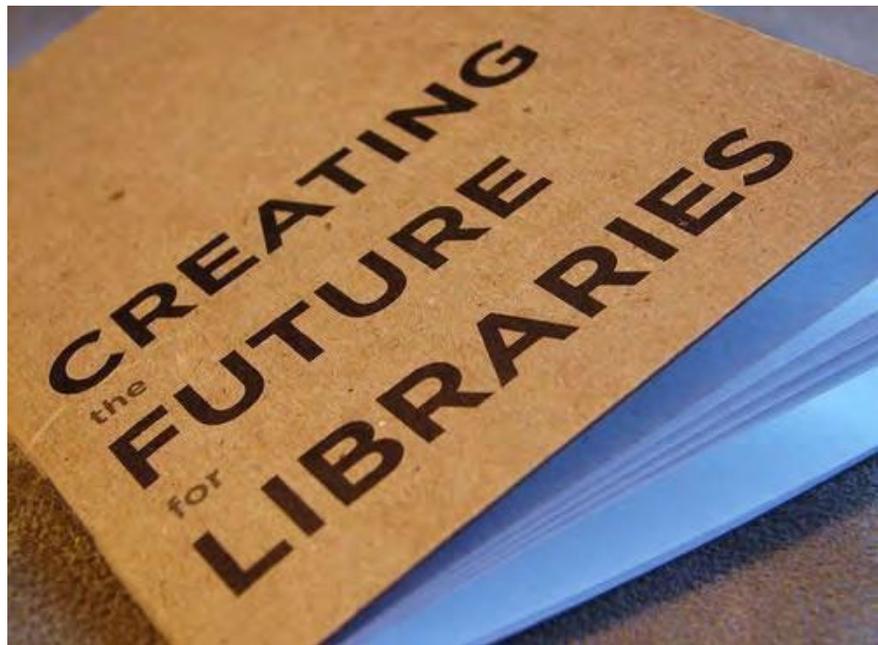


STANDARDS FOR UTAH'S PUBLIC LIBRARIES



July 1, 2022 –

June 30, 2023

**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:

Recertification is designed to keep libraries relevant in an ever-changing world. After completing recertification, the results highlight the reasons why libraries need continued funding and support. The goal of recertification is to help each library grow.

Recertification was designed and is reviewed by an evolving team of library directors from all sizes of public libraries, and in varying areas of the state. Throughout the recertification design and review processes, librarians work together to define success, keeping in mind that success is defined locally.

After a library passes initial certification, recertification is the process of compiling and submitting evidence of compliance to a set of standards and benchmarks that ensure a continued quality of service. Passing recertification is not simply about qualifying for state and federal funding, it also indicates that the library is functioning successfully and is in compliance with state rules and regulations. Passing recertification is an acknowledgement of merit to all community members, including the Utah professional library community and the State Library, that taxpayers and stakeholders are funding a successful library.

Overview of recertification:

Section I – Basic Recertification 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 June 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 recertified library. State Library consultants assigned to each public library are available to discuss what these benchmarks might mean for the library. To qualify for recertification, libraries must meet or exceed the benchmarks 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.

One of the benefits of passing recertification is that the library becomes eligible to receive the Community Library Enhancement Fund (CLEF) grant. The recertification process outlined in this document will guide public librarians in their work to maximize taxpayer investment in library services.

Warmly,

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 reasoning to encourage sustainable levels of support in the community and determine the library’s eligibility to receive the Community Library Enhancement Fund (CLEF) grant from the State of Utah as well as federal funds allocated to the Utah State Library. The recertification process also recognizes those libraries that provide Quality Library service. Currently, libraries in Utah serving legal service areas of 50,000 people or less are subject to the annual recertification process.

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, 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

RECERTIFICATION REQUIREMENTS & BENEFITS

The *Standards for Utah’s Public Libraries* consists of three parts:

1. Section I – Basic Recertification Standards (Required)
2. Section II – Key Statistical Benchmarks (Required)
3. Section III – Application for Quality Library Designation (Optional)

Section I – Basic Recertification 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 submit the documentation to the State Library.

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 recertified 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 Library criteria. Libraries that receive the Quality Library designation will receive recognition from the State Library.

Libraries that successfully meet the requirements of Section I and II will receive a letter of recertification from the State Library and become eligible to receive funds from the State of Utah through the Community Library Enhancement Fund (CLEF) as well as eligibility to receive federal funding allocated to the State Library.

THE COMMUNITY LIBRARY ENHANCEMENT FUND

The Community Library Enhancement Fund is an annual appropriation from the State of Utah Legislature for distribution to all recertified public libraries in the state. The allocation of these funds is calculated either by population of the legal service area (depending on the legal service area’s size), or using a formula that considers the population of the legal service area of the library, median household 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’s fiscal year and may be spent on collection development, technology for public use, programming and minor capital improvements.

RECERTIFICATION PROCESS

The recertification of a public library is valid for the period of July 1 through June 30 and must be renewed annually. Cities will submit evidence of compliance to Basic Recertification Standards based on the current fiscal year and counties will submit evidence based on the most recent calendar year. Benchmarks are calculated using data from the annual statistical report. For city libraries, the data used is one fiscal year behind the current fiscal year. For county libraries, the data used is from the most recent calendar year. The recertification process includes the following timeline:

June 1– June 30

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

June 1 – July 31

- A consultant from the State Library will meet or contact the library director to review the Section I: Basic Recertification 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 recertification, probation, or other status as indicated below:
 - A. Recertification – The library successfully meets the requirements of Section I: Basic Recertification Standards and Section II: Key Statistical Benchmarks and is recertified for the next period of July 1-June 30.
 - B. Probation – The library did not meet the requirements of Section I: Basic Recertification Standards and Section II: Key Statistical Benchmarks.
 - C. Ineligible to Receive Funding – The library failed to submit time-sensitive and required

documentation, such as the Online Internet Access Policy, to the State Library by the deadline; as a result, the library is ineligible to receive the CLEF grant and federal funding.

D. De-certified – The library ultimately failed to submit required documentation or meet qualifications. The library is ineligible to receive the CLEF grant and federal funding.

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 grant and be eligible for federal funding:

Failure to meet standards in Section I – Basic Recertification 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 grant distribution and maintain eligibility for federal funds.
- 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 July 1, when the next recertification process is completed.
- The library will participate in the next recertification process:
 - If the library meets the requirements of Section I and Section II the library is fully recertified 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 grant and federal funds 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 7 of the 12 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 grant 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 July 1, when the next recertification process is completed.
- The library will participate in the next recertification process. If the library meets the requirements of Section I and Section II, the library is fully recertified 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 grant distribution and maintain eligibility for federal funds.
- The library will participate in the next recertification process:
 - If the library meets the requirements of Section I and Section II the library is fully recertified again.
 - If the library fails to meet the requirements of Section II for the second year in a row, the library's recertification is suspended and the library is not eligible to receive the CLEF grant or federal funds.
 - The recertification suspension can be in effect no longer than two years.
 - The library can regain recertification during the next recertification process provided it meets the requirements of Section I and Section II.

- If the library is not able to regain full recertification within two years of having its recertification suspended, the library becomes de-certified and must apply for certification like a new library.

Ineligible for Funding Status

Failure to submit required documentation

If the library ultimately fails to submit required documentation, such as the Online Internet Access Policy, in the timeline given by the State Library, the library will become de-certified.

- Notification of failure to comply will be sent to the library by the State Library. The library is ineligible to receive the CLEF grant and federal funding.
- The library will be given a deadline to prove compliance. If compliance is given by the deadline, the library will maintain recertification and eligibility for the CLEF grant and federal funding.
- If the library does not comply, the library will become de-certified and must apply for certification like a new library. Eligibility for the CLEF grant and federal funding will be awarded upon certification.

De-certified Status

De-certified

The failure to meet standards, benchmarks and submit required documentation is de-certification. De-certification means that the library is no longer eligible for the CLEF grant or federal funding opportunities through the State Library.

- Notification of de-certification will be sent to the library by the State Library.
- The library 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 recertification. The decision of the State Library Board on an appeal is final.

WAIVER PROCESS

AREAS OF RAPID GROWTH

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 recertification. 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 recertification 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 recertification 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 recertification based on population growth. The decision of the State Library Board of an appeal shall be final.

NEW COLLABORATIONS

To foster collaboration between library systems and the sharing of resources and expertise across the state, libraries may apply for a short-term waiver from certain recertification standards and or benchmarks for libraries embarking on a *new* collaboration, reciprocal agreement, or consortium with another Utah library. The waiver request must address which standards and or benchmarks the library would like a temporary exemption from and the period of time this temporary exemption will last. The waiver request must be addressed to the State Librarian. Written approval or denial of recertification 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 recertification. The decision of the State Library Board of an appeal shall be final.

QUALITY LIBRARY DESIGNATION (OPTIONAL)

During the recertification process, a library may seek the *Quality Library Designation* by completing the application in Section III 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 October 15.

REVIEW OF RECERTIFICATION 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 recertification process.

SECTION I – BASIC RECERTIFICATION 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 by the board.

Yes No

STANDARD #3

The Library has a current written strategic plan informed by board and staff input as well as by a community assessment process. *Please note that this standard will be flexible until 2024 to allow time to meet requirements.*

The plan includes these elements:

1. Library vision and mission;
2. High-level desired outcomes;
3. Practical activities or action steps supporting the outcomes;
4. Set measures that indicate outcomes have been achieved

The library's strategic plan is created with the active participation of stakeholders including members of the community and community organizations, and may address services, facilities, accessibility, and public relations.

The library’s strategic plan is assessed using a set of pertinent, useful, and actionable qualitative or quantitative data points, including and in addition to the indicators from the strategic plan.

While the plan typically covers at least a three-year timespan, the library board and staff must review and approve the plan on an annual basis.

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, 2025. ****Libraries that fail to comply with this standard will become ineligible to receive funding from the State Library, including state and federal opportunities, until evidence is submitted of compliance in a probationary time period given for a library to comply. If compliance is not met during the probationary time period, further consequences shall apply including de-certification.***

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 can be found in the Utah Public Library Trustee Manual <https://library.utah.gov/wp-content/uploads/Trustee-Manual-2021.pdf>.

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 (Due in the fall for city libraries and spring 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 2020-2022 will be used to measure the operational expenditures for 2023). 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.

New 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 that enhances work abilities, including training on Utah’s Online Public Library. Please find this training using the following link: <https://my.nicheacademy.com/utah-libraries/pathway/32205>

Please note that this standard will be flexible until 2024 to allow time to meet requirements.

- Libraries with less than 1 FTE: Library director received at least 23 contact hours of training in the most recent year, including:
 - Staff members who interact with the public completed the State Library’s training curriculum on Utah’s Online Public Library. The time spent on this training counts toward the 23 hour requirement. After the initial training, an annual refresher must be completed.

- 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.
 - Staff members who interact with the public completed the State Library’s training curriculum on Utah’s Online Public Library. The time spent on this training counts toward the 50 hour requirement. After the initial training, an annual refresher must be completed.

- Libraries serving 25,000 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.
 - Staff members who interact with the public completed the State Library’s training curriculum on Utah’s Online Public Library. The time spent on this training counts toward the 100 hour requirement. After the initial training, an annual refresher must be completed.

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

STANDARD #14

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

STANDARD #16a

A Technology Checklist has been completed annually for each library location, including all branches. The State

Library Technology Checklist is available on the USL website: <http://library.utah.gov/certification>. *Please note that this standard will be flexible until 2024 to allow time to meet requirements.*

STANDARD #16b

The Board has approved and is operating under a technology plan. The technology plan may be an independent planning document, or it may be referenced in or a component of the strategic plan. An example Technology Plan and Needs Assessment is available on the USL website: <https://library.utah.gov/certification/>. While the plan may cover a longer time span, the Board and staff must review the plan on an annual basis. The plan must contain:

- Library mission statement
- Public data on community technology needs
- Technology inventory
- Measurable goals
- Budget, including updating and replacing equipment and ongoing service charges

The plan may contain:

- Community technology needs assessment
- Professional development strategy
- Alignment with collection development policy

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)

During the recertification process a customized benchmark report is produced for each recertified library. Your state library consultant will provide you with a table indicating where your library stands against the benchmarks (see the example on page 14). Benchmarks are targets that indicate *Library Support by the Community* and *Library Support by the City or County Governing Authority*. Benchmarks are calculated annually in June using data collected in the annual statistical report. The benchmark for each target is set at the level that 90% of Utah’s recertified libraries currently meet or exceed, and recertified libraries should meet or exceed the benchmark in at least 7 of the 12 categories. If no data is submitted for a data element on the annual statistical report that is used to calculate benchmarks, the library will fail that category. Benchmark categories include the following:

LIBRARY SUPPORT BY THE COMMUNITY

1. Library visits - Total number of visitors per capita
2. Physical circulation - Total annual physical circulation of physical materials per capita
3. Electronic circulation - Total annual electronic circulation per capita
4. Turnover rate of physical materials
5. Turnover rate of electronic materials
6. Technology use - Total number of internet terminal users per capita
7. Wi-Fi use - Total number of Wi-Fi users per capita
8. Programming attendance - Total annual attendance at programs per capita

LIBRARY SUPPORT BY THE CITY/ COUNTY GOVERNING AUTHORITY

9. Local operating expenditures - Total operating expenditures from local funds only per capita
10. Collections budget - Percentage of collections budget (as part of the total operating expenditures)
11. Staffing levels - Total staff FTE per capita
12. Programming opportunities - Total number of programs per capita

If you would like to calculate your own benchmarks or learn more about the benchmarking process, please contact the State Library.

SAMPLE LIBRARY BENCHMARK PAGE

BENCHMARKS 2022
Key performance measures of public library services in Utah



	Benchmark #1 Library Visits	Benchmark #2 Circulation of Physical Materials	Benchmark #3 Circulation of Electronic Materials	Benchmark #4 Turnover Rate of Physical Materials	Benchmark #5 Turnover Rate of Electronic Materials	Benchmark #6 Internet Terminal Users	Benchmark #7 Wifi Users	Benchmark #8 Attendance at Programs	Benchmark #9 Local Operating Expenditures	Benchmark #10 Percentage of Collections Budget	Benchmark #11 Staffing Levels	Benchmark #12 Number of Programs	Population of Legal Service Area	Benchmarks FAILED (below 10th percentile) - cannot fall more than 5	Benchmarks Achieved (Reached at least 10th percentile) - needs at least 7	Benchmarks at or OVER 70th percentile - Needs 5 or more for Quality Library Designation
Library Figures Reported for FY2021	12,121	38,425	9,738	1.41	0.03	1,340	No Data	75	\$196,631	9.28%	3.50	10	5,611	2	10	2
Benchmarks at the 10th Percentile	9,729	15,057	6,187	0.47	0.02	277		157	\$86,749	7%	1.57	9				
50th Percentile	16,230	32,292	12,724	1.50	0.06	1,180		3,982	\$151,512	11%	2.97	56				
70th Percentile	20,674	43,840	15,850	2.07	0.14	1,957		7,568	\$195,139	16%	3.45	84				
RED represents a value below the 10th percentile																
YELLOW represents No Data was submitted and benchmark could not be calculated																
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 with a legal services area under 50,000 people.																
	BENCHMARK #1 Library Visits per capita	BENCHMARK #2 Circulation of Physical Materials per capita	BENCHMARK #3 Circulation of Electronic Materials per capita	BENCHMARK #4 Turnover Rate of Physical Materials (circ/coll)	BENCHMARK #5 Turnover Rate of Electronic Materials (circ/coll)	BENCHMARK #6 Internet Terminal Users per capita	BENCHMARK #7 Wifi Users per capita	BENCHMARK #8 Attendance to Programs per capita	BENCHMARK #9 Local Operating Expenditures per capita	BENCHMARK #10 Percentage of Collections Budget (coll exp/total exp)	BENCHMARK #11 Staffing Levels (FTE) per capita	BENCHMARK #12 Number of Programs per capita				
Benchmarks 10th Percentile	1.733981	2.683494	1.102608	0.466254	0.015989	0.048428	0.058537	0.027996	\$15.46	7%	0.000280	0.001533				
Benchmarks 50th Percentile	2.892448	5.751160	2.267602	1.499910	0.056578	0.110283	0.709678	0.111836	\$27.90	11%	0.000530	0.010039				
Benchmarks 70th Percentile	3.684577	7.811159	2.824818	2.067815	0.143097	0.348835	1.348702	0.308055	\$34.71	16%	0.000614	0.014930				

SECTION III – APPLICATION FOR QUALITY LIBRARY DESIGNATION (OPTIONAL)

During the recertification 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 Library Designation, they will receive recognition from the State Library and a certificate of merit. They may also receive a one year break from the recertification process. 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

- | | | |
|---|---|---|
| <input type="checkbox"/> 1: Library Visits per capita | <input type="checkbox"/> 2: Physical Circulation per capita | <input type="checkbox"/> 3: Electronic circulation per capita |
| <input type="checkbox"/> 4: Turnover Rate of Physical Materials | <input type="checkbox"/> 5: Turnover Rate of Electronic Materials | <input type="checkbox"/> 6: Internet Terminal Users per capita |
| <input type="checkbox"/> 7: Wifi Users per capita | <input type="checkbox"/> 8: Programming Attendance per capita | <input type="checkbox"/> 9: Local Operating Expenditures per capita |
| <input type="checkbox"/> 10: Collections Budget percentage (coll exp/total exp) | <input type="checkbox"/> 11: Staffing Levels FTE per capita | <input type="checkbox"/> 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, TikTok, 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 50% of full time staff, plus the director.

#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 Targeted Local Training – The Library must meet at least one of the following criteria:

- The library has identified a training need for their specific library and has worked with State Library staff to address the need and implement a targeted training. *This training should go above and beyond the training stipulated in Basic Certification Standard #11.*

#8 The library 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 the number of participants in your summary.)

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

#9 The library demonstrated an innovative approach to providing library services, either inside or outside of the library building. Please provide specific examples.

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.

#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

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

Benchmark: A 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: A legally designated advising or 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) grant.

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 23 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 Fund (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, programming and minor capital improvements. CLEF payments are calculated by a formula based on the population the library serves, the median household income 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

De-certification: 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 de-certified library must apply for certification like a new library in order to qualify for the Community Library Enhancement Fund grant.

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 library development subject to appropriation by Congress. Funds have been made available for library projects and services through competitive grant rounds and other statewide library projects.

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 recertification 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, or 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 CLEF grant.

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 recertified.

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 recertification requirements by a specified month and year will be suspended for a period of no longer than two years.

T

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

Triennial Internet and Online Access Policy: Recertification 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 23 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 Cultural and Community Engagement: The Utah State Library Division, Division of Arts and Museums, Division of Indian Affairs, Division of State History, Division of Multicultural Affairs, STEM Action Center, and U Serve Utah are all under this state government department. The Utah Department of Cultural and Community Engagement listens, connects, inspires, and empowers Utahans to see themselves in the past, present, and future of our state

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

Utah’s Online Public Library: Web portal maintained by the State Library to provide quick access to premium online reference sources for public libraries.

Utah State Library Division (USL): Provides funding, training, data collection, resources, 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 on subjects of librarianship 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 RECERTIFICATION

STANDARD #	DOCUMENT
1	<input type="checkbox"/> 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	<input type="checkbox"/> 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 rules for public boards adherence to state law
3	<input type="checkbox"/> Copy of the current long-range plan or strategic plan
4	<input type="checkbox"/> Copy of the current internet and online access policy
5	<input type="checkbox"/> Copy of the agenda of the trustee training, stating date and place, and copy of the attendance sheet
6	<input type="checkbox"/> Your consultant will check the library's website and a document available for the public at the service desk.
7	Copy of the latest: <ul style="list-style-type: none"> <input type="checkbox"/> CLEF expenditure report <input type="checkbox"/> Statistical annual report <input type="checkbox"/> Summer reading program evaluation report
8	<input type="checkbox"/> Copy of the most recent statistical annual report
9	<input type="checkbox"/> Copy of the most recent statistical annual report
10	<input type="checkbox"/> If required, your consultant will verify UPLIFT attendance.
11	Copy of the list of training sessions including: date of training, name/topic of the training, number of library staff attendees, and number of hours of each training session. Additionally, your consultant will verify staff training on UOPL in Niche Academy.
12	<input type="checkbox"/> None
13	<input type="checkbox"/> Your consultant will check the library's website for all 5 of the items noted in the standard.
14	<input type="checkbox"/> Your consultant will check the library's website or the posted hours on the building
15	<input type="checkbox"/> Copy of the current collection development policy
16	<input type="checkbox"/> 16A - Copy of Technology Checklist for each library location: Tech Checklist <input type="checkbox"/> 16B - Copy of the current technology plan.
17	<input type="checkbox"/> Copy of Building Inspection Checklist for each library location: Facility Inspection Checklist