/orgtools/policies/ALA-code-of-ethics.pdf

9. The library has basic policies in place for:		
• Collection management	✓	
• Circulation	✓	
• Patron confidentiality	✓	
10. The library provide basic services for:		
• Reference	✓	
• Youth services	✓	
11. The library has a dedicated space compliant with the Americans with Disabilities Act (ADA)[4] to make materials and services accessible for people with disabilities.	✓	

[4] Information and Technical Assistance on the Americans with Disabilities Act, www.ada.gov

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		
• The library meets the minimum establishment standards to be a public library in Oregon.	✓	
Enhanced		
•		
Exemplary		
•		

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		
• In addition to the American Library Association (ALA) Code of Ethics, the library adopts the Library Bill of Rights, Statement on Confidentiality of Library Records, and Free Access to Minors Statement.	✓	
• The library espouses its commitment to intellectual freedom and free speech in its collection management and confidentiality/privacy policies.	✓	
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 trained annually 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 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		
• Board meetings are noticed to local media, on the library website, and in the library building, as prescribed by Public Records Law[5].	✓	
• Board meeting minutes and agendas are made available on the library's website and upon request, in print.	✓	
• Board meetings include a designated public comment period.	✓	
• Contact information for the board is made available on the library's website.	✓	
• Board meeting packets and supplementary information are available in print upon request.	✓	
Enhanced		
• Board meeting packets and supplementary information are made freely available on the library's website.	✓	
Exemplary		
•		

(handwritten margin note: Check GL Newsltr community calendar page @ library Board)

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[5] 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/

Indicator: The community understands the role of the library and its plans for the future.	Y	N
Essential		
• The library has a written mission statement.	✓	
• The library has a written strategic plan that is updated at least once every five years.		✓
• The library has a written technology plan that is updated at least once every three years.	✓	
Enhanced		
•		
Exemplary		
•		

1.2 Policies and Procedures

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

Note: The ALA Library Policy Development guide includes suggestions and samples of library policies[6].

Indicator: The public and staff go about their library business using established, easy-to-understand rules as outlined in policies adopted by the library governing board.	Y	N
Essential		
• The library has adopted circulation policies.	✓	
• The library has adopted collection management policies.	✓	
• 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		
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Exemplary		
•		

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[6] ALA Library Policy Development, http://libguides.ala.org/librarypolicy

Indicator: The community can easily access information about library policies.	Y	N
Essential		
• Library policies are made freely available 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		
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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.

	Y	N
Indicator: The library maintains a staff of well-qualified professionals and paraprofessionals with the skills, knowledge, and abilities to serve the community as outlined in the library's mission, goals, and strategic plan.		
Essential		
• 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.		
• 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.		
• The library provides staff with continued training opportunities and the support necessary to identify and meet the needs of their patrons and community.		
• The library maintains, supports, and funds an annual staff development plan.		
• Library volunteers enhance the general level of library service but do not replace the services provided by paid library staff.		
Enhanced		
• The library organizes a group of teen volunteers on a teen advisory board that advises on services and collections for teens.		
Exemplary		
•		

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		
• The library maintains contemporary job descriptions for all classifications and provides regular job performance evaluations for all staff.		
• 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.		
• All written policies related to effective personnel management are consistent with policies of any governing bodies.		
• Library policies and procedures address the work and contributions of non-employees and volunteers.		
• The library selects volunteers through a defined hiring process which may include a background check.		
• The library matches volunteers to the specific needs of the library.		
Enhanced		
• All staff members receive salary and benefit packages which are within the top 25 percent for comparable position in the same jurisdiction or in similar local government bodies		
Exemplary		
• All staff members receive salary and benefit packages which are within the top five percent for comparable position in the same jurisdiction or in similar local government bodies.		
• 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: • Reference services • Youth services • Readers' advisory • Community outreach • Event programming • Services in languages other than English • Technology support during all library service hours • Collection management	Y	N
Essential		
• The library provides trained staff to facilitate a professional level of public services in at least five of the eight listed services.		

Enhanced		
• The library provides trained staff to facilitate a professional level of public services in at least seven of the eight listed services.		
Exemplary		
• The library provides trained staff to facilitate a professional level of public services in all eight of the eight 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		
• The library's strategic plan includes specific goals for surveying community diversity.		
• 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.		
• The library uses diversity assessment in developing services and programs to meet the needs of minority populations.		
• The library provides diversity training to staff.		
• Diversity training is reflected in all staff development plans.		
• 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		
• 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.		
• Trained staff members deliver culturally and socially relevant services for new immigrants in their primary language(s).		
• In response to library needs assessment, staff members develop outreach programs to address the current and projected needs of their minority communities.		

Exemplary		
• 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.		
• 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		
• 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		
• The library encourages, supports, and allows time for staff participation in community organizations and groups as outlined in the staff development plan.		
Exemplary		
• 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 committed to the discipline of library science 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		
• Qualified staff members oversee the collections, programs, outreach, and services for children, teens, and adults.		
• 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		
• 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 American Library Association accredited institution, or its equivalent in education and experience.		

	Y	N
• Professional librarians deliver at least 50 percent of the collections, programs, outreach, and services for children, teens, and adults.		
• 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.		
• 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		
• A dedicated library staff member, who possess 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.		
• 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 competently 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		
• The library provides the resources and technological tools necessary for professional education and development.		
• 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.		
• With their supervisors, all employees set annual goals in accordance with the staff development plan for personal and professional development.		
Enhanced		
• Financial support is provided for educational opportunities that incur fees and travel-related expenses.		
Exemplary		
• The library generously funds professional development, publication, convention attendance, classes, and other continuing educational opportunities as part of the library's strategic plan.		

Indicator: Library staff are engaged in professional library organizations.	Y	N
Essential		
•		
Enhanced		
• The library supports staff memberships in state and national professional organizations.		
• Professional librarians and management staff 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		
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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.

Indicator: The library adopts a collection management plan.	Y	N
Essential		
• The collection management plan includes policies and procedures for materials selection.		
• The collection management plan includes policies and procedures for materials removal.		
• The collection management plan includes policies and procedures for reconsideration of materials.		
• The collection management plan includes policies and procedures for materials preservation.		
• The collection management plan includes policies and procedures for donations of books and other materials.		
• The collection management plan includes policies and procedures for special collections.		
• The collection management plan is reviewed at least every three years.		
Enhanced		
• Contracts with primary collection vendors are reviewed at least once every three years		

Exemplary		
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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, adult, teen).		
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		
• The digital catalog is easily accessible onsite and offsite by patrons.		
• The digital catalog is kept up-to-date.		
• The digital catalog is maintained using existing national cataloging standards.		
Enhanced		
• The digital catalog is mobile-friendly.		
• The digital catalog includes book covers or cover art.		
Exemplary		
• The digital catalog offers patron recommendations.		
• The digital catalog provides predictive results.		

Indicator: All users have access to all materials.	Y	N
Essential		
• New materials are made accessible to the public in a timely manner.		
• The library orders new materials regularly throughout the year.		
• The library provides interlibrary loan services.		
• Through its website and other sources, the library provides access to electronic resources purchased by the state.		
• Checking out materials is made as simple as possible for patrons.		
• The library provides easy and accessible ways for patrons to give feedback on collections.		
• 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		
• The library provides access to online databases as appropriate to meet the needs of the community.		
• The library provides adult basic skills materials and English Language Learner (ELL) materials for a wide variety of reading levels.		
• 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.		

• Libraries housing local history and archival collections follow the best practices of the Society of American Archivists[7].		
• The library provides access to federal, state, and local government documents appropriate to the community.		
• The library provides access to special collections appropriate to the community.		
• The library participates in a resource-sharing consortia.		
Exemplary		
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[7] 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		
• The library offers services that include a circulating collection, public technology, and programming for all ages.		
• The library provides services that meet the needs of the community's demographics including special populations.		
Enhanced		
• The library facilitates or serves as custodian of local history.		
Exemplary		
• The library provides notary services.		
• 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		
• Library services are available in person or by telephone all hours the library is open to the public.		
• The library provides reference services.		
• The library provides readers' advisory services.		
Enhanced		
• Library services are available through digital means all hours the library is open to the public.		
Exemplary		
• 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		
• These services are available in person or by telephone all hours the library is open to the public.		
Enhanced		
• These services are available through digital means all hours the library is open to the public.		
• 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		
•		

Indicator: The library encourages/invites the community to make use of library space.	Y	N
Essential		
• The library has access to a public meeting space which is governed by a written policy.		
Enhanced		
• The library has a public meeting and community space.		
• The library has a procedure for members of the public to reserve a meeting room.		
Exemplary		
• 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		
• The library provides comment cards at customer touchpoints.		
• The library solicits feedback via the library website.		
Enhanced		
• The library evaluates patron satisfaction with services on a regular basis.		
Exemplary		
• 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		
• The library offers summer reading programs for children and young adults.		
• The library provides programs that enhance lifelong learning for all community members.		
• The library provides current information about agencies and organizations that connect programs of interest to the patrons.		
Enhanced		
• The library offers summer reading programs for adults.		
• The library offers programs outside the library building.		
Exemplary		
• 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		
• The library offers regular storytimes for children.		
• The library provides current information regarding children's, adult and/or family literacy programs.		
Enhanced		
• The library provides space for, or referrals to, other agencies to teach literacy classes.		
Exemplary		
•		

Indicator: The library invites patrons to provide feedback on its programs.	Y	N
Essential		
• The library provides comment cards at customer touchpoints.		
• The library solicits feedback via the library website.		
Enhanced		
• The library evaluates patron satisfaction with programs on a regular basis.		
Exemplary		
• 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[8] for public libraries. The more detailed Edge Initiative assessment is recommended for best technology 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		
• The library offers training or one-on-one assistance in basic computer skills.		
• The library offers training or one-on-one assistance in business productivity software like word processing, spreadsheets, and presentations.		
• The library offers training or one-on-one assistance in Internet search techniques.		
• The library offers training or one-on-one assistance in online privacy and security issues.		
• The library offers training or one-on-one assistance in using online library resources.		
Enhanced		
• The library offers training or one-on-one assistance in social media.		
• The library offers training or one-on-one assistance in multimedia applications (including photo, video, audio).		
• The library offers training or one-on-one assistance in patron-owned devices (like tablets and smartphones).		
• The library offers technology training or one-on-one assistance in languages other than English in at least one location.		

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[8] Edge Initiative, www.libraryedge.org

Exemplary		
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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 access to 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		
• The library offers access to online career testing preparation tools through its website and/or through career testing software.		

	Y	N
• The library selects and organizes online guides and instructions for identifying, finding, and using online small business development resources.		
Exemplary		
• 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.		
• 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.		

Indicator: The library provides technology resources to meet community members' need for online government and legal information services and assistance.	Y	N
Essential		
• The library selects and organizes online links to local, state, and federal government resources.		
Enhanced		
• The library selects and organizes online guides and instructions for identifying, finding, and using online government resources		
Exemplary		
• The library regularly organizes or hosts a classes for patrons on navigating online government resources or provides one-on-one instruction as requested.		

Indicator: The library provides technology resources to meet community members' need for educational support.	Y	N
Essential		
• Early literacy games, web-based read-along programs, and/or electronic toys or tablets are available at the library and through the library website.		
• The library selects, organizes, and maintains online resources related to homework help, research, and information literacy for students.		
Enhanced		
• The library selects and organizes online guides and instructions for identifying, finding, and using online resources about college selection and financial aid.		
Exemplary		
• 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		
• The library offers access to medical or general health and wellness databases though its website.		
Enhanced		
• The library selects and organizes online guides and instructions for identifying and finding health and wellness resources.		
Exemplary		
• 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		
• 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		
• The library website is compliant with World Wide Web Consortium (W3C)[9] disability accessibility standards as evidenced by the use of an online validation service.		
Exemplary		
• 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		
• 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.		
• The library conducts an analysis of the social and economic conditions of the community to support decision-making related to technology.		

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[9] World Wide Web Consortium (W3C), www.w3.org

	Y	N
• The library assesses (via survey, focus group, forum, etc.) the community's technology needs at least once every two years.		
Enhanced		
• The library surveys patrons annually about public technology use and outcomes.		
• Digital inclusion and technology goals are included in the strategic plan.		
Exemplary		
• 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.		
• 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		
• The library engages in resource-sharing partnerships to benefit the library and its patrons.		
Enhanced		
• The library partners with local organizations to offer technology training in the library.		
• The library partners with local organizations to offer technology training off-site.		
Exemplary		
• 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		
• Existing resources (like TechSoup, WebJunction, Edge) are used to help improve library technology management.		
• The library supports staff development through technology programs offered by vendors, the state library, or other organizations.		
Enhanced		
• Training resources and curricula are shared with other libraries or community-based organizations.		
• Network management policies and practices are shared with other libraries or community-based organizations.		

Exemplary		
• The library has a collection of technology devices available for staff development and programming purposes.		
• 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		
• The library develops and adopts a technology plan.		
• The library integrates public access technology into planning and processes.		
• The library has some staff/volunteers with technology expertise to help patrons achieve their goals.		
• The library provides adaptive technology tools for people with disabilities.		
• The library has enough devices and sufficient dedicated bandwidth to accommodate user demand.		
• The library maintains current catalog holdings and patron information in an automated, integrated system.		
• The library provides free public access to the Internet through a dedicated high-speed (as fast as is available locally) connection.		
Enhanced		
• The technology plan is reviewed and updated as needed, annually.		
• The library has sufficient staff with technology expertise to help patrons achieve their goals.		
• The library ensures staff members are trained and kept up to date, using competencies standards, on technology used and offered in their library.		
Exemplary		
• The library has sufficient staff with technology expertise to maintain technology.		
• The library teaches and practices network and patron privacy protections.		
• The library manages its technology resources to maximize quality by monitoring systems and minimizing out-of-service devices.		
• 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.

Indicator: Libraries are active participants in their community.	Y	N
Essential		
• The library participates in community initiatives in a support or leadership role.		
• Library staff members participate as an active member, leader, and supporter of community groups.		
• Library staff can identify community initiatives and community partners.		
• The library partners with community organizations.		
Enhanced		
• The library convenes, initiates, or hosts community meetings involving multiple stakeholders to address community issues.		
• Library staff members are embedded in community commissions, boards, neighborhood groups, and organizations.		
• Verbal cooperative agreements exist between the library and community partners.		

	Y	N
Exemplary		
• The library has established and adopted a library partnership policy.		
• Written cooperative agreements exist between the library and community partners.		

Indicator: Community members are actively involved in the library.	Y	N
Essential		
• Library staff and volunteers participate in community long-range planning so that library priorities are communicated and represented.		
• Community volunteers are recruited for support as defined by the library's written volunteer policy.		
• A library staff person is responsible for volunteer coordination and training.		
• Positive relationships exist with the local Friends of the Library groups and library foundations.		
• 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.		
• The library responds to community feedback in a timely fashion.		
Enhanced		
•		
Exemplary		
•		

Indicator: The library provides broad access to information about library services, opportunities, and challenges.	Y	N
Essential		
• 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.		
• The library provides information and training to all library staff regarding the impact of marketing on the library's image and community relations.		
• 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		
• The library collects, organizes, and provides information about community groups, initiatives, and issues.		
• The library regularly provides informational materials and updates on library services to the community.		
• The library works with local businesses and organizations to cross-promote services and community benefits.		
• 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.		
• The library publishes an annual plan to communicate the library's brand, value, and impact on the community.		
• 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.		
• The library participates in statewide or national campaigns that seek to increase public awareness of libraries.		
Exemplary		
• 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.

Indicator: Staff and community members have the tools and support to effectively advocate for the library.	Y	N
Essential		
• Library staff and community members advocate for improved library service at the local, state, and federal level.		
• 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.		
• Library staff members are informed of OLA and ALA legislative issues and promote those issues whenever possible.		
• Library staff members are familiar with the most current OLA legislative agenda.		
• The library cultivates relationships with elected officials at all levels of government.		
• The library invites elected officials and community leaders to library events and programs.		
• The library develops key messages for staff, volunteers, and community partners.		
Enhanced		
• The library provides resources and encouragement to staff and supporters to ensure they can be successful advocates.		
• The library provides legal and state election law training to staff and supporters.		
• Library staff and supporters attend events, hearings, and programs where public policy that affects the community is reviewed and discussed.		
• Library staff, volunteers, and community partners support OLA Legislative Day with calls, mail, and representation as allowed by law.		

Exemplary		
• Training in advocacy skills for the benefit of the library is offered to staff, board, Friends of the Library groups, library foundation, and volunteers.		