

# MISSOURI PUBLIC LIBRARY STANDARDS



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# Introduction

Public Library Standards were first issued in Missouri in 1996 and committees have been formed periodically since then to update them. The most recent Standards Committee was established in 2020 at the request of the Missouri Public Library Directors group and included library directors from small, medium, and large libraries along with ex officio assistance from the State Librarian and the Library Development Division Director at the State Library.

A significant change to this edition of the Public Library Standards is the transition to a tiered structure. Basic, minimum requirements are listed at the beginning of the document followed by sections providing standards listed in topical categories and subcategories. Each of these categories are then split out into Essential, Enhanced, and Exemplary levels. An overall rating level can then be calculated when the document is fully reviewed which will provide a benchmark against peer libraries across the state and provide incentive to improve future scores.

The intention of the committee is to provide a relevant and useful tool for library directors, boards of directors, and other library stakeholders to manage the resources entrusted to them under state law, and to aid in strategic planning regardless of the current level of services offered. The standards are designed to encourage the ongoing development of quality library service across Missouri by providing public libraries with a self-evaluation tool to identify strengths, recognize areas for improvement, help with goal setting, and assist libraries in gaining community support.

These standards are not intended to be a one-size-fits-all set of elements that all libraries must meet. Some libraries currently plan and carry out activities that exceed many of those listed, while others are constrained by resources in ways that make achieving many of the basic standards difficult. Every community is different. What is important is that the director, staff, board, and community members constantly review where they are, where they want to be, and what it will take to get there.

These standards are a means for the Missouri public library community to accomplish the following tasks:

1. To stimulate the growth and development of public libraries by providing a common tool to be used for the development of goals.
2. To motivate improvement in the quality and effectiveness of service.
3. To develop a concern and appreciation for the necessity of evaluation and public accountability.
4. To provide a vehicle for eliminating barriers as well as a reminder that all Missouri citizens need and deserve quality library service.

## ***2020-2022 Missouri Public Library Standards Review Committee***

Michelle Mears, Rolling Hills Library, Chair

Gina Milburn, Barry Lawrence Regional Library

Katie Hill Earnhart, Cape Girardeau Public Library

Steve Campbell, Scenic Regional Library

Steve Potter, Mid-Continent Public Library

Tony Benningfield, Jefferson County Library

Elizabeth Plotner, Daviess County Library

JoEllen Pratt, Cameron Public Library

Mary Beth Revels, St. Joseph Public Library

Stacey Embry, Morgan County Library

Teresa Tidwell, Caruthersville Public Library

The Review Committee would like to thank the following individuals for their assistance with this project:

Robin Westphal, State Librarian, Missouri State Library

Debbie Musselman, (former) Division Director for Library Development, Missouri State Library

This standards document was approved by the Missouri Public Library Directors organization in July 2022 and adopted by the Missouri Library Association at its September 2022 annual conference. The Association then transmitted the document to the Office of Missouri Secretary of State for consideration as official state standards. The Secretary’s Council on Library Development approved the standards as an advisory document in November 2022.

## Use of the Standards

The use of these public library standards requires strong commitment on the part of the library director and the board of trustees. Some of the standards can be achieved through time, energy, and leadership. Others will require a funding increase to meet higher standards. Securing additional funding requires significant efforts at both the local and state level.

The first commitment necessary is that of time. Library directors and trustees should work together to study the standards and measure their library against this document, which may assist in enhancing the services currently offered and lead the library to find efficiencies and make improvements.

This document should serve as a regular evaluation tool, encouraging libraries to move from Essential to Enhanced and Exemplary. It can be used annually or every two to three years as a gauge of the library's progress. As the trustees and library director take a closer look at current plans and services, it will assist them in determining the future direction of the library. With this information in hand and employing long-range planning techniques, the board and administration will be able to move the library forward and make it stronger.

**NOTE: For any standard listed that begins with an “If” statement, a library can mark YES if they meet the criteria listed OR if the statement does not apply to their library situation. It is on the library itself to determine applicability and answer appropriately.**

A library will be considered to have reached each of the target levels below when the minimum percentage of statements listed have been marked YES in each section categorized at the three levels. These same percentages will apply to the standards as a whole, and then a library can use the category designation in their marketing and promotional materials. As these standards mature and develop further, there may be incentives or rewards at the state level tied to these performance categories as a further inducement for improvement. The PDF version of these standards is for reading and review and the companion spreadsheet will assist in scoring. Be sure to use the same version number of both documents together.

**Essential 75%**

**Enhanced 85%**

**Exemplary 95%**

# Minimum Requirements for Missouri Public Libraries

The Missouri Public Library Directors Standards Committee has determined the following minimum requirements for a legally established public library in the state of Missouri. The goal is for all public libraries to provide a basic level of service to all residents in their community, free of charge.

Entry Level Requirements	Y	N
1. The library has a tax levy or receives an appropriation from another political subdivision, such as a municipality or county.		
2. The library has an appointed Board of Trustees or elected supervisory body, such as a city council or county commission.		
3. The library is open a minimum of 20 hours per week.		
4. The library abides by the American Library Association (ALA) Code of Ethics.		
5. The library offers free public wireless internet access (wi-fi).		
6. The library offers at least one free public access computer with internet access.		
7. The library has a website.		
8. The library dedicates at least one .50 full-time equivalent (FTE) staff member exclusively to library functions during operating hours.		
9. The library has basic policies in place for personnel, collection management, circulation, and patron confidentiality, which are periodically reviewed and updated.		
10. The library provides basic library programming, which is at least one program a month. For example, a book discussion group or preschool storytime.		
11. The library has a dedicated space to make materials and services accessible, and this space is minimally compliant with the Americans with Disabilities Act (ADA).		
12. The library spends at least 5% of its annual budget on new materials.		
13. The library provides a physical collection, which includes books and media.		
14. The library provides a digital collection, which includes e-books and e-audiobooks.		
15. The library operates with an integrated library system; the library is automated.		
16. The library maintains Directors' & Officers' insurance, general liability insurance, and Workers Compensation insurance.		
17. The library complies with all Missouri Ethics Commission reporting requirements.		
18. The library operates in accordance with the applicable section of the Revised State Statutes which pertain to Missouri public libraries, RSMO 182.		
19. The library complies with the Missouri Sunshine Law, RSMO 610.		
20. The library complies with the Missouri Prevailing Wage Law, RSMO 290.220.		
21. The library complies with the Missouri Revised Statutes pertaining to tax levy hearings, RSMO 67.110 and RSMO 137.055.		
22. The library complies with the Missouri Work Authorization Program, RSMO 285.530.		
23. The library complies with the Missouri Revised Statutes pertaining to auditing and financial reporting, RMSO 105.145.		
24. The library complies with the Missouri Revised Statutes pertaining to the retention periods for administrative, fiscal, and legal records, RSMO 109.255.		
25. The library complies with the Missouri Revised Statutes pertaining to the investment of public funds, RSMO 182.630.		

# 1. Administration & Governance

All Missouri residents should have access to a legally established, readily accessible public library capable of connecting individuals with comprehensive information resources of the region, state, and nation. Public library districts are established and maintained according to the provisions of the Missouri Statutes and are funded by property and/or sales tax revenue, state, federal and private funds. All Missouri public library districts are governed by library boards or as otherwise provided by law.

## 1.1 Policies

	Y	N
<b>Essential</b>		
1.1.1. The board establishes written bylaws that outline its purpose, list its operational procedures, and address conflict of interest issues.		
1.1.2. A library policy manual is created with input from library staff and regularly reviewed and updated by the board (see Essential Policy List in Appendix D).		
1.1.3. The board assures that adequate records and statistics on library operations are kept in accordance with relevant state statutes and state library requirements.		
<b>Enhanced</b>		
1.1.4. The library's public policies are posted to the library's website.		
1.1.5. Library staff are required to review and certify that they have read all library policies.		
<b>Exemplary</b>		
1.1.6. If more than 5 percent of the library community speaks a language other than English in the home, the library's policies are provided in those languages as needed by the communities that they serve.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 1.2 Planning

	Y	N
<b>Essential</b>		
1.2.1. The library has a written mission and/or vision statement.		
1.2.2. The board is involved in the development of the library's strategic plan and sees to it that the plan is updated every 3-5 years.		
<b>Enhanced</b>		
1.2.3. The library uses surveys or other feedback tools to regularly assess the effectiveness of its services.		
1.2.4. The library has an active Friends of the Library support group with a staff person who serves as a liaison to this group.		

<b>Exemplary</b>		
1.2.5. The board encourages and develops a library foundation/endowment to enhance and supplement the library district's primary operations.		
1.2.6. The board and director maintain a written plan of emergency procedures and/or a risk management plan.		
1.2.7. The library has a written succession plan for library staff development and library management and leadership.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

### 1.3 Board Members & Meetings

	Y	N
<b>Essential</b>		
1.3.1. Library administration works with the appointing body to recruit board members who reflect the demographics of the population served by the library district.		
1.3.2. Newly appointed board members complete an orientation process.		
1.3.3. The board is offered ongoing board training relevant to state and local laws for public officials, including but not limited to government ethics, public records, public meetings, and contracting.		
1.3.4. The board meets at a regularly scheduled time and place at least the minimum number of times as prescribed by Missouri law, which is posted publicly at least 24 hours in advance.		
1.3.5. The library director is present at all board meetings, except when indicated by state law for closed sessions.		
1.3.6. The library director ensures that current financial and statistical reports are available for review at each board meeting.		
1.3.7. Board meetings include a designated public comment period.		
<b>Enhanced</b>		
1.3.8. Contact information for the board is made available on the library's website.		
1.3.9. Board meeting minutes are made available on the library's website.		
1.3.10. Board members are informed about continuing education activities directly related to public libraries, such as conferences and webinars.		
<b>Exemplary</b>		
1.3.11. Library administration works with the appointing body to ensure continuity of an active and supportive library board.		
1.3.12. Board members are encouraged to join relevant regional, state, and national associations, with dues paid for by library funds.		

1.3.13. Board members are offered continuing education and training with registration and expenses paid by library funds.		
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	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 1.4 Board/Director Relationship

	Y	N
<b>Essential</b>		
1.4.1. The board directs and participates in the hiring process for a library director.		
1.4.2. The board approves proposed policies/budgets for the library and shapes the direction of the library through the mission statement and strategic plan.		
1.4.3. The board is not involved in the day-to-day operations of the library, instead they rely on the director for library operations and management.		
<b>Enhanced</b>		
1.4.4. There is a written statement in library policy or board bylaws that differentiates the responsibilities of board members from those of the library director.		
1.4.5. The board approves and encourages the professional development of the director, including attendance at statewide meetings.		
<b>Exemplary</b>		
1.4.6. The library director informs the board of pending legislation on local, state, and national levels and how it may affect local library service.		
1.4.7. The board provides for the professional development of the director with travel and registration paid for by library funds.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 1.5 Cooperation & Partnerships

	Y	N
<b>Essential</b>		
1.5.1. The library cooperates with other libraries (public, school, academic, special) to offer information, services, and programs for library users, such as interlibrary loan, reciprocal borrowing, and consortium access to collections.		
1.5.2. The library occasionally partners with other local agencies for program and services, such as a local service organization's canned food drive.		

<b>Enhanced</b>		
1.5.3. The library cooperates with other government agencies to offer specialized services, such as passport acceptance or fingerprinting.		
1.5.4. The library creates partnerships with other local agencies involved with early childhood learning and literacy.		
1.5.5. The library has management or board members who are representatives to local service or social organizations.		
<b>Exemplary</b>		
1.5.6. The library has regular or annual partnerships with other local entities for fundraising, special events, and other regular and ongoing services to the library district such as author visits or workforce development activities.		
1.5.7. Library representatives are leaders and/or officers of local service or social organizations.		
1.5.8. The library is sought out by other community groups for partnerships and activities, specifically that the other organization contacts the library first to request collaboration.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## Section 1 TOTALS

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		



## 2. Finances

A key responsibility of the board is to assist library staff in seeking and securing funding from public and private sources and to monitor those funds in a way that supports the long-term sustainability of the library district. Public libraries supported by local taxes are political subdivisions of the State of Missouri, and therefore many processes and procedures regarding library finances are dictated by Missouri statutes. A listing of these statutes is provided in Appendix B.

It is essential that libraries are as transparent as possible concerning the use of public money. Libraries should be proactive in this regard, distributing information on a consistent and reliable basis to the board, other administrative bodies, and the community at large.

### 2.1 Income

	Y	N
<b>Essential</b>		
2.1.1. The library district has a voter approved operating property tax rate of \$.10 or above per hundred dollars of assessed valuation, or a minimum support of \$20.00 per capita from all local funds including any library sales tax (See Appendix C for formula).		
2.1.2. The library district board certifies the annual tax rate in the manner prescribed by Missouri statutes.		
<b>Enhanced</b>		
2.1.3. The library district has a voter approved operating property tax rate of \$.20 or above per hundred dollars of assessed valuation, or a minimum support of \$40.00 per capita from all local funds including any library sales tax.		
2.1.4. Library staff apply for and are awarded one to four grants per fiscal year from private or public funds.		
2.1.5. The library has a Friends group that annually contributes funds towards library programs and services.		
<b>Exemplary</b>		
2.1.6. The library district has a voter approved operating property tax rate of \$.30 or above per hundred dollars of assessed valuation, or a minimum support of \$60.00 per capita from all local funds including any library sales tax.		
2.1.7. Library staff apply for and are awarded five or more grants per fiscal year from private or public funds.		
2.1.8. The library has a foundation/endowment that solicits and invests funds with long term support of the library as its goal.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 2.2 Budget & Expenditures

	Y	N
<b>Essential</b>		
2.2.1. The library district follows fiscal procedures consistent with Missouri state law in preparing, presenting, and administering its annual budget.		
2.2.2. The director presents financial reports for review at each meeting of the board and makes them available to members of the public upon request.		
2.2.3. A minimum of 5% of the annual operating budget is allocated for the acquisition of or access to both digital and physical materials.		
2.2.4. At least 40% of annual operating budget is allocated for salaries and benefits of library staff.		
<b>Enhanced</b>		
2.2.5. The library's annual budget is posted on the website.		
2.2.6. The library director includes both a narrative and financial section of the proposed annual budget for board review and approval.		
2.2.7. A minimum of 10% of the annual operating budget is allocated for the acquisition of or access to both digital and physical materials.		
2.2.8. At least 50% of annual operating budget is allocated for salaries & benefits of staff.		
<b>Exemplary</b>		
2.2.9. A minimum of 15% of the annual operating budget is allocated for the acquisition of or access to both digital and physical materials.		
2.2.10. At least 60% of annual operating budget is allocated for salaries & benefits of staff.		
2.2.11. The library has a financial plan with a long-range planning instrument that includes recent analysis of community, political, and economic factors that may impact library finances.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 2.3 Reserves

	Y	N
<b>Essential</b>		
2.3.1. The library district maintains a capital reserve fund for future needs such as maintaining facilities and the replacement of furniture and equipment.		
2.3.2. The library district maintains operational reserve funds to specifically cover the percent of their annual operating budget that is a gap between the beginning of the fiscal year and the receipt of tax income.		

<b>Enhanced</b>		
2.3.3. The library district maintains capital reserve funds equal to or greater than 30% of their annual operating budget for future needs such as maintaining facilities and the replacement of furniture and equipment.		
2.3.4. The library district maintains operational reserve funds to cover both gap expenditures until tax income is received and for emergencies and unforeseen circumstances such as insurance deductibles or staff PTO liabilities.		
2.3.5. Fund balances of the library district held in reserve are optimally invested and insured within the legal parameters established by Missouri statutes, and investment plans are reviewed annually.		
<b>Exemplary</b>		
2.3.6. The library district maintains capital reserve funds equal to or greater than 50% of their annual operating budget for future needs such as maintaining facilities and the replacement of furniture and equipment.		
2.3.7. The library district maintains operational reserve funds to cover 75% of their annual operating budget for gap expenditures, emergencies, or unforeseen circumstances, such as a precipitous drop in property valuations or local disaster.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 2.4 Insurance

	Y	N
<b>Essential</b>		
2.4.1. The library district maintains liability insurance.		
2.4.2. The library district carries an errors and omissions insurance policy on its board and staff (also called directors and officers coverage).		
<b>Enhanced</b>		
2.4.3. The library district bonds staff and board members with access to funds of \$500 or more, either in cash or bank accounts, as required by Missouri statute.		
2.4.4. The library district maintains buildings and contents insurance to the extent they are able. Few policies can cover full replacement cost for a library's collection and contents.		
<b>Exemplary</b>		
2.4.5. The library district maintains separate funds to specifically cover all deductibles and insurance co-payments that may be required in the event that claims need to be filed.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 2.5 Financial Oversight

	Y	N
<b>Essential</b>		
2.5.1. Library districts with a budget over \$1 million are annually audited by an independent C.P.A. firm with experience in governmental accounting. Library districts with a budget under \$1 million regularly conduct a financial review by an independent source with experience in governmental accounting.		
2.5.2. After review, an audit/review document and management letter are sent to the State Library, the State Auditor, and the district's board-appointing bodies.		
<b>Enhanced</b>		
2.5.3. The library board receives an in-person presentation from the firm conducting an audit or review, and all questions are answered to their satisfaction.		
<b>Exemplary</b>		
2.5.4. The library's annual audit/financial review document is posted on the website.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## Section 2 TOTALS

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

### 3. Facilities

The well-planned library building is efficiently organized for use by patrons and staff. It allows for flexibility in space utilization, accommodates technology, provides an inviting interior, and is designed around the service needs of the community as reflected in the library’s plan. The role of the library district in a particular community determines the type and number of physical facilities required. There should be a welcoming atmosphere of openness, which encourages a wide segment of the population to use the library and regard it as an essential component of community life. Libraries are a meeting place for many people and organizations in the community and strive to have space to accommodate this important function.

There are a number of facilities standards that use terms which may be subjective or mention assessments. It is up to the library to determine what is acceptable or “adequate” by using commonly available tools for library space analysis and planning. The Missouri State Library will provide links to resources for library directors to use for facilities evaluation whenever possible.

**In this section only, library systems with multiple locations or branches might answer sections 3.2 and 3.3 for each location separately and then tally the Yes and No answers to give an overall answer that trends towards one side or the other as an analysis of the system as a whole.**

#### 3.1 Planning & Design

	Y	N
<b>Essential</b>		
3.1.1. Physical facilities are adequate to carry out the mission of the library district and fill the needs of the population it serves.		
3.1.2. All library district buildings are designed to comply with federal, state, and local laws; including fire, safety, sanitation, ADA accessibility, and energy conservation.		
3.1.3. The library utilizes architects and engineers certified to practice in Missouri for construction or addition projects.		
<b>Enhanced</b>		
3.1.4. Space is designed to encourage self-directed use of the library but also locates staff in places they are regularly needed.		
3.1.5. Building design and layout provide for appropriate sightlines and control points for security.		
<b>Exemplary</b>		
3.1.6. Placement of facilities is determined by careful community data analysis and projections for future growth.		
3.1.7. Buildings and grounds are designed to be environmentally friendly and sustainable, and whenever possible meet LEED standards.		
3.1.8. Natural light is available as much as possible in public areas of the facility.		

3.1.9. Heating, air conditioning, and lighting designs are chosen to balance energy conservation, patron comfort, materials preservation, and financial considerations.		
3.1.10. The library staff compiles a space needs assessment at least every five years to share with the library board, with or without consultant assistance.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

### 3.2 Building & Property Features

	Y	N
<b>Essential</b>		
3.2.1. The minimum number of parking spaces, including adequate handicapped accessible parking spaces, is provided according to local ordinances, or at least 1 space per 500 S.F. of library area.		
3.2.2. Storage space is available for library needs.		
3.2.3. For the comfort of the public and staff as well as the protection of library materials, proper temperature and humidity control is maintained throughout the year.		
3.2.4. Exterior lighting is sufficient to provide for the security of patrons and staff.		
<b>Enhanced</b>		
3.2.5. Convenient, sufficient, well-lit parking is located near or adjacent to the facility.		
3.2.6. Interior lighting is evenly distributed, bright, and free of glare.		
3.2.7. Separate, non-public areas for staff workspace, breaks, and staff restroom(s) are provided.		
3.2.8. <i>Public spaces and furnishings are provided for the following:</i> • Visually and/or physically separate areas for children, teens, and adults.		
3.2.9. • Space for programming for different ages or groups.		
3.2.10. • Group and individual study.		
3.2.11. • Quiet space.		
3.2.12. • Public meetings.		
3.2.13. • Utilization of materials in the building (e.g. study tables/comfortable chairs).		
3.2.14. • Public computing.		
3.2.15. • Public restrooms with diaper changing tables.		
3.2.16. An exterior book return or return slot is provided during hours the library is closed.		
3.2.17. Shelving and displays are appropriately sized and visually appealing.		
3.2.18. The library has security cameras for staff and patron safety.		
3.2.19. The library has specific furniture that meets the needs of people with disabilities.		

3.2.20. The library regularly assesses the facility and/or surveys the public for facility input.		
<b>Exemplary</b>		
3.2.21. Usage statistics are maintained and compared to space allocation in order to ensure library facilities meet demands of the community.		
3.2.22. The library system has significantly sized and useful storage spaces throughout its facilities.		
3.2.23. Buildings have multiple security features, such as badge entry, security cameras, and after-hours security monitoring.		
3.2.24. Library has a wellness room for use by the public for breastfeeding or when a quiet and soothing space is needed for any reason.		
3.2.25. Family-friendly restroom is located in the children’s section of the library.		
3.2.26. Unisex or family restrooms are available for both the public and for library staff.		
3.2.27. Library has an exterior book drop and/or pickup window accessible by a vehicle.		
3.2.28. If an exterior book return is attached to the library or feeds inside the building, it is fire retardant or considered fire safe.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

### 3.3 Signage

	Y	N
<b>Essential</b>		
3.3.1. Exterior signs include building number, name of library/branch, and hours of service.		
3.3.2. Interior signs are highly visible and comply with ADA guidelines as required.		
<b>Enhanced</b>		
3.3.3. Library signage has a cohesive look and feel and uses professional design elements.		
3.3.4. Signage to market library collections and services is easily changed and does not contribute to visual clutter or confusion from too much signage.		
<b>Exemplary</b>		
3.3.5. Signs are provided in multiple languages if at least 5% of the community and/or neighborhood speaks a language other than English in the home.		
3.3.6. Exterior signs are lighted and visible on the street from multiple directions and clearly indicate the purpose of the building(s).		
3.3.7. Traffic or other standard signs on adjacent or arterial streets direct residents to the library.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

### 3.4 Maintenance

	Y	N
<b>Essential</b>		
3.4.1. Library building(s) do not require a disproportionate part of the annual operating budget to maintain (where basic upkeep does not reduce spending on other library needs).		
3.4.2. Library policies are in place to address usage and maintenance of facilities.		
3.4.3. The annual budget includes appropriations for building and grounds maintenance, repair, and replacement.		
<b>Enhanced</b>		
3.4.4. Funds for current and future capital improvements and facility and grounds maintenance are budgeted each year.		
3.4.5. Furniture and equipment are promptly replaced when damaged or worn.		
3.4.6. Contact lists for all mechanical service providers are up-to-date and maintained in a location that is easily accessible by all relevant staff.		
<b>Exemplary</b>		
3.4.7. The library has a comprehensive, written maintenance plan for all facilities with an annual checklist of tasks to complete.		
3.4.8. The library has dedicated maintenance staff who are not also expected to perform custodial duties on a daily basis.		
3.4.9. Long range plans for the library have a specific section addressing facility needs.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

### Section 3 TOTALS

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		



## 4. Human Resources

Personnel are the library district’s most valuable resource and usually account for the largest portion of the budget. Library staff are responsible for carrying out the mission and the service plan of the library. All library staff should be competent, well-trained, and able to provide high-quality service in a friendly and courteous manner.

If the library does not use volunteers at all, skip section 4.4 but use the alternate line for your totals in this section and for your final scores. A library may choose to answer section 4.4 from the perspective of a Friends of the Library group that utilizes volunteers on behalf of the library.

### 4.1 Employment & Compensation

	Y	N
<b>Essential</b>		
4.1.1. The library district has a properly qualified and paid director or chief executive.		
4.1.2. The library has qualified staff members with education or experience who are able to accomplish the goals of the library.		
4.1.3. There are written job descriptions for all staff positions that are updated regularly.		
4.1.4. The library has a written set of personnel policies and procedures approved by the board and shared with all employees.		
4.1.5. Salaries and benefits are commensurate with other Missouri libraries and the regional employment marketplace, using available tools and data for comparison.		
4.1.6. Background checks are conducted for staff who regularly work with children.		
<b>Enhanced</b>		
4.1.7. The library director/chief executive has a master’s-level library science degree.		
4.1.8. At least 15% of FTE employees have a master-level library science degree.		
4.1.9. The library has a regularly updated compensation schedule that lists library positions and a starting wage or low-high wage range.		
4.1.10. The library offers health insurance to all full-time employees.		
4.1.11. The library offers a retirement plan or retirement savings options to all full-time employees.		
4.1.12. The library has designated staff to serve different age levels or service areas of the library.		
4.1.13. The library offers some benefits to part-time employees, such as holiday pay.		
4.1.14. The library staff reflects the diversity of the community served.		
4.1.15. Background checks are conducted for all library staff.		

<b>Exemplary</b>		
4.1.16. The library has at least 15% of positions that require and are filled by people with a masters-level library science degree.		
4.1.17. The library offers pro-rated benefits to part-time employees comparable to full-time employees.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 4.2 Performance Evaluation

	Y	N
<b>Essential</b>		
4.2.1. Staff performance is formally or informally evaluated at least once every three years.		
4.2.2. Library user surveys or other feedback mechanisms include questions about staff and the customer service they provide.		
<b>Enhanced</b>		
4.2.3. Staff are evaluated annually and have an opportunity to participate in the evaluation process.		
4.2.4. Feedback is given to all staff on a regular basis.		
4.2.5. The board conducts a regular evaluation of the library director or chief executive at least once every three years.		
4.2.6. The library has an organizational chart that clearly shows supervisors and subordinates.		
<b>Exemplary</b>		
4.2.7. All staff are encouraged to provide feedback to their supervisors and managers in relation to library management practices.		
4.2.8. The library director or chief executive requests evaluative feedback from their direct reports or management staff in order to get a full picture of their job performance.		
4.2.9. Staff performance and accomplishments are celebrated with a special event or public recognition.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

### 4.3 Professional Development & Training

	Y	N
<b>Essential</b>		
4.3.1. All staff receive a new employee orientation.		
4.3.2. Library staff have or will obtain all the necessary technology skills to serve users in the modern library environment.		
4.3.3. The library director participates in community engagement opportunities.		
4.3.4. Professional development is made available to supervisory/management staff.		
4.3.5. The library has a method to record and keep track of staff training activities.		
4.3.6. The library pays for the director’s professional association dues, and/or for local organization dues when acting as a library representative or spokesperson.		
<b>Enhanced</b>		
4.3.7. Funds are budgeted for selected staff to attend in-person conferences and training every year.		
4.3.8. All staff are encouraged to participate in as much virtual or computer-based training as possible, considering their other regular duties and responsibilities.		
4.3.9. Multiple library staff have the opportunity to participate in community engagement activities or organizations.		
4.3.10. Director attends municipal or regional government meetings other than when making a budget request or invites governing bodies to meet in the library.		
<b>Exemplary</b>		
4.3.11. Formal, in-house staff training is provided one or more times per year.		
4.3.12. Staff are trained specifically in emergency procedures and protocols.		
4.3.13. The director and other key staff attend regional or national conferences on a regular basis, such as ALA, PLA, ABOS, or ARSL.		
4.3.14. Library staff “give back” by sharing their education and experiences with other libraries through presentations at conferences or other informal meetings and training across the state or region and/or service on local or professional committees.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

### 4.4 Volunteers

	Y	N
<b>Essential</b>		
4.4.1. Volunteers enhance the general level of library service but do not replace paid staff.		

4.4.2. Volunteer hours are tracked and reported for statistical purposes.		
<b>Enhanced</b>		
4.4.3. The library and/or Friends of the Library has a written set of policies and written job descriptions guiding the use of volunteers.		
4.4.4. The library and/or Friends has a designated person who coordinates volunteer recruitment and activities.		
4.4.5. The library and/or Friends encourages volunteers of all ages and abilities to assist at their optimal levels.		
4.4.6. Volunteers that are not enhancing library services and/or Friends' activities are removed from duty.		
<b>Exemplary</b>		
4.4.7. The library and/or Friends of the Library develops and maintains a written volunteer manual.		
4.4.8. Library and/or Friends volunteers are celebrated and rewarded at a public or recurring event.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## Section 4 TOTALS

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		
<i>Without Section 4.4 Volunteers</i>								
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 5. Collections

A library’s main purpose is to provide access to materials with a diverse spectrum of content to the community that it serves. As communities change, so must library collections. The collection should include print and electronic materials easily accessible through an integrated library system (ILS).

A successful collection embodies the principle of free access to ideas on all sides of an issue, including potentially controversial topics. A successful collection also supports the services the library provides and helps the library meet its defined goals. Collection development also considers other resources in the community, the region, and the state.

Collection management requires a studied approach to the selection, maintenance, and development of the collection. Collection evaluation is the continuous process of analyzing use, age, condition, timeliness, and scope of library materials. Materials are defined as print materials, audiovisual materials, digital/downloadable resources, periodicals, and research databases.

### 5.1 Collection Development

	Y	N
<b>Essential</b>		
5.1.1. The library collection is available through an online catalog to the public.		
5.1.2. The library provides materials in a variety of formats and media, including digital materials.		
5.1.3. The library collection is cataloged, organized, and displayed to facilitate access.		
5.1.4. The library maintains a collection representing a wide variety of viewpoints and subjects.		
5.1.5. The library acquires age-appropriate collections and formats for children, teens, and adults.		
5.1.6. The library users have access to electronic resources, including e-books, e-audiobooks, and online databases.		
5.1.7. The library makes purchases at multiple intervals through the budget year to ensure a steady flow of materials to the public.		
5.1.8. The library shares materials within a local consortium or with other libraries within the state.		
<b>Enhanced</b>		
5.1.9. The collection development process allows for suggestions for purchase by district residents.		
5.1.10. The library provides additional online resources beyond those provided by the State Library and the statewide e-book consortium.		
5.1.11. If more than 5 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.		

5.1.12. The library offers a collection of specialty, non-book items for check out, such as cake pans, fishing poles, or table games.		
<b>Exemplary</b>		
5.1.13. The library participates in a multi-state or national interlibrary loan program as both a borrower and lender.		
5.1.14. The library has set up standing orders for popular materials and formats with vendors to get items to users more quickly.		
5.1.15. Patrons can recommend material purchases through the public access catalog and/or their personal account.		
5.1.16. The library has access/subscriptions to video or audio streaming services for patrons.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 5.2 Collection Management & Access

	Y	N
<b>Essential</b>		
5.2.1. Collection management policies are based on the ALA intellectual freedom principles ( <a href="https://www.ala.org/advocacy/intfreedom">https://www.ala.org/advocacy/intfreedom</a> ).		
5.2.2. Collection management includes policies and procedures for materials selection and acquisition.		
5.2.3. Collection management includes policies and procedures for material removal utilizing the CREW method or another recognized method to maintain the relevancy of the collection to community needs.		
5.2.4. Collection management includes policies and procedures for materials reconsideration requests.		
5.2.5. Collection management includes policies and procedures for gifts/donations.		
5.2.6. Collection management includes policies and procedures for non-circulating items.		
5.2.7. The library collects and reviews usage data to assess collection development, collection management, and resource performance.		
<b>Enhanced</b>		
5.2.8. The library promotes use of the collections through marketing, displays, and/or programs that increase user awareness and resource circulation.		
5.2.9. The library reviews collection statistics on usefulness, weeding, and diversity using percentages or other comparative figures for children, youth, and adult materials.		
5.2.10. If rare books/local history are a part of the collection, policies should include a plan for preservation of these unique materials.		

5.2.11. The public online catalog includes book cover images or other cover art.		
5.2.12. Collection decisions are based on a 5:1 holds ratio.		
<b>Exemplary</b>		
5.2.13. The library has a mobile app that includes catalog access, account review, and placing holds.		
5.2.14. The ILS system uses an acquisitions module for efficiency in ordering and receiving materials.		
5.2.15. Collection decisions are based on a 3:1 holds ratio.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## Section 5 TOTALS

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 6. Services & Programming

The services of the public library are designed to meet the needs of the community. Specific plans for library services are developed as part of the library district’s strategic plan. Services and program standards dictate that library offerings are free of charge to everyone in the library’s service area.

The library district has a written plan to meet community needs, developed by the board and staff with input from the community.

### 6.1 Service Characteristics

	Y	N
<b>Essential</b>		
6.1.1. The library provides services free of charge to everyone in the library taxing district, as defined by written policies.		
6.1.2. Full library services are available to all residents of the library district without restriction according to age or abilities.		
6.1.3. The library provides basic reference services and reader’s advisory services.		
6.1.4. Library hours are set to meet community needs and include some morning, afternoon, evening (after 5:00 p.m.), and weekend hours each week.		
6.1.5. Library services are available in person, by telephone, online, or virtually all hours the library is open to the public.		
6.1.6. The library offers services that include a circulating collection, public technology, and programming for all ages.		
6.1.7. The library provides services that meet the needs of the community’s demographics including special populations.		
6.1.8. The library does not place patron age restrictions on the circulation of materials.		
<b>Enhanced</b>		
6.1.9. The library facilitates or serves as a custodian of local history.		
6.1.10. The library provides resources and services to support local workforce and economic development.		
6.1.11. The library offers outreach services in the community.		
6.1.12. The library has a dedicated service for home or outreach delivery of materials.		
<b>Exemplary</b>		
6.1.13. The library provides extra services to the public such as small business assistance, notary, passport acceptance, or fingerprinting.		
6.1.14. If a library district has more than 5% of its population that speaks a language other than English in the home, the library has signage, publications, and staff members designed to help non-English speakers of this language at the library.		
6.1.15. The library offers information on basic literacy resources for all ages.		



6.1.16. Live virtual reference services are offered outside of library in-person open service hours.		
6.1.17. At least one location has curbside pick-up or drive-up window service available.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 6.2 Programming

	Y	N
<b>Essential</b>		
6.2.1. The library develops and hosts informational, educational, recreational, and cultural programs designed to meet the diverse needs and interests of the community.		
6.2.2. The library offers summer reading programs for children and young adults.		
6.2.3. The library provides current information in digital form and/or print about agencies and organizations that connect community programs of interest to the patrons, like on a web page, bulletin board, or brochure rack.		
6.2.4. The library has funding in its annual budget for program materials and program staffing.		
<b>Enhanced</b>		
6.2.5. The library offers summer reading programs for adults.		
6.2.6. The library collaborates with community organizations, schools, and other educational institutions to provide community programming.		
6.2.7. The library provides space for, or referrals to, other agencies in the community who provide educational support to patrons.		
6.2.8. The library provides or collaborates with other organizations to offer workforce development programs.		
6.2.9. The library charges no fees for programming beyond minimal materials costs if necessary.		
6.2.10. The library offers maker-types of programs with special materials or equipment, such as computer or robotic coding, sewing machines, or model building connectors.		
<b>Exemplary</b>		
6.2.11. The library offers special programming and unique events based on community needs and interests, such as local history fairs or seasonal celebrations.		
6.2.12. Library has a dedicated area or “makerspace” for creation and discovery programs with advanced tools such as a 3D printer, power tools, crafting home appliances, or a laser cut or pattern making machine.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

### 6.3 Lifelong Literacy

	Y	N
<b>Essential</b>		
6.3.1. The library offers regular storytime for preschool-age children.		
6.3.2. The library offers, partners with, or refers adults with basic literacy needs to appropriate and accessible resources and programs.		
<b>Enhanced</b>		
6.3.3. The library supports agencies who offer early literacy/developmental programs in the community through space, partnerships, or outreach programs.		
6.3.4. The library offers baby and toddler storytimes with different goals and purposes than regular preschool storytime.		
6.3.5. The library offers family programming based on early literacy development.		
6.3.6. The library offers literacy programming to categories of users that include special needs, developmentally challenged, or disabled adults.		
<b>Exemplary</b>		
6.3.7. Literacy programs for children are offered both in-person and as virtual (recorded or live) programs to reach the widest possible audience.		
6.3.8. The library has at least one annual or ongoing reading challenge aimed at ages 0-6 to encourage and reward exposure to books and shared reading experiences.		
6.3.9. If a library district has more than 5% of its population that speaks a language other than English in the home, the library offers storytime or other literacy programming in that language.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

### 6.4 Service Evaluation

	Y	N
<b>Essential</b>		
6.4.1. The library offers onsite resources for formally or informally making comments or suggestions about library services and programs.		
6.4.2. The library evaluates patron/user satisfaction with programs and services on a regular basis.		

<b>Enhanced</b>		
6.4.3. The library provides opportunities for the public to offer feedback on programs and services online or electronically.		
6.4.4. The library takes the time for staff to debrief and discuss library programs with each other to improve subsequent programs.		
<b>Exemplary</b>		
6.4.5. The library conducts community-wide surveys of both users and non-users to inform and adjust its services to the public.		
6.4.6. The library conducts outcome-based surveys on its programs annually, such as asking users to share stories of how library programs made a difference or if tangible benefits were perceived based on library programs such as increased performance at school or adults finding employment.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## Section 6 TOTALS

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

# 7. Technology

Library technology is a critical factor in providing high quality library services and should be integrated at all levels of the library organization. Technology changes and improves cooperative efforts among libraries, including their ability to share resources and increase efficiency of service delivery to patrons. Electronic information systems complement traditional materials and allow the library to provide online connectivity to a variety of data sources.

Technology is interwoven with almost every other standard featured in this document. Investments in technology should be thought of in the same way as investments in facilities, collections, and staff. Changing technologies will lead to changing services, with a consistent goal of maintaining relevance to the user population and needs of the community.

## 7.1 Basic Computing

	Y	N
<b>Essential</b>		
7.1.1. The library has anti-virus, filtering, and/or spam blocking software on all public computers for the protection of both users and the internal network.		
7.1.2. The library has a replacement/maintenance schedule for equipment and software, reviewed at least every three years.		
7.1.3. The library district has personnel or contracts with a firm to provide technological support and troubleshooting in a timely manner and with minimal interruption to patron or library services.		
7.1.4. The library district engages in practices to preserve the confidentiality, safety, and integrity of data collected by the library.		
7.1.5. The library has a data backup process and maintenance plan for all internal data, documents, and files.		
<b>Enhanced</b>		
7.1.6. The library adopts industry standards for physical and wireless networking in remodeling and new construction decisions of facilities.		
7.1.7. The library district follows best practices for PC, server, and network security, engaging in ongoing and overlapping security protocols.		
7.1.8. Networking equipment is monitored for disruption or unauthorized intrusion, and library staff are alerted to disruption or intrusion.		
7.1.9. The library has copying and scanning equipment for the public to use.		
7.1.10. The library has a color printer for public access.		
7.1.11. The library has a separate computer area for children.		
7.1.12. The library has computer gaming equipment available.		
7.1.13. The library has laptop computers and tablets for in-house and/or checkout purposes.		

<b>Exemplary</b>		
7.1.14. The library has wireless printing access.		
7.1.15. Library copying and scanning equipment allows for email or saving to a portable drive.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 7.2 Internet Access/Services

	Y	N
<b>Essential</b>		
7.2.1. The library district maintains an up-to-date, universally accessible web presence and uses that web presence to provide information to its user community.		
7.2.2. The library has a board-approved, acceptable use policy for internet access computing.		
7.2.3. If internet access is filtered, the library district has a policy and procedures to allow patrons unfiltered access to information upon request.		
7.2.4. The library offers authentication of remote access to e-resources with patron library cards.		
7.2.5. Free wireless internet access is available at all library locations throughout the entire building.		
<b>Enhanced</b>		
7.2.6. The library offers wireless, internet hotspots for checkout purposes.		
7.2.7. The library has high-speed internet access with enough bandwidth to support streaming audio and video files.		
7.2.8. Time and print management services are installed that include online session data clearing.		
7.2.9. Mobile-friendly access is provided for the catalog and/or website.		
7.2.10. The library has self-checkout equipment.		
<b>Exemplary</b>		
7.2.11. The ILS system offers secure online payment processing that follows industry standards for user privacy.		
7.2.12. The library has a stand-alone mobile app for catalog and/or website access.		
7.2.13. The library has combined access to e-content, through a service such as Simply-E.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

### 7.3 Technology Support & Training

	Y	N
<b>Essential</b>		
7.3.1. The library offers instruction for online and digital resources and other services using technology.		
7.3.2. The library offers resources or one-on-one assistance in basic computer skills.		
7.3.3. The library offers resources or one-on-one assistance in business productivity software like word processing, spreadsheets, and presentations.		
7.3.4. The library offers resources or one-on-one assistance in internet search techniques.		
7.3.5. The library offers resources or one-on-one assistance in using online library resources.		
<b>Enhanced</b>		
7.3.6. The library offers resources and support for digital content creation, including audio/video editing software.		
7.3.7. The library offers scheduled computer and technology instruction classes.		
<b>Exemplary</b>		
7.3.8. The library provides access to industry-standard multimedia editing software or other high-end software packages such as flight simulation or virtual reality.		
7.3.9. The library has dedicated space or rooms for distance learning or videoconferencing.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

### Section 7 TOTALS

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 8. Communication & Advocacy

Communication and advocacy for libraries incorporate a marketing plan for programs and service promotion as well as public relations to strengthen community awareness and service relevance.

These standards address the importance of library participation in the community for its transformation and growth, as well as community member involvement in the library to develop effective community champions for library sustainability and growth initiatives.

A library’s communication effort is guided by the marketing plan; a coordinated, continuous effort to communicate a positive image of the library district. It is designed to target local demographics (age, income, and education of those living in your service area), reflect language(s) spoken in the community and address both external (patrons, general public, media, and community leaders) and internal (staff, library board, volunteers, Friends, and patron organizations) groups.

Library advocacy incorporates community engagement in the work of its community as well as the participation of community members in the work of the library. Advocacy also includes the promotion of library initiatives like funding measures and capital campaigns.

### 8.1 Communication Plan

	Y	N
<b>Essential</b>		
8.1.1. The library district creates and maintains a professional image. The created “brand” (including a logo) is consistent across all printed, electronic, and verbal communication.		
8.1.2. The library uses multiple ways to communicate its message to the public with both traditional and new/digital message channels.		
8.1.3. A library district designates a spokesperson to receive all public and media inquiries.		
8.1.4. Library staff and board members project a positive image of the library district in all public communications.		
8.1.5. The library website includes pertinent information regarding library operations, including list of board members, administrative staff, minutes, public policies, annual reports, audit, and financial review, etc.		
<b>Enhanced</b>		
8.1.6. A written marketing plan has been approved by the board and implemented.		
8.1.7. The budget includes funds for all aspects of marketing the library district and its services.		
8.1.8. The library has interior digital signage promoting services, programs, and event activities.		
8.1.9. A library representative is available to speak to community groups about library programs and services.		
8.1.10. The library communicates back to its appointing body/bodies at least once per year, informing them of library activities and services.		

8.1.11. The library offers a regularly scheduled newsletter that promotes events, programs, and services.		
<b>Exemplary</b>		
8.1.12. The library has exterior digital signage promoting event activities, programs, and services.		
8.1.13. The library has a coordinated plan to communicate with both new members and lapsed users informing them of library collections, programs, and services.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## 8.2 Community Engagement

	Y	N
<b>Essential</b>		
8.2.1. Library staff members participate as active members and supporters of community organizations.		
8.2.2. The library participates in community initiatives and regular community events such as festivals, fairs, and parades.		
8.2.3. The library actively partners with local schools and maintains a school contact list.		
<b>Enhanced</b>		
8.2.4. The library partners with community organizations towards ongoing projects/goals.		
8.2.5. Library staff members are appointed to serve on community commissions, foundations, and boards, i.e., TIF, planning and zoning, economic development, hospital boards, etc.		
<b>Exemplary</b>		
8.2.6. The library convenes, initiates, or hosts community meetings involving multiple stakeholders to address community issues.		
8.2.7. The library initiates and sponsors a major community event annually, such as a One Book program or author/genre celebration.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		



### 8.3 Library Advocacy

	Y	N
<b>Essential</b>		
8.3.1. Library staff, board, and community members advocate for improved library services at the local, state, and federal level.		
8.3.2. Library staff members are informed of MLA and ALA legislative issues and promote those issues whenever possible.		
8.3.3. The library cultivates relationships with elected officials at all levels of government.		
8.3.4. The library invites elected officials and community leaders to library events and programs.		
8.3.5. The library develops and distributes key messages for staff, volunteers, and community partners.		
<b>Enhanced</b>		
8.3.6. The library provides resources and encouragement to staff and supporters to ensure they can be successful library advocates.		
8.3.7. The library provides legal and state election law training to staff and supporters through multiple channels such as in-person meetings or webinars.		
8.3.8. Library staff and supporters attend events, hearings, and programs where public policy that affects the community is reviewed and discussed.		
8.3.9. Library staff, volunteers, and community partners support MLA Legislative Day with calls, mail, and in-person representation, as allowed by law.		
<b>Exemplary</b>		
8.3.10. Formal training in advocacy skills for the benefit of the library is offered to staff, board, Friends of the Library groups, library foundation, and/or volunteers.		

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

### Section 8 TOTALS

	YES	NO		YES	NO		YES	NO
<b>Essential</b>			<b>Enhanced</b>			<b>Exemplary</b>		

## Your Library Score

After your library answers all the statements YES or NO, then a percentage of your YES answers is calculated against the total YES answers possible of the standards in each tiered level. If you meet or exceed the target percentage, then you have reached that tiered level for that section. Once your library meets or exceeds the target percentage of all the Essential, Enhanced, and Exemplary standards, you may refer to your library as meeting that tiered level in marketing and promotional materials.

### Section 1 Administration & Governance

75%	YES	PERCENT	85%	YES	PERCENT	95%	YES	PERCENT
Essential	/ 17		Enhanced	/ 12		Exemplary	/ 12	

### Section 2 Finances

75%	YES	PERCENT	85%	YES	PERCENT	95%	YES	PERCENT
Essential	/ 12		Enhanced	/ 13		Exemplary	/ 10	

### Section 3 Facilities

75%	YES	PERCENT	85%	YES	PERCENT	95%	YES	PERCENT
Essential	/ 12		Enhanced	/ 23		Exemplary	/ 19	

### Section 4 Human Resources

75%	YES	PERCENT	85%	YES	PERCENT	95%	YES	PERCENT
Essential	/ 16		Enhanced	/ 21		Exemplary	/ 11	
<i>Without Section 4.4 Volunteers</i>								
Essential	/ 14		Enhanced	/ 17		Exemplary	/ 9	

### Section 5 Collections

75%	YES	PERCENT	85%	YES	PERCENT	95%	YES	PERCENT
Essential	/ 15		Enhanced	/ 9		Exemplary	/ 7	

### Section 6 Services & Programming

75%	YES	PERCENT	85%	YES	PERCENT	95%	YES	PERCENT
Essential	/ 16		Enhanced	/ 16		Exemplary	/ 12	

### Section 7 Technology

75%	YES	PERCENT	85%	YES	PERCENT	95%	YES	PERCENT
Essential	/ 15		Enhanced	/ 15		Exemplary	/ 7	

### Section 8 Communication & Advocacy

75%	YES	PERCENT	85%	YES	PERCENT	95%	YES	PERCENT
Essential	/ 13		Enhanced	/ 12		Exemplary	/ 5	

## Missouri Public Library Standards – TOTAL SCORE

75%	YES	PERCENT	85%	YES	PERCENT	95%	YES	PERCENT
Essential	/ 116		Enhanced	/ 121		Exemplary	/ 83	
<i>Without Section 4.4 Volunteers</i>								
Essential	/ 114		Enhanced	/ 117		Exemplary	/ 81	

# Appendix A      Glossary

<b>24/7/365</b>	Access to library service(s) 24 hours a day, 7 days a week, 365 days a year.
<b>ADA</b>	Americans with Disabilities Act. ( <a href="http://www.ada.gov">www.ada.gov</a> )
<b>ADA-Accessible</b>	An unobstructed space designed specifically to be negotiated safely by a person with a disability.
<b>Adaptive Technologies</b>	Adaptive technologies enable disabled persons (visual, hearing, mobility) to utilize products that they would not normally be able to use such as computers, phones, movies, etc.
<b>Advisory Board</b>	External group of citizens that advises a library director and local government on the operations of the library.
<b>Advocacy</b>	The promotion of library initiatives like funding measures and capital campaigns; connections and communications with elected officials and stakeholders for the benefit of the library.
<b>ALA</b>	American Library Association. <a href="http://www.ala.org">www.ala.org</a>
<b>ALA-Accredited MLS</b>	A master’s degree in the field of library and information awarded by an ALA accredited university.
<b>Audit</b>	A systematic examination of the financial records of an organization conducted, as a rule, by an external party to verify the accuracy of and determine conformance to established financial criteria; a written report of such examination.
<b>Authentication</b>	The verification of an individual’s library account status in regard to online services to either provide or deny access.
<b>Bandwidth</b>	The amount of information that can be sent through a data connection between two computers in a given amount of time. A connection that can transmit more data in a shorter period is said to have more bandwidth than another, slower connection. Bandwidth directly affects the quality of transmitted information.
<b>Blog</b>	A blog is a type of website, typically in journal format, that permits user posts. The posts generally are arranged in chronological order with the most recent post at the top.
<b>Boundaries (Library)</b>	The library’s legally defined, geographic service area from which the library receives tax support for the provision of library services.
<b>Branch library</b>	A branch library is one that is administered by a central or main library and that does not report to a board. Branch libraries are included in the library legal service area and their statistics are sometimes reported as a part of the whole library statistics and sometimes broken out.

<b>Broadband</b>	Broadband is high-speed Internet connectivity ranging from 256kbps (kilobits per second) and higher.
<b>Budget</b>	A plan for conforming expenditures to income.
<b>Bylaws</b>	A law, ordinance, or regulation made by a public or private corporation, or an association or unincorporated society, for the regulation of its own local or internal affairs and its dealings with others or for the governance of its members.
<b>C.F.R.</b>	Code of Federal Regulations. <a href="http://www.gpoaccess.gov/cfr/index.html">www.gpoaccess.gov/cfr/index.html</a>
<b>Cataloging</b>	The preparation of bibliographic records in accordance with specific uniform principles. (See also Classification)
<b>CIPA</b>	Children’s Internet Protection Act
<b>Classification</b>	Arrangement of bibliographic records by specific numbers and letters in accordance with a systematically predetermined and arranged schedule, generally by subject matter. Two commonly known and used schedules are the Dewey Decimal System and the Library of Congress Classification. (See also Cataloging)
<b>Collection</b>	The curated set of books, media, digital resources, and other materials made available for access or reference in a library.
<b>Collection Management</b>	The discipline of selecting, acquiring, and weeding the books, media, digital resources, and other materials in the library’s catalog; The continuous review and evaluation of the library’s collection to ensure that the collection is current, relevant, and useful.
<b>Collection Turnover Rate</b>	A library’s total annual circulation divided by the total collection.
<b>Community Engagement</b>	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.
<b>Community Partnerships</b>	A collaborative relationship between a library and another community organization, agency, or business.
<b>Community-Based Organization</b>	Service-based organizations in a community, examples include YWCA, homeless shelters, poverty eradication groups, etc.
<b>Conditioned Power</b>	Conditioned power is electrical service that is protected from line noise, voltage surges and spikes, brownouts, and blackouts.
<b>Conflict of Interest Statement</b>	Delineates areas with which public officers must comply in order to avoid conflicts of interest.
<b>Continuing Education</b>	Any formal training that library personnel utilize to improve job-related knowledge; see also Professional Development.

<b>Cooperative Collection Development</b>	A system for coordinating selection and purchase of materials between two or more libraries to avoid unnecessary duplication, complement the collections of participating libraries, and utilize public funds in a responsive manner.
<b>Core Library Services</b>	Circulation, reference, technology services, and applicable programming for people of all ages, as facilities and scheduling allows.
<b>CREW</b>	Continuous Review, Evaluation, and Weeding. An ongoing process of evaluating and weeding collections as detailed in Belinda Boon’s <i>The CREW Method: Expanded Guidelines for Collection Evaluation and Weeding for Small and Medium Sized Public Libraries</i> (Texas State Library, 1995). <a href="http://www.tsl.state.tx.us/ld/pubs/crew/index.html">www.tsl.state.tx.us/ld/pubs/crew/index.html</a>
<b>CSLP</b>	Collaborative Summer Library Program
<b>Devices</b>	Small electronic items such as smartphones, tablets, and e-readers.
<b>Director</b>	Chief executive officer of a public library.
<b>Distribution Closet</b>	A room containing equipment racks filled with hubs and patch panels for arranging network connections.
<b>Download</b>	The process of transferring a file from a computer on the Internet to your own computer or device. Things you might download include software, images, email, music, videos, podcasts, etc.
<b>DPLA</b>	Digital Public Library of America
<b>E-book</b>	An electronic version of a printed book layout that can be downloaded to a computer, e-book reader, and other applicable electronic devices.
<b>Edge</b>	The set of tools public libraries can use to evaluate their public technology offerings against a national set of technology benchmarks.
<b>EEOC</b>	Equal Employment Opportunity Commission. <a href="http://www.eeoc.gov/">www.eeoc.gov/</a>
<b>Electronic Database</b>	An accessible collection of information stored within the memory of a computer, usually a remote server.
<b>Electronic Use</b>	Data that accurately reflects the number of times a library’s Internet connection or database is accessed during a specific time period.
<b>Enhanced Standards</b>	The intermediate level of library programs, services, and other aspects of a public library that stand out compared to its peers.
<b>E-Rate</b>	The Schools and Libraries Program of the Universal Service Fund, commonly known as “E-Rate,” is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC) and provides discounts to assist most schools and libraries in the United States to obtain affordable Internet access. ( <a href="https://www.usac.org/sl/">https://www.usac.org/sl/</a> )

<b>Essential Standards</b>	The basic level of library programs, services, and other aspects of a public library which adequately meet the needs of its community.
<b>Exemplary Standards</b>	The highest level of accomplishment which represents leadership on the state and national level of library programs, services, and other aspects of a public library.
<b>Expenditure</b>	Funds spent by the library from its annual budget provided by governmental funding bodies, the taxing district, or other revenue sources.
<b>FCC</b>	Federal Communications Commission
<b>FY</b>	Fiscal Year; Federal Fiscal Year is FFY; State Fiscal Year is SFY
<b>FICA</b>	Federal Insurance Contribution Act. FICA is the tax provisions of the Social Security Act, as they appear in the Internal Revenue Code. <a href="http://www.ssa.gov">www.ssa.gov</a>
<b>Firewall</b>	A firewall is a collection of security measures designed to prevent unauthorized electronic access to a networked computer system.
<b>Friends of the Library</b>	Friends of the Library is a group of individuals who value public library services to the community and are willing to volunteer their time, talents, and efforts to promote the library's goals and objectives in whatever way will be helpful. They are organized to help support the work of the library, not to engage in the work and responsibilities of the library board members or the library staff.
<b>FSCS</b>	Federal-State Cooperative System for Public Library Data
<b>FTE</b>	Full-time equivalent; full-time employee; One or more individuals whose total working hours add up to 40 per week.
<b>Governing Board</b>	Group of citizens appointed by a local government. A governing board is an entity that has legal, financial, and policy-making responsibilities.
<b>Hardware</b>	Hardware is computer components such as the monitor, keyboard, central processing unit (CPU), mouse, etc.
<b>Homepage/Webpage</b>	A file in HTML (Hypertext Markup Language) format that is accessed over the Internet via a web browser. The term homepage refers to the starting point that will reference other HTML pages. The address of a homepage or a webpage file is called a URL (Uniform Resource Locator).
<b>Hub</b>	A passive device for splitting LAN signals and distributing them among multiple computers, servers, and other network-attached devices.
<b>HVAC</b>	Heating Ventilating Air Conditioning.
<b>ICR</b>	Indirect Cost Rate; used in grant applications and funding

<b>ILS</b>	Integrated Library System (or Software); the software platform used by a library to keep inventory of their collection, facilitate the circulation of materials, and keep user records.
<b>Image Evaluation</b>	On-site evaluation by public library trustees or selected community representatives to examine the appearance of the physical building, the grounds, the library’s collection, signage, etc. for the purpose of repairing, cleaning, or reorganizing the library to better appeal to its customers and potential customers.
<b>IMLS</b>	Institute of Museum and Library Services
<b>Inclement Weather</b>	Abnormal weather conditions, such as snow, ice, tornadoes, etc. that have potential safety concerns for library staff or the public.
<b>Information and referral</b>	The process of linking library users with community agencies which can provide a needed service.
<b>Interlibrary Loan</b>	Interlibrary loan (ILL) is the process by which a library requests material from, or supplies material to, another library. The purpose of interlibrary loan is to obtain, upon request of a library user, material not available in the user’s local library.
<b>Internet Accessible Computer Terminals</b>	Computers that are available for the staff and/or the public to access the Internet in the library.
<b>Internet</b>	An international network of computer networks.
<b>ISP</b>	Internet service provider.
<b>LAN</b>	Local Area Network, or collection of interconnected computers, servers, and hubs within an organization. Multiple LANs linked together form a WAN, or Wide Area Network; Can be wired or wireless.
<b>LEED</b>	Stands for Leadership in Energy and Environmental Design, and is the most widely used green building rating system in the world. Available for virtually all building types, LEED provides a framework for healthy, highly efficient, and cost-saving green buildings. LEED certification is a globally recognized symbol of sustainability, achievement, and leadership.
<b>Long-Range Plan</b>	A plan for the growth of library services and management that is developed in accordance with evolving community needs, usually stating goals and objectives for the library. A Long-Range Plan typically covers from three to five years and is updated annually. Also called a <b>Plan of Service</b> .
<b>LSTA</b>	Library Services and Technology Act
<b>MALA</b>	Mid-America Library Alliance

<b>MARC</b>	Machine Readable Cataloging. The MARC formats are standards for the representation and communication of catalog records in computerized formats. <a href="http://www.loc.gov/marc/">www.loc.gov/marc/</a>
<b>MASL</b>	Missouri Association of School Librarians
<b>Materials</b>	See Collection.
<b>MDH</b>	Missouri Digital Heritage
<b>Meeting Room</b>	A public space in a library that is used for programs, meetings, and special events.
<b>MLA</b>	Missouri Library Association
<b>MLS/MLIS</b>	Master's in Library Science degree/Master's in Library and Information Science degree.
<b>MOBIUS</b>	Missouri Bibliographic Information User System
<b>MOREnet</b>	Missouri Research and Education Network
<b>MOSL</b>	Missouri State Library
<b>MP3 Player</b>	A portable MP3 electronic device used to play and store audio files such as talking books and music, like an iPod. Most smartphones now act as audio file players.
<b>MPLD</b>	Missouri Public Library Directors
<b>Non-Assignable Space</b>	Hallways, walkways, and other areas that are not dedicated to a particular use in a building or facility.
<b>Nonresidents</b>	Persons who reside outside of a tax-supported library's legal service area and, therefore, are not being assessed a tax for public library service.
<b>OCLC</b>	Online Computer Library Center. OCLC is an international cataloging and resource-sharing database; provides bibliographic services and the WorldCat/WorldShare platform.
<b>Online Catalog/OPAC</b>	Online Public Access Catalog. An OPAC is an online card catalog accessible to the public; A computer-based catalog of holdings.
<b>Open Captioning</b>	Open captioning is on-screen text descriptions that display a video's dialogue.
<b>Open Meetings Act</b>	The Open Meetings Act is a Missouri law that details conduct of meetings for municipal/governmental agencies; also related to the <b>Open Records Act</b> . Also known as Sunshine Law.
<b>OSHA</b>	Occupational Safety and Health Administration. OSHA is the main federal agency charged with the enforcement of safety and health legislation. <a href="http://www.osha.gov">www.osha.gov</a>



<b>Outreach</b>	Library services that extend outside the library facility.
<b>Patron Computer</b>	A computer assigned solely for patron use.
<b>Per Capita</b>	Per person; the number of people in a library service area.
<b>PLA</b>	Public Library Association, a division of the American Library Association.
<b>PLS</b>	Public Library Survey; the annual statistical report due every year to the state library.
<b>Podcast</b>	A podcast is a digital recording made available on the Internet for downloading to a personal audio player, including video as well as audio files. Podcasts are derived from a combination of “broadcasting” and “iPod.”
<b>Population</b>	Service Population as assigned to a library by the State Library based on census data.
<b>Premises Wiring</b>	Premises wiring is the communications cabling within a building or individual office/tenant space.
<b>Professional Development</b>	Staff training that provides for staff staying current with trends and professional growth.
<b>Programs/Programming</b>	The offerings of programs, workshops, and other events by the library; A planned activity which a staff member, or a person invited by a staff member, presents to the public. A program can be on or off the library premises, as long as it is sponsored by the library. Meetings sponsored by other groups, and presented in the library meeting rooms, are not considered to be programming.
<b>Public Access Technology</b>	The services and resources that offer technology access to library patrons; Examples include public access computers, lendable mobile devices, high-speed Internet access (wi-fi) at the library.
<b>Public Library</b>	A library that is operated by a single public agency or board and is freely open to all persons in a community, district, or region under identical conditions, and that receives its financial support in whole or part from public funds.
<b>Public Relations</b>	Public relations refers to how a library relates to and makes itself known to the community it serves. It includes interaction with funding bodies, organizations within the community, beneficial partnerships, marketing, social media, the impact of library services on the community, etc.
<b>REAL</b>	Remote Electronic Access for Libraries Program; funded by the state of Missouri through MOREnet.
<b>Reciprocal Borrowing</b>	A form of cooperative agreement between two or more libraries allowing their users onsite circulation/borrowing privileges at another library.

<b>Reconsideration of Materials</b>	The practice of responding to patron requests to reclassify or remove a book or other item in the library collection.
<b>Reference Service</b>	An information contact with a library user which involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more resources by a member of the library staff.
<b>Referendum</b>	A referendum is the submission of a proposed public measure or law to the vote of the people for ratification or rejection. State law prescribes the details for submission of public questions.
<b>Remote Access</b>	Remote access is the ability for a library patron to access via computer various library resources (the library catalog, website, electronic databases, etc.) 24/7/365 from a location outside the physical library facility.
<b>Router</b>	A router is a special purpose, active switching device that links a LAN to a backbone or links multiple LANs to a WAN. Leading router vendors include Cisco, Nortel, and 3Com.
<b>RSMO</b>	Revised Statutes of Missouri; Missouri state laws and codes.
<b>RSS Feeds</b>	RSS feeds are a method of describing news or other web content that is available for “feeding” (distribution or syndication) from an online publisher to web users.
<b>Server</b>	A server is a computer designated as a shared resource on a LAN. Leading server vendors include Gateway, IBM, Compaq, Dell, and Hewlett-Packard.
<b>Service Area</b>	The population a public library serves.
<b>Social Networking Site</b>	An online community that allows users to share information about themselves and areas of common interest. Some of the most popular are Twitter, Facebook, and YouTube.
<b>Software</b>	Computer programs that operate the computer system itself as well as user programs that enable the creation and manipulation of data.
<b>SRPPG</b>	Summer Reading Program Promotional Grant
<b>Standard</b>	The ultimate outcome or condition of library services, programs, and operations; used to assess and develop a baseline of quality library service.
<b>Structured Cabling</b>	Structured cabling is a complete system of wiring, connecting devices, and installation standards certified to deliver a specified data-transmission speed over a LAN.
<b>Sunshine Law</b>	Legal requirements that certain proceedings and records of government agencies be open or available to the public; refers to Open

	Meetings/Open Records Acts and also specifies when meetings or records are not open to public access.
<b>System Integrator (SI)</b>	Like a general contractor for computer systems, a system integrator (SI) procures and installs all the structured cabling, servers, computers, and software for a LAN.
<b>TDD</b>	Telecommunications Device for the Deaf. See TTY.
<b>Technology Plan</b>	A written document which addresses a library's software and hardware needs, expected replacement cycle of existing hardware and software, maintenance contracts, procedures for repair, staff and/or public training needs, etc. and the projected costs of these items. Normally, a Technology Plan covers a three-year period. It may be a part of the library's overall Long-Range Plan or a separate document.
<b>TRS</b>	Telecommunications Relay Service. With TRS, an operator types what the caller says, and the person being called reads the text on a TTY. In turn, the person being called responds via TTY, and the operator reads the text aloud to the caller.
<b>TTY</b>	TTY is a text telephone that enables the deaf, hard of hearing, and speech-impaired to communicate via text messaging. A TTY is needed at both conversation points.
<b>Turnover Rate</b>	Total annual circulation of physical items divided by total physical items in the library's collection.
<b>U.S.C.</b>	United States Code. ( <a href="http://www.gpoaccess.gov/uscode/index.html">www.gpoaccess.gov/uscode/index.html</a> )
<b>ULC</b>	Urban Libraries Council
<b>United for Libraries</b>	An association for Library Trustees, Advocates, Friends and Foundations, a division of the American Library Association. <a href="http://www.ala.org/united/">www.ala.org/united/</a>
<b>USAC</b>	Universal Services Administrative Company, administrator of the E-Rate Program.
<b>Virtual Private Network (VPN)</b>	A virtual private network is a private network built within a public network.
<b>Virtual Reference</b>	Virtual reference is a 24/7/365 collaborative web-based reference service among libraries designed to meet users' reference needs through electronic means (email, chat, instant messaging, etc.).
<b>Voice Relay</b>	See TRS.
<b>WAN</b>	Wide Area Network. A WAN is multiple LANs linked together by physical or virtual connections; Can cover larger geographic territories.
<b>Website</b>	A website is an entire collection of webpages and other information (such as images, sound, and video files, etc.) gathered and made available

through what appears to users as a single web server. Each website is usually hosted on the same server (computer) and is maintained by the same individual, group, or organization.

**Weeding**

Evaluation and removal of library materials that are no longer of value to the library because they are outdated, worn, or no longer used by the library's patrons.

**Wi-Fi**

Wireless networking technology.

**Wiki**

A wiki is a webpage or collection of webpages designed to enable anyone who accesses the wiki to contribute or modify content.

**Wikipedia**

Wikipedia is a free, multilingual web-based encyclopedia project operated by the nonprofit Wikimedia Foundation. Its name is a combination of the words wiki (a technology for creating collaborative websites) and encyclopedia. Volunteers around the world have collaboratively written Wikipedia's 30+ million articles, and almost all of its articles can be edited by anyone who can access the Wikipedia website. [www.wikipedia.org](http://www.wikipedia.org)

**Wire Management**

A system of raceways, cable trays, and/or ducts to consolidate and organize cables within and between equipment racks or office furniture.

**WorldCat**

Worldwide Union Catalog (provides online bibliographic records and interlibrary loan).

## **Appendix B Missouri Statutes Concerning Libraries**

All of RSMO Chapter 182 should be reviewed and applied by public libraries of all types. This is where the majority of state statutes concerning libraries are found. Here is a chapter section listing of 182:

### **COUNTY LIBRARY DISTRICTS**

- 182.010 County library districts — petition — tax levy — notice — elections — ... (12/31/1985)
- 182.015 County commission may establish a library district without vote, — tax ... (8/28/2007)
- 182.020 Levy and collection of tax — reconsideration of tax — increase in tax levy ... (8/28/1987)
- 182.030 Voters of municipal district may vote on establishing or inclusion in ... (8/28/1978)
- 182.040 City may become part of the county library district — procedure — effect. (8/28/1974)
- 182.050 County library boards — appointment, qualification, removal, vacancies — ... (8/28/1986)
- 182.060 Board to organize — rules and regulations — county librarian, appointment. (8/28/1984)
- 182.070 General powers of the district — seal. (8/28/1995)
- 182.073 Treasurer of board, custodian of funds, duties. (8/28/1984)
- 182.075 Bond requirement for treasurer, librarian and other employees — cost — ... (8/28/1984)
- 182.080 Board may contract for library service — procedure. (8/28/1955)
- 182.100 Tax for library building, election — duration, rate — building fund — ... (12/31/1985)
- 182.105 Issuance of bonds for building — limits — maturity — election — tax to pay. (8/28/2006)
- 182.110 Librarians required to attend meetings — expenses. (8/28/1955)
- 182.120 Services accessible to all residents of the county. (8/28/1955)
- 182.130 Certain areas excluded from county library districts (first class charter ... (8/28/1988)

### **CITY LIBRARIES**

- 182.140 Petition for library tax — rate — election — funds, management and ... (8/28/1987)
- 182.143 Treasurer of board of trustees, duties. (12/31/1985)
- 182.145 Cities maintaining library prior to August 29, 1955, may levy tax for and ... (8/28/1957)
- 182.150 Election on tax to establish and maintain library, procedure — funds, ... (12/31/1985)
- 182.170 Trustees, number, appointment. (8/28/1955)
- 182.180 Terms of office of trustees — removal. (8/28/1955)
- 182.190 Vacancies, how filled — three terms disqualifies — nepotism forbidden. (8/28/1955)
- 182.200 Board, organization, powers, duties — funds, management and disbursement (8/28/1995)
- 182.210 Annual report of librarian, contents, when submitted. (8/28/1955)
- 182.221 Treasurer, librarian and board employees — bond, duties (cities 600,000 or. (12/31/1985)
- 182.230 Library free to the public subject to regulations. (8/28/1955)
- 182.240 Council may provide penalties for damage to property. (8/28/1955)
- 182.260 Library building tax — duration, rate, election — funds, management and ... (12/31/1985)
- 182.270 Plans — contracts for library building (cities 10,000 or over). (8/28/1955)
- 182.280 Board may sell lands, when — exceptions (cities 10,000 or over). (8/28/1955)
- 182.291 City-county library, how organized — board of trustees, duties — effect of ... (8/28/1990)
- 182.296 Treasurer, librarian and board employees — bond, duties (city and county ... (12/31/1985)
- 182.301 City or city-county libraries may contract for cooperative service. (8/28/1955)

## **BOARD OF DIRECTORS — CITIES 300,000 OR OVER**

- 182.410 Directors — appointment — number — board to be bipartisan. (8/28/1939)
- 182.420 Term of directors — removal. (8/28/1939)
- 182.430 Vacancies, how filled — no compensation. (8/28/1939)
- 182.440 Duty of board — appointment of officers — powers. (8/28/1995)
- 182.450 Board to make annual report — contents. (8/28/1939)
- 182.460 City to provide penalties. (8/28/1939)

## **MUNICIPAL LIBRARY DISTRICTS**

- 182.480 Municipal library districts created in cities — property subject to taxation. (8/28/1969)
- 182.490 City library tax rate to be continued — construction of library laws. (8/28/1978)
- 182.500 Excluded property subject to taxation for payment of bonded indebtedness.. (8/28/1969)
- 182.510 Law not to prevent merger of city and county districts. (8/28/1971)

## **CONSOLIDATED PUBLIC LIBRARY DISTRICTS**

- 182.610 County library districts may consolidate, when. (8/28/1972)
- 182.620 Consolidation — resolution — election — form of ballot —. (8/28/1978)
- 182.630 Consolidated district is body corporate and a political subdivision — ... (8/28/1972)
- 182.640 Board of trustees — how appointed, grounds for removal, vacancies how ... (8/28/2017)
- 182.645 Fiscal year — budget — treasurer custodian of funds. (8/28/1972)
- 182.647 Bonds of employees — records and reports required. (8/28/2010)
- 182.650 Rate of tax — election to increase rate — form of ballot. (8/28/1978)
- 182.655 Board may purchase land and erect buildings — bonds issued, when — (8/28/1978)
- 182.660 May incorporate other public library districts — petition, notice — ... (8/28/2017)
- 182.670 Board to adopt rules and regulations — suspension of library privileges, (8/28/1972)

## **URBAN PUBLIC LIBRARY DISTRICTS**

- 182.701 Definitions. (8/28/1988)
- 182.703 Urban public library district, procedure to create — boundaries — new ... (8/28/1988)
- 182.705 Powers — duties of urban public library districts. (8/28/1988)
- 182.707 Board of trustees, appointment, qualifications, terms, vacancies, expenses, ... (8/28/2005)
- 182.709 Retirement system, employees eligible for certain public school retirement ... (8/28/1988)
- 182.711 Fiscal year for library district — budget to be approved, when, ... (8/28/1988)
- 182.713 Bond required for treasurer, librarian and certain other employees. (8/28/1988)
- 182.715 Taxes raised for a library district transferred to successor urban ... (8/28/1988)
- 182.717 Bonds issued by district, limitation, purposes, rate — approval by voters ... (8/28/1988)
- 182.719 Rules and regulations, duties of the board to establish ... (8/28/1988)
- 182.721 Real property, obligations, rights of nine-director urban school district ... (8/28/1988)
- 182.723 Personal property, funds and obligations of nine-director urban school ... (8/28/1988)

## **LIBRARIES GENERALLY**

- 182.800 Free libraries — funds, investment of. (8/28/1971)
- 182.802 Public libraries, sales tax authorized — ballot language — definitions ... (8/28/2016)

- 182.810 Insurance for library boards. (8/28/1982)
- 182.812 Library network defined — appropriations, rules and regulations — library ... (8/28/1995)
- 182.815 Disclosure of library records, definitions. (8/28/2014)
- 182.817 Disclosure of library records not required — exceptions —... (8/28/2014)

**ACCESS TO COMPUTER PORNOGRAPHY**

- 182.825 Definitions. (8/28/2002)
- 182.827 Responsibilities of public schools and public libraries with public access ... (8/28/2002)
- 182.900 City libraries — organization of library board — state aid, requirements to ... (8/28/1987)

**Chapter 610 Governmental Bodies and Records**

All tax-supported Missouri public libraries are also subject to Sunshine Law, as listed in RSMO 610.

- 610.010 Definitions. (8/28/2004)
- 610.011 Liberal construction of law to be public policy. (8/28/2004)
- 610.015 Votes, how taken. (10/11/2013)
- 610.020 Notice of meetings, when required — recording of meetings to be allowed, ... (8/28/2004)
- 610.021 Closed meetings and closed records authorized when, exceptions. (8/28/2018)
- 610.022 Closed meetings, procedure and limitation —records presumed open ... (8/28/2004)
- 610.023 Records of governmental bodies to be in care of custodian, duties — (8/28/2004)
- 610.024 Public record containing exempt and nonexempt materials,... (8/28/1993)
- 610.025 Electronic transmission of messages relating to public business. (8/28/2004)
- 610.026 Fees for copying public records, limitations — fee money remitted— ... (8/28/2004)
- 610.027 Violations — remedies, procedure, penalty, purposeful violations — (8/28/2004)
- 610.028 Legal defense of members of governmental bodies, when — (8/28/2004)
- 610.029 Governmental agencies to provide information by electronic services, ... (8/28/2014)
- 610.030 Injunctive relief authorized. (8/28/1998)
- 610.032 Executive agency disclosure of closed records, purpose, procedure — ... (5/10/1994)
- 610.035 State entity not to disclose Social Security number, exceptions. (8/28/1999)

**Cross References & Additional Statutes Pertaining to Libraries**

- Auditing and financial reporting, 105.145
- Board in urban school districts may establish and maintain libraries, 170.211, 177.151
- Bond issues of cities of the third classification for library, 95.345
- Constitutional provisions relative to libraries, Const. Art. IX § 10
- Counties authorized to levy library tax, 137.030
- Library tax rate limits, 80.470, 90.020, 94.070, 94.260, 94.400
- Library theft, guilty of stealing, 570.210
- Prevailing wage law, 290.220
- Property for libraries, acquisition by special charter cities, 81.190
- Public library building tax, certain city school districts may levy, 164.081 to 164.111
- Records retention, 109.255
- School loan for libraries, 164.131, 164.141      State aid to public libraries, 181.060
- Tax levy hearings, 67.110, 137.055              Work authorization, 285.530

## Appendix C Formulas and Calculations

- Per Capita** Any calculation asking you to provide a per capita measure is multiplying or dividing the number by your official district population, as listed by the state library.  
*Example:* A physical collection goal is often listed as 2 items per capita, meaning you multiple 2 times the population of your district. If you have 5000 residents, then your minimum collection should be 10,000 items.
- Reserves** Reserves are usually calculated as a percent of annual budget. This is an amount to keep in an account to pay for unexpected expenses or revenue shortfalls. Some libraries have multiple designated reserves with different percentages, so the total adds up to more than one annual budget equivalent. *Example:* If your library policy is to keep 50% of your annual budget in reserve, then with a \$1,000,000 budget you should have \$500,000 in the bank.
- Staff FTE** To calculate staff full time equivalents, take the total number of hours worked per week and divide by 40 hours. Some standards set a goal of a fraction of staff FTE per 1000 in population. *Example 1:* 2 staff work 40 hours per week and 6 staff work 20 hours per week, which is 200 hours total, divided by 40 comes to 5 FTE staff.  
*Example 2:* If your library has a goal of .25 FTE per 1000 population and you serve 20,000 residents then your staff should be a minimum of 5 FTE.
- Turnover** Library turnover rates are calculated as circulation divided by total holdings. It can be calculated on a whole collection or on subsets, such as juvenile materials. This is a measure of the activity of a collection, how many times each item would have checked out had activity been evenly spread. Higher numbers are better. *Example:* If your annual circulation is 365,950 with a physical collection of 122,368, then your turnover rate is 2.99.
- Local Support** Local support is an aggregate of all locally acquired funds, and includes tax receipts, collected fines, copy/print revenue, additional funds provided by a local government, and local grants received or donations that are not designated or endowments. This would not include state aid, federal grants, or competitive grants. *Example:* If a library annually gets \$100,000 in tax levies, \$100 in overdue fines, \$500 from the copy machines, and \$2000 in donations from their Friends group, then their total local support would be \$102,600.



## Appendix D Essential Library Policies

This is not a comprehensive list of all the approved policies each public library district should have. Rather, it is intended to be a starting point. Several public libraries in Missouri and elsewhere have their policies available online, so any library can find suggestions and examples of policies online.

### Library Administration and Governance

- ADA Policy
- ALA Code of Ethics
- Board Bylaws
- Board of Trustees Code of Ethics
- Disposal of Assets Policy
- Investment Policy
- Meetings & Records Policy
- Personnel Policy
- Procurement Policy
- Record Retention Schedule
- Sexual Harassment Policy
- Social Media Policy

### Library Safety & Security

- Incident Report Policy
- Weapons Policy
- Weather or Emergency Closing Policy

### Library Collections

- Circulation Policy
- Collection Development Policy
- Gifts and Donations Policy
- Intellectual Freedom Policies
- Interlibrary Loan Guidelines
- Patron Comment on Library Materials
- Reference Policy
- Selection Procedures

### Library Technology

- Computer Filtering Policy
- Harmful for Minors Policy (CIPA)
- Public Computer Access Policy
- Technology Plan
- Wireless Internet Access Policy
- 3-D Printing Policy

### Behavioral Guidelines

- Community Bulletin Board Policy
- Food and Drink Policy
- Meeting Room Policy
- Patron Behavior in Library Facilities
- Petitioning and Distribution of Literature
- Public Service to Minors Guidelines
- Unattended Children Policy

### Personnel Policies

- Bereavement Leave
- Cell phone
- Compensation schedule
- Compensatory time or overtime
- Continuing education
- Corrective action
- Dress & personal hygiene
- Drug policy
- Due process
- Emergency closings
- Family in the workplace
- Family Medical Leave
- Harassment
- Holidays
- Insurance
- Jury Duty
- Leave Without Pay
- Military Leave
- Promotions
- Recruitment
- Resignation & dismissal
- Rest breaks & meal periods
- Retirement Benefits
- Service Awards
- Social networking
- Staff evaluations
- Vacation & Sick Leave (PTO)
- Worker's Compensation