Chapter 2

Public Library Standards

Public Library Standards are the standards set by the Indiana Library and Historical Board which **public libraries are required to meet to be able to receive any state or federal funds disbursed by the Indiana State Library in the form of grants or monetary awards**. The current standards are found in 590 IAC 6 www.in.gov/legislative/iac/T05900/A00060.PDF?.

The funds affected include:

- State technology grants
- E-rate funds for Internet connectivity
- Discounts on state-wide services for which the Indiana State Library charges (including INfo Express)
- PLAC distribution
- Other state funds
- LSTA grants

Templates and advice for writing trustee bylaws, technology and long range plans are available from the Library Development Office. Questions about the standards should be addressed to Karen Ainslie or Jennifer Clifton, Library Development Office.

To meet standards regarding web sites Access Point is available. In August 2013 all Access Point websites and email accounts will be migrated to a server at the Indiana State Library. If you have questions contact Karen Ainslie in Library Development Office or contact Access Point help desk at accesspoint@library.IN.gov.

Questions about the Evergreen Indiana Open Source Integrated Library System www.in.gov/library/evergreen.htm, a resource to meet standards regarding automation and a public access catalog, should be addressed to Anna Goben, Professional Development Office, agoben@library.IN.gov.

590 IAC 6 follows.

ARTICLE 6. GENERAL PROVISIONS

Rule 1. Standards of Eligibility to Receive State Funds

590 IAC 6-1-1 Purpose of rule

Authority: IC 4-23-7.1-11; IC 4-23-7.1-24
Affected: IC 4-23-7.1

Sec. 1. Standards for public libraries are established to:
(1) encourage libraries to maintain a minimum level of service; and
(2) establish criteria for eligibility to receive state and federal appropriations.

(Indiana Library and Historical Board; 590 IAC 6-1-1; filed Mar 17, 2010, 4:01 p.m.: 20100414-IR-590080945FRA, eff Jan 1, 2011)

590 IAC 6-1-2 Definitions

Authority: IC 4-23-7.1-11; IC 4-23-7.1-24
Affected: IC 4-23-7

Sec. 2. The following definitions apply throughout this article:

(1) "Bylaws" means the rules adopted by the library board for the:
- (A) government of its members; and
- (B) regulation of its affairs.

(2) "Class A" means libraries serving a population greater than thirty-nine thousand nine hundred ninety-nine (39,999).

(3) "Class B" means libraries serving a population of at least ten thousand one (10,001) but fewer than forty thousand (40,000).

(4) "Class C" means libraries serving a population of ten thousand (10,000) or less.

(5) "Collection expenditures" means items that are purchased with operating funds and made available to patrons by the library for loan and reference including:
- (A) books;
- (B) audiovisual materials;
- (C) electronic media devices; and
- (D) databases.

(6) "Continuing education" means an approach to education that encourages dynamic and continuous learning.

(7) "Director" means the librarian who is:
- (A) the administrative head of the library; and
- (B) responsible to the library board for the operation and management of the library.

(8) "Electronic media devices" means devices used by the public to directly access information, excluding peripherals and connectivity.

(9) "Evening hours" means the hours the library is open after 6:00 p.m.

(10) "Fixed location" means each main location, branch, or campus of a library district.

(11) "Full-time" means that the director is paid for:
- (A) at least thirty-five (35) hours per week; or
- (B) if the library is open fewer than thirty-five (35) hours per week, the number of hours that the library is open.

(12) "INSPIRE" means the virtual library composed of multiple on-line databases available to residents of Indiana.

(13) "Integrated library system" means software used to track:
- (A) items owned;
- (B) circulation; and

(C) patron records.

(14) "Library board" means the fiscal and administrative body of a public library.

(15) "Library sponsored program" means a workshop, program, seminar, or outreach program sponsored by the library, in which the library's staff plays a significant role, including, but not limited to, technology, informational literacy, early literacy, children's, cultural programming, and other programming offered for the community.

(16) "Population served" means residents of the library district taxed for the support of the library.

(17) "Public access computer" means each computer connected to the Internet available to patrons and each workstation with software available to patrons, for example, word processing and spreadsheets, or specialized children's programs. Each fixed service location with wireless access to the library's public Internet shall be computed as ten (10) public access computers.

(18) "Special services" means library service for people who are:

(A) blind;

(B) deaf; or

(C) physically disabled.

(19) "Weekend day" means the library is open four (4) hours per day on Saturday or Sunday.

(20) "Young adult" means the age group defined by the American Library Association's Young Adult Library Services Association.

(Indiana Library and Historical Board; 590 IAC 6-1-2; filed Mar 17, 2010, 4:01 p.m.: 20100414-IR-590080945FRA, eff Jan 1, 2011)

590 IAC 6-1-3 Eligibility to receive state funds; determination

Authority: IC 4-23-7-5; IC 4-23-7.1-24

Affected: IC 4-23-7.1-11; IC 36-12-11

Sec. 3. The eligibility of a public library to receive state or federal funds and services under the provisions of any program for which the Indiana state library is the administrator shall be determined as follows:

(1) Compliance with any requirements that may be set forth in state legislation providing for such funds.

(2) Compliance with Indiana law.

(3) Compliance with the standards promulgated by the Indiana library and historical board.

(Indiana Library and Historical Board; 590 IAC 6-1-3; filed Mar 17, 2010, 4:01 p.m.: 20100414-IR-590080945FRA, eff Jan 1, 2011)

590 IAC 6-1-4 Minimum standards for public libraries

Authority: IC 4-23-7.1-11; IC 4-23-7.1-24

Affected: IC 4-23-7; IC 4-23-7.1; IC 6-1.1-18.5; IC 36-12

Sec. 4. (a) The library must operate in compliance with Indiana 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.

(b) The library board is responsible for hiring a full-time library director with the education and experience required by the librarian certification rules under 590 IAC 5.

(c) The library board and director shall maintain their separate functions as follows:

(1) The board is responsible for governance and policy.

(2) The director is responsible for administration, operation, and management of the library.

(d) With the advice and recommendations of the library director, the library board shall adopt the following:

(1) An annual classification of employees.

(2) Schedules of salaries.

(3) The proposed library budget.

(4) Library policies.

(e) The library must comply with federal laws affecting employment practice. The library shall have written personnel policies and procedures. Written personnel policies and procedures must address at least the following:

(1) Employment practices, such as the following:

(A) Recruitment.

(B) Selection.

(C) Appointment.

(2) Personnel actions.

(3) Salary administration.

(4) Employee benefits.

(5) Conditions of work.

(6) Leaves.

(f) The Indiana State Library will provide orientation materials to new library board trustees and training materials to all library trustees and directors annually. The library board shall adhere to the principles discussed in approved and current Indiana state library publications for library trustees.

(g) 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.

(h) With the advice and recommendation of the library director, the library board shall adopt the following written plans and policies:

(1) Collection development.

(2) Principles of access to all library materials and services.

(3) A long-range plan of service for between three (3) to five (5) years. The plan, updates, and revisions must be filed with the Indiana state library. At a minimum, the plan shall include the following:

(A) A statement of community needs and goals.

(B) Measurable objectives and service responses to the community's needs and goals.

(C) An assessment of facilities, services, technology, and operations.

(D) An ongoing annual evaluation process.

(E) Financial resources and sustainability.

(F) Collaboration with other:

(i) public libraries; and

(ii) community partners.

(4) A technology plan of service for three (3) years. The plan, updates, and revisions must be filed with the Indiana state library. At a minimum, the plan shall include the following:

(A) Goals and realistic strategy for using telecommunications and information technology.

(B) A professional development strategy.

(C) An assessment of telecommunication services, hardware, software, and other services needed.

(D) An equipment replacement schedule.

(E) Financial resources and sustainability.

(F) An ongoing annual evaluation process.

(G) An automation plan that conforms to national cataloging standards.

(i) All newly constructed and existing library facilities must be in compliance with local, state, and federal building and health and safety codes.

(j) The library must comply with provisions of the federal Americans with Disabilities Act to make its physical and digital services available to everyone.

(k) 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) A library expending at least seven and five-tenths percent (7.5%) of its operating fund expenditures for library collections shall meet basic standards for collection expenditures. A library expending the equivalent of fifteen percent (15%) of its operating expenditures, which includes operating, gift, and related funds, for library collections shall meet enhanced standards for collection expenditures. A library expending the equivalent of twenty percent (20%) of its operating expenditures, which includes operating, gift, and related funds, for library collections shall meet exceptional standards for collection expenditures.

(4) The library shall provide the following means of communication with the public:

(A) A telephone listed in the library's name.

(B) An answering machine, voice mail, or other similar technology to provide operating hours of the library.

(C) An e-mail address or a means of electronic contact for the library listed on the library's website.

(D) A means to provide copies to the public at each location. A fee may be charged not to exceed a fee established by Indiana state law.

(E) Technology available to transmit documents electronically or through phone lines, for example, a fax machine.

(5) A website that must include the following: (A) Hours of operation, physical address or addresses, a map for each fixed service location, phone number, and e-mail address.

(B) Electronic resources provided free of charge to the citizens of Indiana by the state of Indiana, for example, INSPIRE.

(C) Public service policies including, but not limited to, circulation policies, fees, and Internet use, adopted by the library board.

(D) The library's online public access catalog.

(E) A calendar of events and programs, which shall be updated at least monthly.

(6) 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.

(7) 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:

	Basic	Enhanced	Exceptional
Class A Library	Three (3) days/week	Four (4) days/week	Five (5) days/week
Class B Library	Two (2) days/week	Three (3) days/week	Four (4) days/week
Class C Library	One (1) day/week	Two (2) days/week	Three (3) days/week

(8) Adult services that include the following:

(A) Programs and reference services offered by a qualified individual holding the appropriate librarian certificate.

(B) Knowledge of and access to reference materials, including INSPIRE.

(C) A collection of materials for adults.

(D) Space designated in the library for adult services.

(E) To achieve an enhanced level of service, a library shall designate one (1) or more staff to serve at least part time as an adult services librarian

by a qualified individual holding the appropriate librarian certificate at each fixed location.

(F) To achieve an exceptional level of service, a library shall designate one (1) full-time equivalent staff member designated as an adult services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.

(9) Young adult services that include the following:

(A) Programs and reference services offered by a qualified individual holding the appropriate librarian certificate.

(B) Knowledge of and access to reference materials, including INSPIRE.

(C) A collection of materials for young adults.

(D) Space designated in the library for young adult services.

(E) To achieve an enhanced level of service, a library shall designate one (1) or more staff to serve at least part time as a young adult services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.

(F) To achieve an exceptional level of service, a library shall designate one (1) full-time equivalent staff member designated as a young adult services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.

(10) Children's services that include the following:

(A) Programs and reference services offered by a qualified individual holding the appropriate librarian certificate.

(B) A collection of materials for children, parents, and caregivers in each fixed location.

(C) Space in each fixed location designated in the library for children's services.

(D) An annual summer reading program for a minimum of six (6) weeks at each fixed location.

(E) To achieve an enhanced level of service, a library shall designate one (1) or more staff to serve at least part time as a children's services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.

(F) To achieve an exceptional level of service, a library shall designate one (1) full-time equivalent staff member designated as a children's services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.

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

	Basic	Enhanced	Exceptional
All Public Libraries	Five (5) library programs for every one thousand (1,000) people served per	At least ten (10) library programs for every one thousand (1,000) people	At least fifteen (15) library programs for every one thousand (1,000) people

	year, with a minimum of twelve (12) library programs per year regardless of population served.	served per year, with a minimum of twelve (12) library programs per year regardless of population served.	served per year, with a minimum of twelve (12) library programs per year regardless of population served.

(12) Provide access directly or through the Indiana State Library to large print books, Braille books, audio books, and enhanced media to patrons who are unable to read regular print, because of a visual or a physical disability.

(13) An integrated library system with an online public access catalog available on the library's website.

(14) The library shall provide public access computers with a minimum Internet connection speed of one and five-tenths megabits per second (1.5 Mbps) per fixed service location. Computers shall be provided for the free use of all persons regardless of residency, so long as such use would not violate any laws or other legally binding prohibitions imposed upon the person, including, but not limited to, fines owed to the library or violations of library policies.

(15) The library shall have a base level of technology consisting of at least one (1) staff computer with office software and operating systems, connected to the Internet and a printer. Public access computers shall be connected to the Internet and printers as detailed as follows:

(16) The library shall purge or mark inactive unused library patron cards at least once every three (3) years, deleting those patrons who have not used the card in the last three (3) years and do not owe materials, fines, or fees to the library.

(l) Hours of service shall be provided to allow the greatest possible access for the community as follows for each public library system. Using the definitions provided in section 2 of this rule, hours open is calculated by taking the total unique hours the district is open for regular public service for the majority of the year. The standards for hours and service days are as follows:

	Basic	Enhanced	Exceptional
Class A Libraries	Fifty-five (55) hours per week, including six (6) evening hours and one (1) weekend day	Sixty (60) hours per week, eight (8) evening hours, and one (1) weekend day; or sixty (60) hours per week, six (6) evening hours, and two (2) weekend days	Sixty-five (65) hours per week, eight (8) evening hours, two (2) weekend days; or sixty-five (65) hours per week, ten (10) 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	Fifty (50) hours per week, four (4) evening hours, and one (1) weekend day	Fifty-five (55) hours per week, six (6) evening hours, two (2) weekend days; or fifty-five (55) hours per week, eight (8) evening hours, and one (1) weekend day
Class C Libraries	Twenty (20) hours per week, including two	Thirty (30) hours per week, including two (2) evening	Forty (40) hours per week, including four (4) evening hours

	(2) evening hours and one (1) weekend day	hours and one (1) weekend day	and two (2) weekend days; or forty (40) hours per week, six (6) evening hours, and one (1) weekend day

(m) The library shall provide support for continuing education for staff and trustees.

(n) 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.

(o) The library shall file with the Indiana State Library by February 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.

(p) 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.

(Indiana Library and Historical Board; 590 IAC 6-1-4; filed Mar 17, 2010, 4:01 p.m.: 20100414-IR-590080945FRA, eff Jan 1, 2011; errata filed Mar 31, 2010, 10:21 a.m.: 20100414-IR-590100185ACA)