Utah State Library
Division

STANDARDS FOR UTAH'S PUBLIC LIBRARIES

CREATING the FUTURE for LIBRARIES
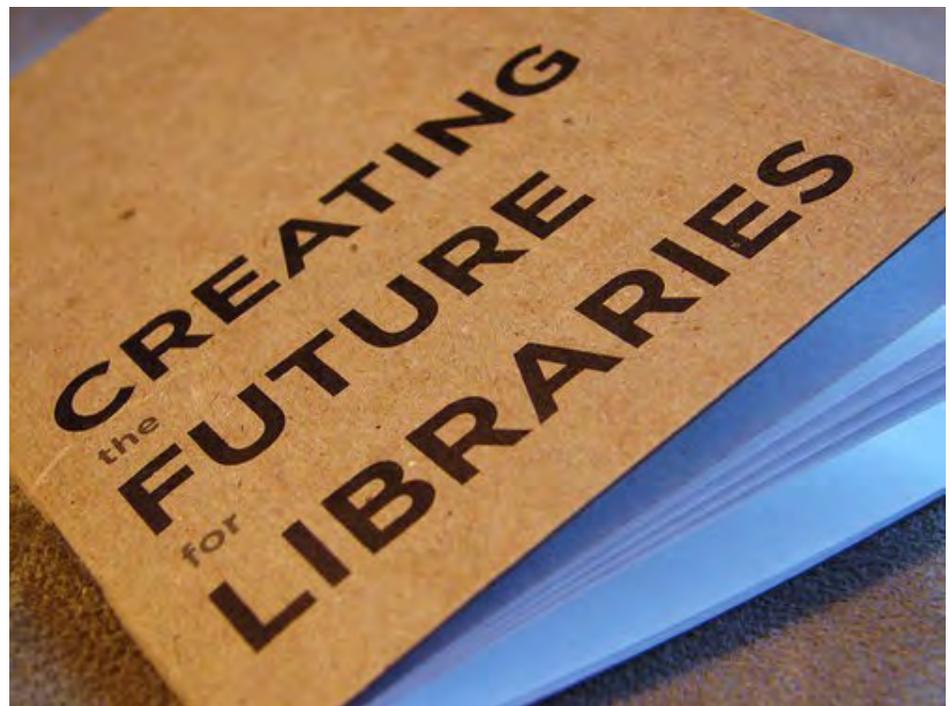
July 1, 2021 – June 30, 2022

LIBRARY RECERTIFICATION

https://library.utah.gov/certification

STANDARDS FOR UTAH'S PUBLIC LIBRARIES

CREATING THE FUTURE FOR UTAH LIBRARIES

Dear Utah Public Library Directors, Staff, and Board Members:

The Library Certification process is designed to keep libraries relevant in an ever-changing world. As library directors, boards, and others leverage this process with City and County officials, the process offers concrete reasons why we need to stay funded, have that space, or progress in our own unique ways. The goal is to help each library grow.

The certification process was designed by an evolving team of library directors from all sizes of public libraries, and in varying areas of the State. Librarians have worked together to define success, all the while knowing that "success is defined locally."

Section I – Basic Certification Standards (Required) lists 17 standards. These standards must be followed to ensure compliance with state law and accepted library practices.

Section II – Key Statistical Benchmarks (Required) lists the Benchmarks or targets related to "Library Support by the Community" and "Library Support by the City / County." In the Spring of each year, after all the City and County public library statistics have been submitted to the State Library, the benchmarks are updated and a customized benchmark report is produced for each certified library. State Library consultants assigned to each public library are available to discuss what these benchmarks might mean for the library. Certified libraries must meet or exceed the benchmark in at least 7 of the 12 categories.

Section III – Application for Quality Library Designation (Optional) is the opportunity to be recognized as a Quality Library. Libraries that meet 6 of the 10 quality library criteria will receive recognition and a certificate of merit from the State Library.

The appendices include information that will be helpful in the recertification process. Appendix A is a *Glossary of Library Terms* used in this document, and Appendix B includes *References to Utah Code*. The online version of this document includes links to Utah Code. Appendix C lists the *Required Documentation* needed for each standard.

Certified Public Libraries are eligible for Community Library Enhancement Funds (CLEF). The certification process outlined in this document will guide public libraries in their work to maximize the taxpayer investment in library services.

Warm Regards,

Chaundra Johnson, State Librarian

AUTHORITY

Utah Code Annotated (UCA) §9-7-205 (1) (n) : "The [USL] Board shall . . .develop standards for public libraries."

PURPOSE

The *Standards for Utah's Public Libraries* outline the minimum levels for library services in the state. The Standards provide libraries with leverage to encourage sustainable levels of support in the community and determine the library's eligibility to receive Community Library Enhancement Funds (CLEF) from the State of Utah. The certification renewal process also recognizes those libraries that provide quality library service. Libraries in Utah serving legal service areas of 50,000 people or less are subject to the certification renewal process annually.

WHAT IS A PUBLIC LIBRARY?

The Utah Code declares that a public library is established and maintained by a city governing body or a county legislative body (UCA §9-7-402, 501). In addition, for certification purposes, the State Library defines a public library as follows:

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 dedicated to the branch
3. Paid staff
4. Regularly scheduled hours for being open to the public

CERTIFICATION RENEWAL REQUIREMENTS & BENEFITS

The *Standards for Utah's Public Libraries* consists of three parts:
1. Section I – Basic Certification Standards (Required)
2. Section II – Key Statistical Benchmarks (Required)
3. Section III – Application for Quality Library Designation (Optional)

Section I – Basic Certification Standards. These standards represent a baseline for public library services in the areas of governance, administration, funding/finances, personnel, access and services, materials and resources, technology, and facilities. The library must fill out an online form certifying compliance with each standard. The library must compile evidence of their compliance (e.g. copies of reports, policies, etc.) and share these with a State Library consultant during a site visit.

Section II – Key Statistical Benchmarks. These benchmarks are calculated by the State Library using the data from the most recent statistical annual report. There are 12 benchmarks set at the level that 90% of Utah's certified libraries currently meet or exceed. The library must meet at least 7 of the 12 benchmarks.

Section III – Application for Quality Library Designation. This section is optional. Libraries choosing to pursue the designation of Quality Library must complete the online form and meet at least 6 of the 10 quality criteria. Libraries that receive Quality designation will receive recognition from the State Library.

Libraries that successfully meet the requirements of Section I and II will receive a letter of certification from the State Library and become eligible to receive funds from the State of Utah through the Community Library Enhancement Fund (CLEF).

THE COMMUNITY LIBRARY ENHANCEMENT FUND

The Community Library Enhancement Fund is an annual appropriation from the State of Utah Legislature for distribution to all certified public libraries in the state. The allocation of these funds is calculated either by population of legal service area (depending on the legal service area's size), or using a formula that considers population of the legal service area of the library, average annual income of the service population, and the financial support of the local government for the library. These funds are typically released in the third quarter of the State of Utah fiscal year and may be spent on collection development, technology that directly affects the public, and programming.

CERTIFICATION RENEWAL PROCESS

The certification of a public library is valid for the period of July 1 through June 30 and must be renewed annually. The certification renewal process includes the following timeline:

May 1 – May 31
- The library completes the online version of Section I: Basic Certification, compiles evidence of compliance with each standard, and submits the documents to the State Library.

June 1 – June 30
- A consultant from the State Library will meet with the library director to review the Section I: Basic Certification Standards, Section II: Key Statistical Benchmarks, and the documents submitted by the library as evidence of compliance with each standard.
- The consultant makes a recommendation to the State Librarian for issuing the official letter of certification or probation:
  A. Certification – The library successfully meets the requirements of Section I: Basic Certification Standards and Section II: Key Statistical Benchmarks and is certified for the next period of July 1-June 30.
  B. Probation – The library did not meet the requirements of Section I: Basic Certification Standards and Section II: Key Statistical Benchmarks.

PROBATION STATUS

When a library fails to meet the requirements of Section I or Section II, the library receives a letter of probation. Depending on which Section was failed, the library must do the following to continue to receive the CLEF benefit:

Failure to meet standards in Section I – Basic Certification Standards

If the library failed to meet one or more standards in Section I:

- The library will be placed on Probation Status.
- The library will be eligible to receive the State of Utah funds during the next CLEF benefit distribution.
- The library will present to the State Library, within 30 days of receiving the letter of probation, a plan to address and fix the deficient standards in Section I.
- The library will implement the plan and fix the deficient standard by May 1, when the next certification renewal process begins.
- The library will participate in the next certification renewal process:
    - If the library meets the requirements of Section I and Section II the library is fully certified again.
    - If the library again fails to meet the requirements of Section I, the library becomes de-certified and must apply for certification like a new library. The CLEF benefit will not be available to de-certified libraries.

Failure to meet standards in Section II – Key Statistical Benchmarks

If the library failed to meet at least seven of the twelve benchmarks in Section II:

- The library will be placed on Probation Status, Year 1 of 2.
- The library will be eligible to receive the State of Utah funds during the next CLEF benefit distribution.
- The library will present to the State Library, within 30 days of receiving the letter of probation, a plan to address and fix the deficient benchmarks in Section II. It is understood that the library may NOT be able to solve these deficiencies by May 1, when the next certification renewal process begins.
- The library will participate in the next certification renewal process. If the library meets the requirements of Section I and Section II, the library is fully certified again.
- If the library fails to meet the requirements of Section II, the library will be placed on Probation Status, Year 2 of 2. The library continues to work the plan and fix the deficient benchmarks.
- The library will be eligible to receive the State of Utah funds during the following CLEF benefit distribution.
- The library will participate in the next certification renewal process:
    - If the library meets the requirements of Section I and Section II the library is fully certified again.
    - If the library fails to meet the requirements of Section II for the second year in a row, the library's certification is suspended and the library is not eligible to receive the CLEF benefit.
        - The certification suspension can be in effect no longer than two years.
        - The library can regain certification during the next certification renewal process provided it meets the requirements of Section I and Section II.
        - If the library is not able to regain full certification within two years of having its certification suspended, the library becomes de-certified and must apply for certification like a new library.

A library may appeal the de-certification decision by the State Librarian to the State Library Board within 30 days

of receipt of the letter, specifying the reasons why they believe they are qualified for certification. The decision of the State Library Board of an appeal is final.

AREAS OF RAPID GROWTH – WAIVER PROCESS

In some areas of Utah, communities are experiencing rapid population growth, in excess of the state average. For libraries experiencing growth in excess of twice the state population growth rate 3 year average (based on annual U.S. Census Subcounty Resident Population Estimates), the library may apply for a waiver of meeting all the requirements of Section II – Key Statistical Benchmarks in order to achieve certification. The waiver request must address which benchmarks the library does not meet, what efforts are being made to address those deficiencies, and what policies and practices are in place that will allow the library to achieve full certification when the population growth falls within twice the state average. The waiver request must be addressed to the State Librarian. Written approval or denial of certification by waiver will be made within 60 days of receipt of the letter.

A library may appeal the decision by the State Librarian to the State Library Board within 30 days of receipt of a denial letter, specifying the reasons why they believe they are qualified for certification based on population growth. The decision of the State Library Board of an appeal shall be final.

QUALITY LIBRARY DESIGNATION (OPTIONAL)

During the certification renewal process, a library may seek the *Quality Library Designation* by completing the application in Section III of the certification standards and meeting six or more of the quality library criteria. After the application is received, a team of consultants at the State Library will review the information and make a final recommendation to the State Librarian. One benefit of receiving this designation is that the library will not be required to complete the recertification process in the next recertification round. When a library receives the quality designation, they will also receive public recognition from the State Library and a certificate to display in their library. Notification to applicants of the team's final recommendation will be sent by July 31.

REVIEW OF CERTIFICATION STANDARDS

These standards will be reviewed every other year, on even years, by a committee of public library directors and State Library staff prior to the certification renewal process.

SECTION I – BASIC CERTIFICATION STANDARDS (REQUIRED)
APPLICABLE TO ALL PUBLIC LIBRARIES IN THE STATE OF UTAH

GOVERNANCE

STANDARD #1

In accordance with UCA §9-7-402 and 9-7-502, the Library's Board of Directors has five to nine current members.

❑ Yes   ❑ No

STANDARD #2

Library Board meetings are held in compliance with Utah's Open Meetings Law, UCA §52-4-201, which includes the following requirements:

- Board meetings are open to the public
- Announcements of meetings with agendas are posted in accordance with UCA §52-4-202
- Written minutes are taken at each meeting
- Each board meeting is recorded, with the recording being made available to the public within three days
- 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.
- The Open Meetings Law is reviewed annually.

❑ Yes   ❑ No

STANDARD #3

The Board has approved and is operating under a long-range plan. While the plan must cover at least a three-year time span, the Board and staff must review the plan on an annual basis. The plan must contain:

- Mission and Vision statements
- Background information about the library
- Specific and quantifiable goals
- Provision for replacement and enhancement of library technology
- A plan for annual review of the long-range plan

❑ Yes   ❑ No

STANDARD #4

Internet Access Policy – 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 and filters their public internet access according to these policies. The Internet and Online Access Policy will be reviewed and reaffirmed by the board by June 30, 2022. *Failure to comply with this standard will result in immediate decertification.*

❑ Yes   ❑ No

STANDARD #5

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 Utah State Library

consultant, or through attendance at relevant workshops. The purpose of this training is to ensure that every Board member has a clear understanding of their roles as Board members. Training topics may include, but are not limited to:

- Legal responsibilities of the library board
- Utah's Open Meetings Law
- Internet and Online Access Policy
- Code of Ethics
- Finances of the library
- Advocacy opportunities
- Differences in the roles, powers and responsibilities between the Library Board, Library Director and local governmental entity

❑ Yes   ❑ No

ADMINISTRATION

STANDARD #6

The names of all board members are 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.

❑ Yes   ❑ No

STANDARD #7

The Library has submitted the following:

- CLEF Expenditure Report (Due annually in the Fall)
- Statistical Annual Report (Based on Library's fiscal year; due in September for City libraries and February for County libraries)
- Summer Reading Program Evaluation Report (Due annually in the Fall)

❑ Yes   ❑ No

FUNDING / FINANCES

STANDARD #8

Maintenance of Effort Compliance – The library jurisdiction complies with Maintenance of Effort (MOE) funding support for the library (the decrease in MOE is less than 10%). MOE is defined as follows: the percentage of change in average operational expenditures (local government funds only) from the past three fiscal years prior to the previous fiscal year (e.g. an average of operational expenditures from 2019-2021 will be used to measure the operational expenditures for 2022). MOE is calculated by the State Library based on expenditures reported in the Statistical Annual Report.

❑ Yes   ❑ No

STANDARD #9

Local Government Support Compliance – 65% of library operating revenues come from jurisdictional tax revenues. This is calculated by the State Library based on revenues reported in the Statistical Annual Report.

❑ Yes   ❑ No

PERSONNEL

STANDARD #10

Qualifications of the Director / Staff

- ❏ The Library Director has an ALA accredited library degree or has received advanced formal training in the management of libraries or related institutions.
  OR
- ❏ The Library Director has acquired, or will acquire the training in the management of libraries through the State Library's UPLIFT program within the State Library's designated timeframe.

Newly appointed directors must complete the State Library's Director Orientation in a timely manner, in accordance with the schedule of the State Library

STANDARD #11

Training of Director and Staff – Training in areas that enhance work abilities.

- ❏ 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 25,001 to 50,000: 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.

STANDARD #12

The Library has skilled technical support, either provided by city / county or through a private contractor, which adequately meets the library's needs to support and maintain the technology infrastructure.

❏ Yes   ❏ No

ACCESS AND SERVICES

STANDARD #13

Internet Presence – The library maintains a website, which provides:

- Contact information for the library director
- A schedule of programs at the library
- A catalog of materials that allows the public to place holds and renew materials online
- Resources available through Utah's Online Library
- A way for library users to contact library staff to obtain reference information or assistance

❏ Yes   ❏ No

Operating Non-duplicated hours. Non-duplicated hours means that only one library in a system is counted for each time period. Evening / weekend hours means service hours on Saturday and Sunday, and after 5 PM on weekdays (30% of minimum open hours for population category).

- ❑ Libraries serving less than 2,500: 23 non-duplicated hours per week. At least 7 evening / weekend hours. Posted Weekly Hours _____

- ❑ Libraries serving between 2,500 and 5,000: 25 non-duplicated hours per week. At least 8 evening / weekend hours. Posted Weekly Hours _____

- ❑ Libraries serving between 5,001 and 25,000: 38 non-duplicated hours per week. At least 11 evening / weekend hours. Posted Weekly Hours _____

- ❑ Libraries serving between 25,001 and 50,000: 52 non-duplicated hours per week. At least 16 evening / weekend hours. Posted Weekly Hours _____

MATERIALS AND RESOURCES

STANDARD #15

The Library has a collection development policy approved by the Library Board. The collection development policy must include:

- Statement of purpose
- Responsibility for selection
- Criteria for selection
- Description of selection process
- Handling of gift items
- Weeding (deselection)
- Steps for handling objections to materials

❑ Yes   ❑ No

TECHNOLOGY

STANDARD #16

Internet connection speeds exceed 6 mbps (download) in all branch library locations.
❑ Yes   ❑ No   Indicate actual connection speed (download): _____

FACILITIES

STANDARD #17

A Building Inspection Checklist has been completed annually for each library location, including all branches. An inspection checklist required by the local governing or funding authority is acceptable. The State Library Building Inspection Checklist is available on the USL website: http://library.utah.gov/certification.
❑ Yes   ❑ No

SECTION II – KEY STATISTICAL BENCHMARKS (REQUIRED)
BASED ON THE MOST RECENT STATISTICS PROVIDED BY PUBLIC LIBRARIES IN THE STATE OF UTAH (Updated: March 2022)

The Benchmark for each of the categories below is set at the level that 90% of Utah's certified libraries currently meet or exceed. A certified library should meet or exceed the benchmark in at least 7 of the 12 categories. An explanation of these standards can be found on our website, here. Your consultant will provide you with a table indicating where your library stands against the Benchmarks (see the example on page 11). 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.*
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

1. Library Visits – Total Number of Visitors per capita
    Benchmark 10th Percentile   3.725096
    Benchmark 50th Percentile   5.813804
    Benchmark 70th Percentile   7.236020
	2. Physical Circulation – Total Annual Circulation of Physical Materials per capita
	    Benchmark 10th Percentile 5.558647
	    Benchmark 50th Percentile 9.352185
	    Benchmark 70th Percentile 11.729759

3. Electronic Circulation – Total Annual Circulation of Electronic Materials per capita
    Benchmark 10th Percentile   0.322007
    Benchmark 50th Percentile   0.672575
    Benchmark 70th Percentile   0.800103
	4. Turnover Rate of Physical Materials
	    Benchmark 10th Percentile 0.919483
	    Benchmark 50th Percentile 2.382320
	    Benchmark 70th Percentile 3.366020

5. Turnover Rate of Electronic Materials
    Benchmark 10th Percentile   0.032653
    Benchmark 50th Percentile   0.132439
    Benchmark 70th Percentile   0.496182
	6. Technology Use – Total Number of Internet Terminal Users per capita
	    Benchmark 10th Percentile 0.367929
	    Benchmark 50th Percentile 0.920598
	    Benchmark 70th Percentile 1.288584

7. WiFi Use – Total Number of WiFi Users per capita
    Benchmark 10th Percentile   0.081259
    Benchmark 50th Percentile   0.300654
    Benchmark 70th Percentile   0.788172
	8. Programming Attendance – Total Annual Attendance to Programs per capita
	    Benchmark 10th Percentile 0.273828
	    Benchmark 50th Percentile 0.522217
	    Benchmark 70th Percentile 0.874702

* 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* compare those benchmarks to the figures you reported in your most recent statistical annual report.

LIBRARY SUPPORT BY THE CITY / COUNTY GOVERNING AUTHORITY

9. Local Operating Expenditures – Total Operating Expenditures from Local Funds only per capita
 	
    Benchmark 10th Percentile   15.760878
    Benchmark 50th Percentile   28.243364
    Benchmark 70th Percentile   32.917416
	10. Collections Budget – Percentage of Collections Budget (as part of the total operating expenditures)
	    Benchmark 10th Percentile 8.17%
	    Benchmark 50th Percentile 13.09%
	    Benchmark 70th Percentile 14.72%

11. Staffing Levels – Total Staff FTE per capita
    Benchmark 10th Percentile   0.000276
    Benchmark 50th Percentile   0.000468
    Benchmark 70th Percentile   0.000647
	12. Programming Opportunities – Total Number of Programs per capita
	
	    Benchmark 10th Percentile 0.009611
	    Benchmark 50th Percentile 0.018925
	                                             0.030184
	    Benchmark 70th Percentile

SAMPLE LIBRARY BENCHMARK PAGE

BENCHMARKS 2018

Key performance measures of public library services in Utah

Requirement: Meet or exceed at least 7 of the 12 benchmark categories

Utah State Library Division
A DIVISION OF THE UTAH DEPARTMENT OF HERITAGE & ARTS

	Library Support by the Community								Library support by Local Governing Authority				
	Total Library Visits	Total Circulation of Physical Materials	Total Circulation of Electronic Materials	Turnover Rate of Physical Materials	Turnover Rate of Electronic Materials	Total Internet Terminal Users	Total WIFI Users	Total Programming Attendance	Total Local Operating Expenditures	Collections Budget as percentage of Total Expenditures	Total Staffing Levels (FTE)	Total Programming Opportunities	Population of Legal Service Area
Figures Reported for FY2016	13,742	46,460	2,260	2.38	0.06	1,702	1,513	2,270	$140,865.00	10.13%	2.32	157	3,007
Benchmarks* 10th Percentile	11,201	16,715	968	0.92	0.03	1,106	244	323	$47,352.96	8.17%	0.83	29	
50th Percentile	17,482	28,122	2,022	2.38	0.13	2,768	904	1,570	$84,927.00	13.09%	1.41	57	
70th Percentile	21,759	35,271	2,406	3.37	0.50	3,875	2,370	2,630	$98,992.67	14.72%	1.95	91	

RED represents a value below the 10th percentile
GREEN represents a value equal to or above the 70th percentile

* The benchmarks below represent per capita calculations of the peer group. The peer group includes all certified city and county libraries.	Number of Library Visits per capita	Circulation of Physical Materials per capita	Circulation of Electronic Materials per capita	Turnover Rate of Physical Materials (circ/coll)	Turnover Rate of Electronic Materials (circ/coll)	Number of Internet Terminal Users per capita	Number of WiFi Users per capita	Number of Programming Attendance per capita	Local Operating Expenditures, per capita	Collections Budget as Percentage of Total Expenditures	Staffing levels (FTE) per capita	Number of Programming Opportunities per capita	
Benchmark 10th Percentile	3.725096	5.558647	0.322007	0.919413	0.032855	0.367929	0.081259	0.273828	15.760878	8.17%	0.000276	0.009611	Benchmark 10th Percentile
Benchmark 50th Percentile	5.813804	9.352185	0.672575	2.382320	0.132439	0.920598	0.300654	0.522217	28.243364	13.09%	0.000468	0.018925	Benchmark 50th Percentile
Benchmark 70th Percentile	7.236020	11.729759	0.890103	5.366020	0.496182	1.280564	0.788172	0.874702	32.917416	14.72%	0.000647	0.030184	Benchmark 70th Percentile
Lowest	2.317861	1.304924	0.095644	0.310221	0.004720	0.111583	0.018244	0.170141	11.538343	3.31%	0.000137	0.004689	Lowest
Median	5.813804	9.352185	0.672575	2.382320	0.132439	0.920598	0.300654	0.522217	28.243364	13.09%	0.000468	0.018925	Median
Average	6.822062	10.646598	0.748333	2.812641	0.926483	1.262484	1.128335	0.984352	31.923827	14.33%	0.000571	0.028848	Average
Highest	27.305766	29.386406	2.759972	7.630158	13.096278	9.450313	17.299077	11.180223	138.985482	46.51%	0.001787	0.120205	Highest

Prepared by: State Data Coordinator, Utah State Library Division.
Source: Statistical Annual Report of Public Library Services, Utah Dataset, FY2016.

SECTION III – APPLICATION FOR QUALITY LIBRARY DESIGNATION (Optional)

During the certification renewal process, a library may seek the **Quality Library Designation** by completing this application and meeting six or more of the quality library criteria for library efforts conducted in the previous 12 months. When a library receives the quality designation, they will receive recognition from the State Library and a certificate of merit. After the application is received, a team of consultants at the State Library will review the information and make a final recommendation to the State Librarian.

QUALITY LIBRARY CRITERIA

#1 **The library reaches beyond its physical space to provide collections or services to community organizations. Check at least one of the following:**

❑ Service to home-bound users (an advertised formal library service available to all residents unable to visit the library)
- ○ Description of service _____
- ○ Number of persons using the service _____
- ○ Number of times this service was used _____

❑ Deposit collections at external community locations (an advertised formal library service available to users of community organizations and agencies)
- ○ Description of service _____
- ○ Number of persons using the service _____

❑ Library programs presented at external community locations
- ○ Description of service _____
- ○ Number of persons using the service in _____

❑ Other library services provided at external community locations
- ○ Description of service _____
- ○ Number of items circulated _____
- ○ Number of persons using the service _____

#2 **The library meets or exceeds the 70th percentile of five or more key statistical measures.**

❑ Yes – Check the boxes for the measures that the library meets or exceeds the 70th percentile

☐ 1: Library Visits per capita	☐ 2: Physical Circulation per capita	☐ 3: Electronic circulation per capita
☐ 4: Turnover Rate of Physical Materials	☐ 5: Turnover Rate of Electronic Materials	☐ 6: Internet Terminal Users per capita
☐ 7: Wifi Users per capita	☐ 8: Programming Attendance per capita	☐ 9: Local Operating Expenditures per capita
☐ 10: Collections Budget percentage (coll exp/total exp)	☐ 11: Staffing Levels FTE per capita	☐ 12: Programming Opportunities per capita

#3   **Online Experience – The Library's website includes the following:**
- ❑ Access to digital materials on the front page (e.g. eBooks, downloadable audio and video, electronic magazines, etc.)
- ❑ Social media links (at least 3) from the front page (e.g. Facebook, Twitter, Pinterest, Instagram, Flickr, etc.)
- ❑ Dynamic content on front page (changing news, features)
- ❑ Responsive web design (i.e. web page formatting that changes depending if the user is accessing the page on a smartphone, tablet, or computer.)

#4   **The Library is proactive in obtaining materials for users based upon their requests for items not currently in the library's collections and/or is an active lender in the Utah library community. The library must meet at least one of the following criteria:**
- ❑ The library is a member of OCLC and lends materials to other libraries
- ❑ The library exceeds the median number of ILL requests from its users, as provided by the Utah State Library
- ❑ Providing extra effort to obtain materials
    - ○ The library provides an online form for patrons to request materials not currently in the library's collection
    - ○ The library purchases materials based on patron requests
        - ▪ Number of requests received for materials not in the library's collection _____
        - ▪ Number of purchases made in response to these requests _____

#5   **The Library encourages all staff to participate in Utah's library community.**
- ❑ The Library pays Utah Library Association dues for at least the Board Chair and 50% of full-time employees.

#6   **The Library participates in engaging programming that goes beyond the standard offerings of the library. Programming is a clear reflection of serving the community's demographic and needs (e.g. a service area with a large teen population has programming for teens at their library).**
- ❑ Describe the programming the library provides. May include: in-house programs, outreach programs, guest speakers, literacy experiences, etc.

_____

_____

_____

_____

#7   **Database/Resource Training for patrons – The Library must meet at least one of the following criteria:**
- ❑ Library staff has expertise using Utah's Online Library. The library has 1 FTE or 25% of its public service staff, whichever is greater, that provide at least 12 workshops/classes/programs annually about Utah's Online Library and the use of other internet resources.
- ❑ The Library provides at least 50% of the funds and staff resources for at least 12 workshops/classes /programs annually on topics of interest to the community.
  List workshops. _____

#8   **Engaged in a collaboration with another library, community organization, or local expert(s) to provide services, resources, or programs to the community.**
- ❑   The collaboration must include active, substantial participation by both libraries (e.g. contributes 50% of the funding or active participation by library staff).
- ❑   The collaboration must be ongoing or include multiple entities in the collaboration.
- ❑   The collaboration must have resulted in significant public participation. (Include number of participants in your summary.)

Describe the collaboration, and include evidence of each of the requirements.

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#9   **Demonstrates an innovative approach to providing library services, either inside or outside of the library building.**
Examples of innovation include: Makerspaces, Fab Labs, Storytelling Festival, a pilot project or program that is not being done in many libraries but could be a model to be replicated in the future.
Describe the program or activity, what made it unique or innovative, and its impact on the community.

_____
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_____

#10   **Staff training hours exceed the required amount by 50%.**
Library staff members that are not the library director have completed at least 50% more collective hours of training beyond the standard requirement.
Please list the employees and hours of training that exceeded the required amount.

_____
_____
_____
_____

APPENDIX A – 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 12 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 the links in Appendix B on page 22 of this document.

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) criteria for selection; 4) description of selection process; 5) handling of gift items; 6) weeding (deselection); and 7) steps for handling objections to materials.

Community Library Enhancement Funds (CLEF): An annual appropriation from the State of Utah Legislature for distribution to all certified public libraries in the state. The funds may be used for collection development, technology that directly affects the public, and programming. CLEF payments are calculated by 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: An hour spent in training, online or in person, which 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 on Saturday, Sunday, and after 5:00 PM on weekdays.

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

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 for 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 through competitive grant rounds.

Library Services and Technology (LSTA) Interim and Final Reports: The State Library must periodically collect these reports 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 (SPR).

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 and outlines quantifiable goals. It is based on knowledge, expectations, resources, and realistic projections of the needs of the community. Also known as: Strategic Plan. Please refer to Standard 3 in this document.

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 fiscal years prior to the previous fiscal year, 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. Please see Appendix B on page 22 of this document for a link to the code.

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 six of the ten 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 (CLEF) benefit.

Recertification Round: The period of time in which a library recertifies based on current standards. Recertification is considered valid from July 1st to the following June 30th.

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 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. Please see Appendix B on page 22 of the document for a link to this code and administrative rule.

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. To calculate this, divide the number of materials circulated by the number of materials held in the collection.

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. The Utah Department of Heritage and Art's mission is to preserve and promote heritage, arts, community development, cultural resources, and understanding.

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 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. This division 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.

APPENDIX B – REFERENCES TO UTAH CODE

- Utah Code Annotated §9-7-205 (1) (n)

- Utah Code Annotated §9-7-215 and §9-7-216 (Internet and Online Access Policy in accordance with Administrative Rule R458-2)

- Utah Code Annotated §9-7-402 (Public Libraries)

- Utah Code Annotated §9-7-501 (County Libraries)

- Utah Code Annotated §52-4-201 (Utah's Open Meetings Law)

- Utah Code Annotated §52-4-207(2) (Requirements Governing Electronic Meetings)

APPENDIX C – REQUIRED DOCUMENTATION FOR CERTIFICATION

STANDARD #	DOCUMENT
1	☐ Copy of the current list of Board members, stating name, contact information, term (first, second or finishing someone else's term), and when the current term expires
2	☐ Copy of current library board bylaws that mention adherence to UCA 52-4-201 and which specifically mentions electronic meetings, if applicable. If bylaws are not available, copy of city/county rule for public boards adherence to state law.
3	☐ Copy of the current long-range plan or strategic plan
4	☐ Copy of the current internet and online access policy
5	☐ Copy of the agenda of the trustee training, stating date and place, and copy of the attendance sheet
6	☐ Your consultant will check the library's website and a document available for the public at the service desk
7	Copy of the latest: ☐ CLEF expenditure report ☐ Statistical annual report ☐ Summer reading program evaluation report
8	☐ Copy of the most recent statistical annual report
9	☐ Copy of the most recent statistical annual report
10	☐ None
11	☐ 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
12	☐ None
13	☐ Your consultant will check the library's website for all 5 of the items noted in the standard.
14	☐ Your consultant will check the library's website or the posted hours on the building
15	☐ Copy of the current collection development policy
16	☐ Using a patron computer, go to http://speedtest.uen.net and run test. Print the results pages that indicate speed, date and time of test
17	☐ Copy of Building Inspection Checklist for each library location