Utah State Library Division

A DIVISION OF THE UTAH
DEPARTMENT OF HERITAGE & ARTS

APPLICATION FOR INITIAL CERTIFICATION FOR PUBLIC LIBRARIES

Edition 2.0

This document contains the process and the required documentation for a new public library to receive the initial certification from the Utah State Library Division. Also, this document can be used by a public library that has lost its certification in the past and intends to regain certification.

Application for initial certification of public libraries. Edition 2.0
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Utah State Library Division
Donna Jones Morris, Division Director/State Librarian
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http://library.utah.gov/certification

THE PUBLIC LIBRARY – THE SOUL OF THE COMMUNITY

Congratulations! By establishing a public library and seeking initial certification, you are building a firm foundation for a civic institution that will reflect the soul of the community and advance knowledge, foster creativity and enhance the quality of life of its residents for generations to come. Few communal enterprises have the far-reaching impact of the public library, and your effort is part of that legacy. Thank you for your service.

The criteria for initial certification for public libraries was originally established in 2006 in the document *The Standards for Utah's Public Libraries,* which were developed to ensure that public libraries in the state consistently offer services following the law and best practices. The process for initial certification was updated in 2016 and recommended to the Utah State Library Board for implementation by a committee of State Library staff and library directors representing all sizes of public libraries around the state.

The *Application for Initial Certification* document is intended to guide you in building that solid foundation by providing criteria for basic minimum standards expected in a 21st century library serving the critical needs of communities in the 21st century.

This document is divided into:
- **Initial Certification Process Overview**
- **Certification Checklist:** Including standards for library governance, administration, funding/finances, personnel, access & services, materials and resources, and technology categories
- **Key Statistical Benchmarks**
- **Glossary of Library Terms**

By achieving certification, your library becomes eligible to receive funds from the State of Utah through the Community Library Enhancement Fund (CLEF). The State Library is excited to work with you in achieving this certification and furthering the impact of this democratic institution in the lives of your citizens.

Sincerely,

Donna Jones Morris
State Librarian / Division Director

**DONNA JONES MORRIS,
STATE LIBRARIAN**

Perhaps no place in any community is so totally democratic as the town library. The only entrance requirement is interest.

Lady Bird Johnson

INITIAL CERTIFICATION PROCESS OVERVIEW

- All public libraries in the state of Utah are eligible to apply for initial certification after they have been established by a city or county governing body for at least three years.
- The window for submitting an application for new library certification is open year-round.
- The library's governing body should submit a letter to the Director of the Utah State Library Division (State Library) signed by the library director, the library board chairperson, and a member of the city / county governing body requesting an Initial Certification Review.
- The letter must be accompanied by an application packet of relevant documentation in print (one copy) and in electronic format to support the library's request and as evidence of meeting all the requirements for certification.
- A consultant from the State Library will meet with the library director, the library board chairperson, or a member of the city / county governing body as appropriate to conduct an Initial Certification Review and go over the application packet.
- Based on the results of this Initial Certification Review, the consultant will recommend a Certification Status for the library:
  - *Full Certification* – if the library meets all certification requirements at the time of the evaluation, the library will be certified and eligible for benefits starting in the following fiscal year.
  - *Not Ready for Certification* – if the library does not meet all certification requirements.
- The Director of the State Library will appoint a review panel to evaluate the application. This panel may include State Library staff as well as external experts. Based on their assessment of the application packet, the review panel will recommend a Certification Status, and will forward their recommendation to the Director within 60 days of receiving the application. This process may include a site visit by panel members.
- The Director of the State Library will review the consultant's and the review panel's recommendations and make a final decision. The Director of the State Library will notify the applicant library of the final decision by letter within 90 days of receipt of the application.
- Libraries may appeal a certification decision of the Director of the State Library to the State Library Board within 30 days of receipt of the notification letter, specifying the reasons why they believe they are qualified for certification status.
- The State Library Board's decision shall be final.

CERTIFICATION CHECKLIST

APPLICATION FOR INITIAL CERTIFICATION

- Date of Application   _____
- Official Name of Public Library   _____
- Library Director   _____
- Board of Trustees Chair   _____
- Member of the city / county governing body   _____

The Utah Code declares that a public library is established and maintained by a city governing body or a county legislative body (UCA §9-7-401, 501). In addition, to apply for initial certification, the library must first meet the following definition of "public library:"

An entity that is established under state enabling laws or regulations to serve a community, district, or region, and that provides at least the following:
1. An organized collection of printed or other library materials, or a combination thereof
2. Paid staff
3. An established schedule in which services of the staff are available to the public
4. The facilities necessary to support such a collection, staff, and schedule; and
5. Is supported in whole or in part with public funds

In addition, the State Library defines a branch library as an auxiliary unit of an administrative entity (i.e. public library system) which has at least all of the following:
1. Separate quarters
2. An organized collection of library materials
3. Paid staff
4. Regularly scheduled hours for being open to the public

An application packet for initial certification should include, but is not limited to, the following documentation:

	GOVERNANCE	
#	**REQUIREMENT**	**EXAMPLES OF EVIDENCE**
1	❑ There is record of the official establishment of the library by the appropriate city or county jurisdiction.	• Copy of city or county resolution to establish a public library. • Copy of city council or county commission meeting minutes.
2	❑ The library has evidence of long term support from jurisdiction officials.	• Letter from city or county official stating long term support for the library. • Copy of current and past city budgets.
3	❑ There is record that the library has an officially constituted library board of directors.	• Copy of city or county resolution to establish a public library board of directors. • Copy of city council or county

			commission meeting minutes.
4	❑	The Library's Board of Directors has five to nine current members in accordance with UCA §9-7-402 and 9-7-502. (Recertification Standard #1)	• Copy of the current list of Board members stating: name, contact information, term (first, second or finishing someone else's term), and date when current term expires.
5	❑	Library Board meetings are held in compliance with Utah's Open and Public Meetings Law, UCA §52-4-201, which includes the following requirements (Recertification Standard #2): o Board Meetings are open to the public o Announcements of meetings with agendas are posted in accordance with UCA §52-4-202 o Written minutes are taken at each meeting o Each Board meeting is recorded, with the recording being made available to the public within three days o If the library intends to have some or all of its board meetings online or by phone, the library or governing entity must have in place a rule governing electronic meetings.	• Copy of current library board bylaws that mention adherence to UCA 52-4-201 and which specifically mentions electronic meetings, if applicable. • If not included in bylaws, copy of city or county rule for their public boards' adherence to state law.
6	❑	The Library Board has approved and is operating under a long-range plan (minimum three years) that contains (Recertification Standard #3): o Mission and Vision statements o Background information about the library o Specific and quantifiable goals o Provision for replacement and enhancement of library technology.	• Copy of the current long-range plan or strategic plan.
7	❑	If not included in the long range plan, the library has plans for library's physical facility improvement or expansion over time.	• Copy of the current long-range plan or strategic plan. • If not part of long-range plan, copy of separate plan for library's physical facility improvement or expansion.
8	❑	The library has a current Internet and Online Access Policy in accordance with UCA § 9-7-215 and 216, and Utah Administrative Rule R458-2. (Recertification Standard #4)	• Copy of the current Internet and online access policy.
9	❑	All Board members have had formal training or orientation within the last twelve months. This training may include sessions led by the library director or local government representative, a State Library consultant, or through attendance at relevant Utah Library Association workshops. The purpose of this training is to ensure that every library trustee has a clear understanding of their roles as Board members. Training topics may include, but are not limited to (Recertification Standard #5): o Legal responsibilities of the library board o Utah's Open and Public Meetings Act o Internet and Online Access Policy o Code of Ethics	• Copy of the agenda of the trustee training or orientation stating date and place, and copy of the attendance sheet.

	o Finances of the library o Advocacy opportunities o Differences in the roles, powers and responsibilities between the Library Board, Library Director and local governmental entity	
10	❑ The library has evidence that its library board understands and executes its legal and fiduciary responsibilities for guiding the library's operation long term.	• Letter from Library Board Chair citing examples of Board members understanding and executing their legal and fiduciary responsibilities for guiding the library's operation.

ADMINISTRATION		
#	**REQUIREMENT**	**EXAMPLES OF EVIDENCE**
11	❑ If not included in the long range plan, the library has a community analysis document that includes at least: o Demographics – Current population data for all jurisdictions considered part of the "legal service area," ethnic makeup, languages spoken, single family households, seasonal population, etc. o Employment & Income – Major employers, industries, unemployment rate, median family income, individuals living below the poverty line, etc. o Education – Schools in the community, other libraries in the area, home schooling families, level of education, etc. o Information Sources – Newspapers, radio and TV stations, bookstores, video and music stores, internet service providers, telecommunications companies, etc. o Community Services & Organizations – Nursing homes, day care centers, shelters, halfway homes, assisted living centers, youth and recreation centers, service clubs, etc.	• Copy of the current long-range plan or strategic plan. • If not part of long-range plan, copy of separate community analysis document.
12	❑ The names of all Library Board members should be available to the public. General contact information for the Board's chair or secretary must be readily available at the library and on the website. (Recertification Standard #6)	• Photographs or screenshots of where information is posted for the public.
13	The Library has submitted the following to the State Library (Recertification Standard #7): ❑ Statistical Annual Report (last three years) ❑ Summer Reading Program Evaluation Report (previous year)	• Copy of the last three statistical annual reports. • Copy of last year's summer reading program evaluation report.
14	❑ The library has evidence of substantial (based on population) community support for the library in terms of gate count, circulation, and attendance at library programs.	• Copy of the last three statistical annual reports.
15	❑ The library director and board members engage in advocacy activities.	• Letter from Library Board Chair citing examples of Board members and Library Director engaged in advocacy activities. • Copy of marketing literature or products used in advocacy efforts.

#	REQUIREMENT	EXAMPLES OF EVIDENCE
16	☐ The library has evidence of a well-developed, professional working relationship between library board members and the library director.	• Letter from Library Board Chair citing examples of a well-developed, professional working relationship between Library Board members and the Library Director.
17	☐ The library has evidence of support from volunteers or a well-established, productive *Friends of the Library* organization.	• Statement from Library Director citing examples how the library engages volunteers in library work and quoting figures from the statistical annual report. • Letter from the Friends of the Library Chair or President citing examples of how the organization supports the library.

FUNDING & FINANCES		
#	REQUIREMENT	EXAMPLES OF EVIDENCE
18	☐ City and library budgets, and history of maintenance of effort (MOE) demonstrating that a stable history of adequate funding from jurisdiction tax sources exists, as well as adequate staffing, collection development expenditures, upgrading and supporting technology, and operation and maintenance of facilities.	• Copy of current and past city budgets. • Copy of the last three statistical annual reports.
19	☐ The library complies with Maintenance of Effort (MOE) funding support for the library (decrease of less than 10%). MOE is defined as follows: the percentage of increase (decrease) in operational expenditures from average of past three fiscal years to the previous fiscal year. MOE is calculated by the State Library annually. (Recertification Standard #8)	• Copy of the last three statistical annual reports.
20	☐ The library complies with Local Government Support levels. At least 65% of operating revenues come from jurisdictional tax revenues. (Recertification Standard #9)	• Copy of the last three statistical annual reports.
21	☐ The library has evidence of financial and material support from community donors.	• Copy of current and past city budgets. • Copy of the last three statistical annual reports. • Statement from Library Director citing examples of donations from residents and quoting figures from the statistical annual report's "other" revenues and expenditures. • Photographs of donations.

PERSONNEL		
#	REQUIREMENT	EXAMPLES OF EVIDENCE
22	Qualifications of the Director / Staff (Recertification Standard #10): ☐ The Library Director has an ALA accredited library degree or has received advanced formal training in the management of libraries or related institutions. OR	• Copy of Library Director's degree, certificate or other professional credentials. • Statement from Library Director citing formal and informal training in management of libraries.

#	Requirement	Examples of Evidence
	❑ The Library Director has acquired, or will acquire within the next three years, training in the management of libraries through the State Library's UPLIFT program.	
23	❑ Library director's qualifications and evidence of interest in professional development and continuing education.	• Copy of the list of trainings including: date of training, name/topic of the training, number of library staff attendees, and number of hours of each training. • Statement from Library Director citing examples of engagement in professional development and continuing education.
24	❑ Newly appointed directors must complete the State Library's Director Orientation in a timely manner, in accordance with the schedule of the State Library.	• Copy of the agenda of the New Director Orientation conducted by the State Library.
25	Training of Director and Staff in areas that enhance work abilities (Recertification Standard #11): ❑ Libraries with less than 1 FTE: Library Director received at least 23 contact hours of training in the most recent year. ❑ Libraries serving less than 25,000 with 1 FTE or more: Library staff and Director combined received at least 50 contact hours of training in the most recent year. At least 10 hours (20%) of these contact hours must be completed by staff members other than the Director. ❑ Libraries serving 25,000 or more: Library staff and Director combined received at least 100 contact hours of training in the most recent year. At least 30 hours (30%) of these contact hours must be completed by staff members other than the Director.	• Copy of the list of trainings including: date of training, name/topic of the training, number of library staff attendees, and number of hours of each training.
26	❑ Library staffing full time equivalence (FTE) level, and shared duties.	• Statement from Library Director about staffing levels, library job descriptions, and distribution of staff duties.
27	❑ The Library has skilled technical support, either provided by city / county or through private contractor that adequately meets the library's needs to support and maintain the technology infrastructure. (Recertification Standard #12)	• Copy of current and past city budgets. • Contact information of IT support.

ACCESS & SERVICES

#	REQUIREMENT	EXAMPLES OF EVIDENCE
28	❑ The library's telephone number is listed in the community directory, and numerous other places within the community (Legal Service Area).	• Photographs or screenshots of where information is posted for the public. • Copy of marketing literature or products that show the information.
29	❑ The library uses effective signage throughout the facility, including ADA compliance.	• Photographs of the library facility showing signage, accommodations and ADA compliance.

#	Requirement	Examples of Evidence
30	❑ The library operates an Integrated Library System (ILS) or participates in a consortium that operates an ILS. (Recertification Standard #13)	• Name of current ILS. • Photographs or screenshots of ILS interface on staff-side and public-side.
31	❑ Information about the automated circulation system and cataloging standards used.	• Statement from Library Director about ILS and cataloging standards.

32	❑ The library maintains a robust internet presence with a website that provides (Recertification Standard #14):
	  o Contact information for the library director
	  o A schedule of programs at the library
	  o A catalog of materials that allows the public to place holds and renew materials online
	  o Online resources available through Utah's Online Library
	  o A way for library users to contact library staff to obtain reference information or assistance
		• Website URL and screenshots of required website features.

33	The library meets the minimum number of Operating Non-duplicated hours. Non-duplicated hours means that only one library in a system is counted for each time period. Evening / weekend hours mean service hours after 5 PM on weekdays; Saturday, and Sunday (30% of minimum open hours for population category). (Recertification Standard #15) ❑ Libraries serving less than 2,500: 23 non-duplicated hours per week. At least 7 evening / weekend hours. ❑ Libraries serving between 2,500 and 5,000: 25 non-duplicated hours per week. At least 8 evening / weekend hours. ❑ Libraries serving between 5,000 and 25,000: 38 non-duplicated hours per week. At least 11 evening / weekend hours. ❑ Libraries serving between 25,000 and 50,000: 52 non-duplicated hours per week. At least 16 evening / weekend hours.	• Photographs or screenshots of where information is posted for the public.
34	❑ The library's hours of operation are posted conspicuously and advertised throughout the community.	• Photographs or screenshots of where information is posted for the public.
35	❑ The library conducts outreach efforts beyond the library's physical facilities.	• Statement from Library Director about outreach activities and efforts to connect with the public and organizations in the community. • Letters of support from community partners and collaborators.
	MATERIALS & RESOURCES	
#	REQUIREMENT	EXAMPLES OF EVIDENCE

36	❑ The Library has a collection development policy approved by the Library Board. The collection development policy must include (Recertification Standard #16):
	  o Statement of purpose
	  o Responsibility for selection
	  o Criteria for selection
		• Copy of the current collection development policy.

		o Description of selection process	
		o Handling of gift items	
		o Weeding (deselection)	
		o Steps for handling objections to materials	
		o Evidence of integration with long-range plan goals	
37	❑	Evidence that the library is capable and willing to participate in interlibrary loan (ILL) activities.	• Interlibrary Loan numbers reported in the statistical annual report. • Copy of ILL or Resource Sharing policy. • Photographs or screenshots of where ILL information is posted for the public.

	TECHNOLOGY		
#		REQUIREMENT	EXAMPLES OF EVIDENCE
38	❑	If not included in the long range plan, the library has a technology plan that includes an inventory of current technology, access to technical support, funding provisions for maintenance, upgrades, and replacement of hardware and software, and training of staff in using new technology.	• Copy of the current long-range plan or strategic plan. • If not part of long-range plan, copy of technology plan.
39	❑	The library has wireless internet access available for its users at each library location. (Recertification Standard #17)	• Photographs of WiFi access points.
40	❑	Internet connection speeds exceed 4mbps (download) in all library locations. (Recertification Standard #18)	• Screenshot of speed test results.
41	❑	A Building Inspection Checklist has been completed for each branch library location. (Recertification Standard #19.)	• Copy of the most recent building inspection checklist.

KEY STATISTICAL BENCHMARKS

The Benchmark for each of the categories below is set at the level that 90% of Utah's certified libraries currently meet or exceed. For initial certification the library should meet or exceed the benchmark in at least 7 of the 12 categories.

To do your own calculation, follow this example:

Library Visits
1. Multiply the per capita Benchmark indicated below by your library's service population; this will be your library's Benchmark number.*

   * The benchmarks for *Collections Budget* and *Turnover Rates* are not per capita figures. To see if your library has achieved the *Collections Budget* and *Turnover Rates* just compare those benchmarks to your figures.
2. Compare this number with your actual number of visitors in your most recent statistical annual report.
3. If your actual number of visitors is higher than the Benchmark number, you have passed that category.

For your convenience, we have also provided a figure for calculating the level of an "average" library (the 50th percentile) and an "above-average" library (the 70th percentile) in each category.

#	LIBRARY SUPPORT BY THE COMMUNITY (Updated: March 31, 2017)	EXAMPLES OF EVIDENCE
	REQUIREMENT	

42	❑ Library Visits – Total Number of visitors
	   o Benchmark 10th Percentile 3.536894
	   o Benchmark 50th Percentile 5.858830
	   o Benchmark 70th Percentile 7.250711
		• Copy of latest benchmark worksheet calculated by the State Library.

43	❑ Circulation – Total Annual Circulation
	   o Benchmark 10th Percentile 5.867221
	   o Benchmark 50th Percentile 10.045605
	   o Benchmark 70th Percentile 12.128649
		• Copy of latest benchmark worksheet calculated by the State Library.

44	❑ Technology Use – Total Number of Internet Terminal Users
	   o Benchmark 10th Percentile 0.392970
	   o Benchmark 50th Percentile 0.942105
	   o Benchmark 70th Percentile 1.326728
		• Copy of latest benchmark worksheet calculated by the State Library.

53	❑ WiFi Use – Total Number of WiFi Users
	   o Benchmark 10th Percentile 0.082921
	   o Benchmark 50th Percentile 0.300654
	   o Benchmark 70th Percentile 0.776006
		• Copy of latest benchmark worksheet calculated by the State Library.

45	❑ Programming Attendance – Total Annual Attendance to Programs
	   o Benchmark 10th Percentile 0.278790
	   o Benchmark 50th Percentile 0.597894
	   o Benchmark 70th Percentile 1.081623
		• Copy of latest benchmark worksheet calculated by the State Library.

46	❑ Turnover Rate of Electronic Materials
	   o Benchmark 10th Percentile 0.0320
	   o Benchmark 50th Percentile 0.1115
	   o Benchmark 70th Percentile 0.2480
		• Copy of latest benchmark worksheet calculated by the State Library.

47	❑ Turnover Rate of Physical Materials
	   o Benchmark 10th Percentile 0.9104
	   o Benchmark 50th Percentile 2.1002
	   o Benchmark 70th Percentile 3.1656
		• Copy of latest benchmark worksheet calculated by the State Library.

#	LIBRARY SUPPORT BY THE CITY / COUNTY GOVERNING AUTHORITY (Updated: March 31, 2017)	EXAMPLES OF EVIDENCE
	REQUIREMENT	

48	❑ Collections Budget – Percentage of Collections Budget (% of total operating exp)
	   o Benchmark 10th Percentile 7.63%
	   o Benchmark 50th Percentile 13.14%
	   o Benchmark 70th Percentile 14.68%
		• Copy of latest benchmark worksheet calculated by the State Library.

49	❑ Local Operating Expenditures – Total Operating Expenditures, Local Funds Only
	   o Benchmark 10th Percentile 15.478180
	   o Benchmark 50th Percentile 28.222639
	   o Benchmark 70th Percentile 32.826151
		• Copy of latest benchmark worksheet calculated by the State Library.

50	❑ Staffing Levels – Total Staff FTE
	   o Benchmark 10th Percentile 0.000276
	   o Benchmark 50th Percentile 0.000519
	   o Benchmark 70th Percentile 0.000662
		• Copy of latest benchmark worksheet calculated by the State Library.

51	❑ Technology Access – Total Number of Internet Terminals
	   o Benchmark 10th Percentile 0.000553
	   o Benchmark 50th Percentile 0.001484
	   o Benchmark 70th Percentile 0.003044
		• Copy of latest benchmark worksheet calculated by the State Library.

52	❑ Programming Opportunities – Total Number of Programs
	   o Benchmark 10th Percentile 0.010907
	   o Benchmark 50th Percentile 0.020615
	   o Benchmark 70th Percentile 0.034414
		• Copy of latest benchmark worksheet calculated by the State Library.

GLOSSARY OF LIBRARY TERMS

A

Advocacy: Process of pleading or arguing in favor of the public library.

B

Benchmark: Point of reference against which things may be compared or assessed. The Key Statistical Benchmarks include 11 performance indicators calculated from the most recent data available from the statistical annual report of public library services in Utah.

Board of Trustees: Legally designated governing body of a library or library system. "Library board" means the library board of directors appointed locally as authorized by UCA §9-7-402 or §9-7-502 and which exercises general policy authority for library services within a city or county of the state, regardless of the title by which it is known locally. Also known as Library Board of Directors.

C

Certified Library: Public library that meets or exceeds minimum standards and benchmarks for certification. In Utah, the State Library has the authority to establish standards and benchmarks. Libraries must be recertified annually to receive the Community Library Enhancement Fund (CLEF) benefit.

Children's Internet Protection Act (CIPA): Federal law requiring schools and libraries that receive E-rate or LSTA funds for Internet access to install filters on all their computers and to expand their Internet use policies to include certain prohibitions for computer users. Utah's Internet and Online Access Policy requirements UCA §9-7-215 can be found at http://le.utah.gov/xcode/Title9/Chapter7/9-7-S215.html

Collaborative Summer Library Program (CSLP): Consortium of states working together to provide high-quality summer reading program materials for children, teens, and adults at the lowest cost possible for their public libraries. The State Library facilitates participation of Utah libraries in the CSLP.

Collection Development Policy: Policy that provides a framework for the growth and development of collections in support of the Library's mission. Elements of a good collection development policy include: 1) statement of purpose**;** 2) responsibility for selection; 3) budget allocation; 4) criteria for selection; 5) description of selection process; 6) handling of gift items; 7) weeding (deselection); 8) steps for handling objections to materials.

Community Library Enhancement Funds (CLEF): Funds appropriated annually by the State of Utah Legislature and provided to all certified public libraries and may be used for technology that directly affects the public, collection development and community outreach. CLEF payments are based on a formula based on the population the library serves, the wealth of the community, and the financial effort the local government is making to support library services.

CLEF Expenditure Report: Libraries receiving CLEF payments must report annually to the State Library how the library spent the funds and the impact those expenditures had on their constituents.

Contact Hour: Any hour spent in training (online or in person) that is related to library services.

D

Decertification: A library on "Probation" status that fails to meet the requirements of Section I and Section II of the *Standards for Utah's Public Libraries* document within the specified timeline. A decertified library must apply for certification like a new library in order to qualify for the Community Library Enhancement Fund benefit.

E

Evening / Weekend Hours: Hours when the library is open for service after 5:00 PM on weekdays, Saturday, and Sunday.

Expenditures Per Capita: Expenditures per capita reflect the community's financial support for the library in relation to its size.

F

Fiscal Year: July 1 to June 30. In Utah, city governments and city libraries operate under a fiscal year. County governments and county libraries operate on the calendar year, January 1 to December 31.

G

General Fund: Accounts for all financial resources except those required to be accounted for in another fund.

I

Integrated Library System (ILS): Library automation system that typically includes catalog and circulation modules and may include others, such as acquisitions and serials management.

Interlibrary Loan (ILL): Way to fill a request for a specific item from a library user by obtaining the item, or a copy of the item, from another library.

Internet Access Policy (IAP): Policy that defines appropriate use of the internet by patrons. In Utah, libraries are required to submit an updated IAP adopted by the Board of Trustees every three years. The IAP must intend to meet the provisions of §9-7-215, UCA.

J

Jurisdiction: The geographic area over which authority extends.

L

Legal Service Area (LSA) Population: Number of people that reside within the boundaries of the geographic area the library was established to serve. A library may have formal agreements with adjacent jurisdictions, i.e., cities or towns, to extend services to residents of those areas.

Library Services and Technology Act (LSTA): Federal legislation providing funds for public library development subject to appropriation by Congress. Funds have been made available for services to underserved populations and for library technology.

Library Services and Technology (LSTA) Interim and Final Reports:
State Library must periodically collect relevant information from program/project administrators and sub-grant recipients to comply with IMLS requirements for reporting LSTA expenditures and programs/projects using the State Program Report.

Local Government Support Compliance: In Utah to be certified, at least 65% of the library's operating revenues must come from jurisdictional tax revenues.

Local Income: In Utah, local income includes all tax receipts designated by the city or county and available for operating fund expenditure by the public library.

Long Range Plan: Provides direction and vision for the future of the library. It is based on knowledge, expectations, resources and realistic projections of the needs of the community. Also known as Strategic Plan.

M

Maintenance of Effort (MOE): Local governments must comply with maintenance of effort funding support for the library. The jurisdiction must expend an amount not less than 90% of the average operating expenditures coming from local funds in the three previous fiscal years, exclusive of capital outlay.

O

Open and Public Meetings Act: Laws that provide public access to meetings of public bodies. The Utah Open and Public Meetings Act UCA §52-4-201, requires Board meetings to be open to the public, announcements of meetings are posted, written minutes are taken and each Board meeting is recorded with the recording made available to the public within three days, among other provisions.

Operating Non-duplicated Hours: Hours the library is open to the public for service. In a library system with two or more locations, "non-duplicated" hours means that only one library in the system is counted for each time period.

P

Per Capita: For each person in a designated population area (e.g., a municipality, county, or a library's legal service area).

Probation: Libraries that do not meet certification requirements and provide a plan to meet requirements will be placed on probation for a period of no longer than two years.

Public Library: Entity funded in whole or in part with public funds that is established under state enabling laws or regulations to serve a community, district, for region and provides: 1) an organized collection of print and/or other library materials; 2) a paid staff; 3) an established schedule in which services of the staff are available to the public; 4) the facilities necessary to support such a collection, staff, and schedule; and 5) is supported in whole or in part with public funds.

Q

Quality Library Designation: A special designation given to libraries who meet at least five of the nine criteria for enhanced library services. During the recertification process, libraries that meet the requirements of Section I and Section II of the *Standards for Utah's Public Libraries* document may apply to receive the Quality Library Designation.

R

Recertification of Public Libraries: An annual process in which certified libraries prove they still meet the requirements of Section I and Section II of the *Standards for Utah's Public Libraries* document. By maintaining the certified status, the library qualifies to receive the Community Library Enhancement Fund benefit.

S

Standards: Minimally acceptable levels of performance in crucial areas of library operations. Standards provide a consistent process to be used over a period of time to develop improvements in public library service. Libraries must meet the requirements of Section I and Section II of the *Standards for Utah's Public Libraries* document to be certified.

Statistical Annual Report: The State Library annually collects statistical data from all public libraries for three purposes: 1) To report the progress of Utah's public libraries to the IMLS and the US Congress; 2) To report to the State Legislature the condition of public library service in Utah; and 3) To provide local government officials, library trustees, directors, and staff with meaningful data for planning and evaluation of library service.

Summer Reading Program (SRP): Administered by the State Library, this statewide reading program encourages children of all ages to read during the summer months. See Collaborative Summer Library Program (CSLP).

Summer Reading Program Evaluation Report: Annual report of activities and outcomes associated with summer reading programs required by the State Library.

Suspension: Libraries that fail to meet certification requirements by a specified month and year will be suspended for a period of no longer than two years.

T

Training / Continuing Education (CE): Certification standard that requires library directors and staff to engage in annual training in subjects of librarianship and areas that enhance the person's knowledge, skills, and abilities in the library workplace.

Triennial Internet and Online Access Policy: Certification standard that requires public libraries to review their Internet and Online Access Policy at least every three years and submit copies to the State Library in accordance with Utah Administrative Rule R458-2 and UCA §9-7-215 and §9-7-216.

Trustee: Also known as Library Board Member or Member of the Library Board of Directors. (See Board of Trustees)

Turnover Rate: Number of materials checked out relative to the size of the collection. It is the number of materials circulated divided by the number of materials held.

U

Utah Department of Heritage and Arts: The Utah State Library Division, Division of Arts and Museums, Division of Indian Affairs, Division of State History, Office of Multicultural Affairs and U Serve Utah are all under this state government department.

Utah Public Library Institute for Training (UPLIFT): Courses required to meet the personnel standard for public library certification under *Standards for Utah Public Libraries*.

Utah's Online Library: Web portal maintained by the State Library to provide handy, quick access to premium online reference sources for public libraries (formerly known as Pioneer: Utah's Online Library).

Utah State Library Division (USL): Provides funding, training, professional expertise, and technical advice to library directors, staff and trustees across Utah. Administers the Library Development Program, the Library Resources Program, the Bookmobile Program and the Library for the Blind and Disabled.

W

Weeding: Process of removing outdated, inaccurate, damaged or unused materials from the library's collection.

Workshop: Class or brief intensive educational event for a group of people that focuses especially on subjects of librarianship and areas that enhance the person's knowledge, skills, and abilities in the library workplace.

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