

#4: Standards with Objectives and Outcomes

1. Is the standard publicly valuable?
2. Is the standard politically and legally support?
3. Is the standard administratively and operationally feasible?¹

- (a) The library must operate in compliance with federal and state laws, including the following:
- (1) The Public Library Law under IC 36-12.
 - (2) The Indiana Library and Historical Department Law under IC 4-23-7.
 - (3) Other Indiana laws that affect municipal corporations, including but not limited to:
 - (a) Indiana Open Door Law,
 - (b) Indiana Public Works Law,
 - (c) Indiana Prescribed Forms.
 - (4) The library must comply with federal laws affecting employment practice.
 - (5) All newly constructed and existing library facilities must be in compliance with local, state, and federal building and health and safety codes.
 - (6) The library must comply with provisions of the federal Americans with Disabilities Act to make its physical and digital services available to everyone.

Objective: The library is an effectively managed community resource through the effective stewardship of public funds.

Outcome: Community members are confident that library operates and expends public funds legally.

Outcome: Community members have access to a comfortable, efficient, up-to-date, and inviting library.

- (b) The library shall provide the following minimum services
- (1) Acquisition, organization, and loan of print, audiovisual, digital, and other collections.
 - (2) Availability of general collections to the public during regular library hours of operation.
 - (3) Paid, certified staff as required in 590 IAC 5.
 - (4) A library shall expend at least seven and five-tenths percent (7.5%) of its operating fund expenditures for library collections.
 - (5) The library shall provide means of communication with the public.
 - (6) A website.
 - (7) Interlibrary loan is free of charge within Indiana (other than reimbursement for actual direct photocopy and postage costs), and each public library shall lend materials through at least one (1) of the following:
 - (A) Statewide reciprocal borrowing program.
 - (B) OCLC Resource Sharing.
 - (C) Evergreen Indiana.
 - (D) Local reciprocal borrowing with at least one (1) other public library district within the library district's county or an adjacent county.

¹ Moore, M.H. (1995) *Creating Public Value: Strategic Management in Government*.

(8) Participate in the statewide delivery service provided by the Indiana state library with the following frequency from a single fixed location within the library district:

	Standard:
Class A Library	Three (3) days/week
Class B Library	Two (2) days/week
Class C Library	One (1) day/week

(9) Adult services

(10) Young adult services

(11) Children's services

(12) Seasonal Reading Program to promote reading for children for a minimum of 6 weeks each year.

(13) Library sponsored programming shall be provided with the following minimum frequency within each library district:

	Standard:
All Public Libraries	Five (5) library programs for every one thousand (1,000) people served per year, with a minimum of twelve (12) library programs per year regardless of population served.

(14) Internet access provided for free to all users at speeds adequate to meet demand.

(15) Scheduled and posted hours of service to best serve the community. To meet the needs of school children and many working adults, these hours will necessarily require evening and weekend hours.

	Standard:
Class A Libraries	Fifty-five (55) hours per week, including six (6) evening hours and one (1) weekend day
Class B Libraries	Forty (40) hours per week, including four (4) evening hours and one (1) weekend day
Class C Libraries	Twenty (20) hours per week, including two (2) evening hours and one (1) weekend day

Objective: The library provides high-value resources to the public.

Outcome: The community receives consistent, high quality, and sustainable library service.

Outcome: Community members have access to resources that meet their needs and interests

(c) The library shall have written bylaws that state its purpose and its operational procedures. The bylaws shall specifically state rules governing conflicts of interest issues and nepotism. The bylaws shall be reviewed by the board of trustees at least every three (3) years. A copy of the bylaws shall be submitted to the Indiana state library within 60 days of their adoption. All amendments to the bylaws that have been adopted by the board in each year shall be submitted with the library's annual report.

Objective: The library ensures effective and sustainable operations.

- Outcome:** Community members are aware of library governance.
- Outcome:** Community members have a venue for communicating with Library Administration.

(d) A library district located within another library district serving an overlapping population shall be considered a branch of the larger library district for purposes of meeting public library standards.

- Objective:** Libraries with overlapping tax base are not penalized for cooperation.
- Outcome:** Libraries with overlapping tax base will leverage services

(e) The library shall file with the Indiana state library by March 1 of each year an annual report for the preceding calendar year, in the form prescribed by the Indiana state library. Any falsification of statements certifying which standards have been met shall result in the library being required to return to the Indiana state library any state or federal funding that was received. The report shall include a statement from the director and board president or their designee certifying which standards have been met, including a statement outlining the library's intention and specific measures planned to reach the remaining requirements not met at that time.

- Objective:** Libraries collect and analyze data to evaluate programs and services.
- Outcome:** Community members have access to data from libraries all over the state.

(f) The Indiana library and historical board may provide a temporary waiver, not to exceed one (1) year at a time, for a public library to be exempt from one (1) or multiple public library standards under the following conditions:

- (A) The public library is deemed to be out of compliance with one (1) or more standards.
- (B) The public library submits an appeal to the Indiana state library seeking a waiver and stipulating the reason or reasons for a temporary or one (1) year waiver to be granted.
- (C) The request for a waiver illustrates unusual, unforeseen, or extreme circumstances beyond the library's control.

- Objective:** Libraries may face adversities that prevent them from meeting on or more standards.
- Outcome:** Communities benefit from continued services, despite temporal setbacks.