

# **Colorado Public Library Standards**

**2005**



**Colorado State Library  
Colorado Department of Education  
*[www.cde.state.co.us](http://www.cde.state.co.us)*  
303.866.6900**

# **Colorado Public Library Standards**

## **2005**

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**Appendix 2 – General Information and Supporting Resources**

# Introduction

The Colorado Public Library Standards – 2005 replaces the Public Library Standards for Colorado – 1997. This revision will conform to language in the revision of 2003 Library Law CRS 24-90-103 calling for improvement standards for public libraries. The State Library shall...

*"...develop and promulgate service standards for school public, and institutional libraries to guide the development and improvement of such libraries; except that any such standards shall not conflict with any standards promulgated by the department of corrections"* [\(CRS 24-90-103\(2\)\(a.3\)\).](#)

They provide both minimum standards for libraries in the Definition of a Public Library in Colorado and developmental standards in which a library can examine its current services and set goals for a better level of service for the local community.

The Task Force began work in February 2004 with members selected for geographical diversity and all sizes of public libraries. The charge to the Task Force was to produce a document that will be useful for public libraries and public library development in Colorado.

The following are some of the questions the Task Force has considered in developing these standards:

- How could the document reflect and support the many variations of public libraries in Colorado?
- How can the standards relate to the public library annual report sent to the Library Research Service? (LRS).
- How does the definition of a Colorado public library relate to the standards?
- What do we want these standards to accomplish?

For each section of the standards we decided to:

- Identify minimum expectations for all libraries, regardless of size.
- If small size is an issue, then create tiers or levels of service standards.

To address some these issues, the Task Force developed the concept of tiered standards in two ways.

1. Population Groups: We recognize the wide range of sizes of libraries across the state, and that not all libraries can offer all services and programs, but need to tailor their services to best fit their communities. Tiered standards by population groups will assist local libraries to address their available resources and plan library services in comparison to their population peers.

The eight Legal Service Area population groups as defined by the Library Research Service.

- Metro-Plus: Over 100,000
- Large: 25,000 – 100,000
- Medium: 10,000 – 25,000
- Medium Small: 5,000 – 10,000
- Small: 2,500 – 5,000
- Extra Small: 1,000 – 2,500
- Tiny: Under 1,000
- Resort Libraries: Defined by Department of Local Affairs as libraries located in a county, or in the largest city of the county, having 20% or more employment in "arts, entertainment, recreation, lodging, and food services" as reported in the 2000 Census.

2. Levels of Effort: An emphasis, or level of effort, chosen by the individual library to determine how the library wishes to expend its available funding and resources. All levels are defined by statistics reported to the Library Research Service in the 2003 Colorado Public Library Annual Report. These numbers will remain at this level in the standards for three years.

- Essential: The “minimum” or expected basic level of library service. This may also be defined as the 25th percentile of a relevant statistic collected by the Public Library Annual Report. 75% of libraries in a population group meet this level.
- Enhanced: A “medium” level of effort, which may also be defined by the 50th percentile of a statistic. 50% of libraries in a population group meet this level.
- Comprehensive: A “high” level of effort, which is defined by the 75th percentile of a statistic. Only 25% of libraries in a population group meet this level

Two appendices have been added to the document. Appendix 1 - Technology contains definitions, information, and resources in print and online for the Technology section. Appendix 2 – General Resources contains resources for all sections of the standards in print and online.

#### *Acknowledgements:*

I would like to acknowledge the hard work, time, and travel commitments made by all of the committee members. All took this project on as a service to the public library community in Colorado, and brought their considerable expertise, enthusiasm, and experience to the Task Force. Sherry Taber, Durango Public Library, especially took on a huge commitment of time to commute to monthly meetings in Denver. Many thanks to the Durango City Manager and to the staff at the Durango Public Library for supporting this extremely important service for public libraries.

Nancy Bolt, State Librarian for Colorado, proposed the revision of the 1997 Standards and supported the project with LSTA funding and staff time. Gene Hainer, Director of Library Development facilitated the initial Task Force meetings. The Library Research Service ([www.lrs.org](http://www.lrs.org)) participated by devising the charts and software that connect the Colorado Public Library Annual Report to the standards. A new tool, LRS-interactive (*LRS-i*), designed by Zeth Lietzau, is on the Library Research Service website. It enables librarians to compare their library statistics with other libraries in their population groups or to a self-directed choice of peer public libraries in Colorado. *LRS-i* may be found at [www.lrs.org/interactive/index.asp](http://www.lrs.org/interactive/index.asp).

The host libraries for Task Force meetings were generous with the use of their meeting rooms and the coffee and snacks supplied for the committee: Jefferson County Public Library – Standley Lake Branch, Broomfield/Mamie Doud Eisenhower Library, and Arapahoe Library District – Administration each hosted one meeting; Aurora Public Library – Central hosted three meetings. Many thanks go to the directors and staff from each of these libraries.

The Task Force for Public Library Standards hopes that public libraries, their boards, and their library governing authorities will use this document to assess their libraries and services, and further use it to assist in planning for the library’s future growth.

Patricia Froehlich  
Public Library Consultant  
Colorado State Library



## **Definition of a Public Library in Colorado**

Every person in Colorado must have equal and consistent access to information and materials. To assure a basic level of service equity, any entity wishing to be defined as a public library in Colorado must meet or exceed the following criteria:

### **Legal Responsibilities**

1. Be legally established under Colorado Library Law (CRS 24-90-101 et seq.)
2. Comply with Colorado Library Law (CRS 24-90-101 et seq.), rules and regulations, and any other local, Colorado or federal laws that affect library operations.
3. Have dedicated space that meets the criteria of the Americans with Disabilities Act (ADA) applicable to libraries.

### **Library Administration and Management**

4. Provide free access to basic services as defined by written policies governing lending, borrowing and circulation services as approved by the library's Governing Authority.
5. Have paid staff person(s) present during all hours of service. Pay of staff must be based on cost of living standards within the community.
6. Prepare and utilize a long-range strategic plan for continuing improvement.

### **Providing Access and Services**

7. Have an on-going collections budget from local tax funds and a collection management plan for purchase of materials and electronic access.
8. Provide a collection of current reference materials including print, non-print, and electronic access.
9. Have a telephone with a dedicated library line and the telephone number listed in the local telephone book.
10. Provide at least one online public access computer and printer which provide access to the Internet, ACLIN, and online information catalogs and databases.
11. Be open a minimum of 20 hours each week. These hours should include morning, afternoon, evening, and/or weekend hours based on users' and potential users' disposable time. All service outlets of libraries providing multiple access points must be open to the public for no fewer than 15 hours a week.

### **Sharing Resources**

12. Be a member and fully participate in the Colorado Library Card (CLC) program, extending privileges and services to state residents according to the CLC agreement.
13. Adopt the Interlibrary Loan Code for the United States, lending and borrowing materials through the statewide interlibrary loan network according to that code.
14. Be a member of the Colorado Library Consortium (CLiC) and use its services as appropriate.



# Administration

## Governance

Public libraries in Colorado may be established by a city or county government or as a library district under Colorado Library Law. Colorado recognizes two types of library boards, Governing or Advisory.

### Essential Standards:

1. *Library Law:* Library has been established in accordance with state and local codes and ordinances, in conformance with Colorado Library Law CRS 24-90-105.
2. *Laws:* Library is in compliance with federal and state laws that affect library operations, including the American with Disabilities Act, the Fair Labor Standards Act, and the Colorado Confidentiality Law.
3. *Insurance:* Library maintains insurance covering property and liability, including volunteer liability covering errors and omissions.
4. *Board:* Library has a Governing Board or Advisory Board, with appointments and terms in compliance with state statute. Membership reflects the demographics of the population served by the library. The Board actively recruits candidates for board membership who have expertise for the future development of the library. The relationship of the Library Board to the Library Governing Authority must be one of mutual respect and duty. The Library Board provides a service facility which, without partisan political belief or censorship, can be used with confidence by all residents.
5. *Orientation:* Each Board member receives a complete orientation, tour of the Library, and a Trustee manual, including copies of the bylaws, policies, Colorado Library Law, and pertinent minutes and information on issues currently being considered by the Library Governing Authority.
6. *Meetings:* Board meetings are regularly scheduled with a minimum of six per year. Meetings are open, in compliance with the Colorado Open Meetings (“Sunshine”) law, CRS 24-6-401-402. Written minutes are available for distribution to the public.
7. *By-laws:* The Board has written bylaws that outline its purpose and its operational procedures and address conflict-of-interest issues. The bylaws are reviewed within each three year period.
8. *Library Director:* The Board hires or advises on the hiring of the director, according to a written job description and local, state and federal regulations. The Library Governing Authority regularly develops performance expectations for the library director, and uses them to appraise the performance of the director annually.
9. *Policies:* The Board has written policies to govern library personnel, operations and services. Policies include adoption of the ALA Library Bill of Rights, ALA Freedom to Read Statement, Freedom to View Statement, Board of Trustees Statement of Ethics, Professional Ethics and Access to Electronic Information, Services and Networks. Each policy is considered for review at least every three years, with new policies written and approved as needed. All library policies approved by board are distributed to board members, library staff and are available to the general public.

10. *Statistics:* Library uses a variety of indicators and measures to determine the effectiveness of its services. Library reports statistics in the Colorado Public Library Annual Report.
11. *Meeting with Elected Officials:* The Library Governing Authority meets with elected officials at least annually to inform them about library services and needs.

SEE APPENDIX II FOR FURTHER RESOURCES.

# Administration

## Planning

A formal planning process ensures that Colorado public libraries provide efficient, cohesive, and effective operational results that meet the community's needs while maintaining fiscal responsibility. Planning requires the continuous process of analyzing, and evaluating current services, utilizing qualitative as well as quantitative measures. Qualitative information resources should include input from the community, the governing authority, and all levels of staff. It is the responsibility of the Library Governing Authority, administration, and staff to be knowledgeable of the local community, the library's mission, the vision and perceived library service priorities, and specific goals and objectives.

### Essential Standards:

1. *Planning Process:* Library uses a formal planning process to identify resources and services for the next 3-5 years. The Board or Governing Authority-approved written plan is distributed throughout the community.

**Enhanced Standards:** Board reviews and updates plan regularly to determine progress in meeting goals of the plan.

**Comprehensive Standards:** The strategic plan is aligned with other community/city/county planning groups.

Library should include in its planning the points below.

- *Stakeholders:* Library Boards, staff, and community members are involved in the planning process.
  - *Community and Library Analysis:* Library has an ongoing, integrated process of community and library analysis, planning, and evaluation. Appropriate time and necessary funds are allocated for the process in the library's budget.
  - *Vision, Mission, and Goals:* The vision, mission, and goals are based on a review and assessment of community library service needs. There is a vision or mission statement that describes the purpose and priorities of the library in the community.
  - *Service Priorities:* Library establishes priorities based on local community needs and demands.
  - *Outcomes:* Library identifies measurable outcomes for their goals and objectives in order to be able to gauge progress and success of their selected/designated service priorities.
  - *Goals and Objectives:* Results of the planning process should be used to establish goals, objectives, and priorities for improving library services and programs for all members of the community. The plan includes goals and measurable objectives with a timetable for implementation. The Board or Governing Authority-approved, written strategic plan is distributed throughout the community.
2. *Statistics:* Library reviews and evaluates annual statistics submitted in the Annual Report to the State Library and uses the collected information to improve library services.

3. *Evaluation:* Library uses evaluation to improve library services using a variety of indicators and measures to determine the effectiveness of the library's service priorities. Library measures community use of the library, its materials and services, evaluates progress towards achievement of its goals and. analyzes specific services such as reference and Interlibrary Loan (ILL) for accuracy and satisfaction to the library users.

**Enhanced Standards:** Library conducts an assessment of the general population every five years as part of a strategic planning process. Library conducts an evaluation of library's impact on the community every five years.

**Comprehensive Standards:** Library conducts a general user assessment every other year as part of the planning process. Library surveys services to specific groups such as preschoolers, young adults, seniors and reviews services to library stakeholders.

SEE APPENDIX II FOR PUBLIC LIBRARY ASSOCIATION (PLA) PLANNING AND EVALUATION RESOURCES.

# Administration

## Management

The Library Governing Authority, director, and staff apply sound and generally accepted management practices and standards to the daily operations of the library.

### Essential Standards:

1. *Personnel:* Library director is responsible for personnel administration including hiring, supervision, evaluation, and termination of all other library staff, consistent with Governing Authority-approved personnel policies.
2. *Policies:* Library has a comprehensive set of management policies, which have been approved by the Library Governing Authority. These policies are the basic guidelines for managing the library, are reviewed regularly and revised as appropriate.
3. *Procedures:* Library has procedures for implementing library policies. All procedures are reviewed regularly and revised as appropriate. Staff are fully informed about all library policies and procedures, and copies are available to them at all times.
4. *Reporting:* Library director prepares and presents a report to the Library Governing Authority at all regular meetings. Each report should address current library statistical and financial information, reports of specific library programs, needs, problems, and successes.

**Enhanced Standards:** Library prepares an Annual Report to the Citizens, outlining services to the community and noting special programs, accomplishments, etc.

5. *Professional Involvement:* Library director is a member of the State professional organization, Colorado Association of Libraries (CAL), and stays current with library related state legislative measures. The Library Governing Authority encourages participation by the Library Board in continuing education opportunities.

### Enhanced Standards:

- Library director actively participates in library-related matters before the State Legislature.
- Library director is a member of the Regional and/or National professional associations, including but not limited to the Mountain Plains Library Association (MPLA) and the American Library Association (ALA).
- Local Board or Governing Authority members are encouraged to participate in the CAL, MPLA and ALA professional organizations, and membership dues and participation costs are part of the library's expenditures.

### Comprehensive Standards:

- Library director is active in State, Regional and/or National professional associations, and participates in professional issues at these levels.
- The Library Governing Authority has an organizational membership in at least one professional organization such as the Colorado Association of Libraries, American Library Trustees and Advocates (ALTA), etc., and at least one of their members actively participates in these organizations.

SEE APPENDIX II FOR FURTHER RESOURCES.

# Administration

## Finance

The Library Governing Authority is to seek and secure funding from public and private sources, as appropriate and monitor these funds in a way which supports the local service goals expressed in the library's long-range plan.

### Essential Standards:

**The following four standards are considered Essential.**

1. *Local support:* Library is supported primarily by local tax revenues. All fund-raising, grants, and donations shall be considered supplemental to local tax revenue.
2. *Budget:* Library director with input from the staff, library board, and community, develops an annual financial plan/budget based on the library's goals and objectives for approval by the Library Governing Authority.
3. *Budget Certification:* The Library Governing Authority certifies the budget within applicable federal, state, and local requirements and exercises fiscal authority within legal limits.
4. *Fiscal Procedures:* The Library Governing Authority and administration follow fiscal procedures consistent with federal, state law and local government requirements in preparing, presenting and administering its budget and submitting it for audit.

Recognizing the wide range of libraries across the state, and that not all libraries can offer all services and programs, but need to tailor local funding to best fit both the library's facility, staffing, and community needs, libraries should decide how best to meet their individual funding capabilities. Choose one or both of the following standards.

### Enhanced Standards:

- *Friends/Foundations:* Where appropriate, the library has a Foundation and/or Friends group and the funds from these sources shall be considered supplemental to the local tax revenue.
- *Fund-raising:* Library actively explores local, state, and national fund-raising opportunities and makes application where appropriate for special projects or to supplement local funding.

SEE APPENDIX II FOR FURTHER RESOURCES.



## Personnel

Libraries will have the following personnel policies in place and approved by the Library Board or other Governing Authority. All libraries should establish policies that allow and encourage staff to participate in continuing education and staff development programs.

### Essential Standards:

1. *Policy:* Library has written personnel policies that are consistent with state and federal regulations and are reviewed regularly.
2. *Recruitment:* Library utilizes a plan to meet affirmative action program requirements.
3. *Compensation:* Library establishes and uses a salary and classification schedule. Salaries, benefits, and hours are comparable to other community positions requiring similar education and experience.
4. *Job descriptions:* Library has written job descriptions that are utilized in annual evaluations of all staff.
5. *Assessment of training needs:* Library creates an assessment of staff development needs.
6. *Compensation for training:* Library uses staff work time for attendance at staff development activities, with a minimum of one staff development activity for all staff each year.
7. *Compensation for fees:* Library pays for staff membership fees in professional library associations, and for attendance at association meetings.
8. *Expenditures for staff development:* Library allocates an amount to staff development that is equal to 2% of the amount spent on salaries and wages each year.

**Enhanced Standards:** 3%

**Comprehensive Standards:** 4%

9. *Library Board continuing education:* All members of the Board participate in at least one continuing education activity annually. This may be part of a regularly scheduled Board meeting with a presentation provided or attendance at continuing education activities sponsored by various continuing education providers. If a Library Governing Authority or a Board asks Friends, volunteers, or trustees to participate in continuing education, these participants should be offered reimbursement at the same rate as the library staff.
10. *Professional education of staff:* Library has staff that has education and/or training in library values, philosophy, management, and operation. All libraries shall attempt to hire directors with an ALA-accredited Master's degree in Library Science. At a minimum, library directors shall have an undergraduate degree.

**Enhanced Standards:** All libraries serving a population over 10,000 should be directed by a person with an ALA-accredited Master's degree in Library Science.

**Comprehensive Standards:** All libraries serving a population over 25,000 should be directed by and have additional staff with an ALA-accredited Master's degree in Library Science.

11. *Sufficient staffing:* Library has staff sufficient to meet the needs of the community and to provide chosen services in a quality manner.

**Essential Standards:** The library employs at least 0.5 full-time equivalent (FTE) staff per 1000 population, paid in accordance with cost of living standards within the community.

Percentiles presented in this document have been calculated using statistics from the 2003 Colorado Public Library Annual Report.

- 25<sup>th</sup> percentile (i.e., 75% of libraries are at or above this level for Essential)
- 50<sup>th</sup> percentile (i.e., median, or 50% are above and 50% are below for Enhanced)
- 75<sup>th</sup> percentile (i.e., 25% of libraries are at or above this level for Comprehensive)

#### Full Time Equivalent (FTE) Employees per 1,000 Population Served

Population	Essential (25% ile)	Enhanced (50% ile)	Comprehensive (75 % ile)	95 <sup>th</sup> percentile
100,000 +	0.3891	0.4883	0.6241	0.8647
25,000-99,999	0.4650	0.5571	0.5797	0.7842
10,000-24,999	0.4375	0.5021	0.5816	0.7361
5,000-9,999	0.4585	0.5437	0.6959	1.1307
2,500-4,999	0.5957	0.7130	0.8313	0.9877
1,000-2,499	0.6849	0.9595	1.1222	1.7699
Under 1,000	0.8446	1.2996	1.6385	2.7357
Resorts	0.4868	1.0420	1.52	2.4726
Statewide	0.4839	0.6497	0.9524	1.7033

#### Example:

A library's LSA population is 15,000 and FTE staff is 6:

*FTE Staff per 1,000 Served* =  $6 \div (15,000 \div 1,000) = 6 \div 15 = .4$ ; the library is slightly below the staffing target of .4375.

To find the target staffing level for an Enhanced library in this population group, multiply the target ratio by (population divided by 1,000):  $.5021 \times (15,000 \div 1,000) = .5021 \times 15 = 7.53$  FTE staff.

A library with a population of 15,000 would need 7.5 staff members to be at the Enhanced level.

#### Full Time Equivalent (FTE) Master's degree in Library Science per 1,000 Population Served

Population	Essential (25% ile)	Enhanced (50% ile)	Comprehensive (75 % ile)	95 <sup>th</sup> percentile
100,000 +	0.0767	0.1009	0.1509	0.2174
25,000-99,999	0.0703	0.1200	0.1614	0.2268
10,000-24,999	0.0114	0.0738	0.0884	0.2881

Libraries with legal service populations below 10,000 are not applicable in this table. There are too few libraries in Colorado in these population groups in the 2003 Colorado Public Library Annual Report who report staff members who have an MLS to make a meaningful comparison.

**Example:**

A library's LSA population is 150,000 and FTE MLS is 10:

*FTE Staff per 1,000 Served* =  $10 \div (150,000 \div 1,000) = 10 \div 150 = .07$ , the library is right at the Essential level of MLS staffing.

To find the target staffing level for an "enhanced" library in this population group, multiply the target ratio by (population divided by 1,000):  $.1009 \times (150,000 \div 1,000) = .1009 \times 150 = 15.14$  FTE MLS.

A library with a population of 150,000 would need 15 ALA MLS staff members to be at the Enhanced level.

12. *Provision of library services:* Library has paid library staff present during all hours when the library is open. Trained staff is available to provide basic services to all ages, including reference, reader's advisory and technology support. Unpaid volunteers may be used to support staff as necessary.
13. *Volunteers:* Library recruits and uses volunteers to support and enrich library services and programs.
14. *Demographics:* Library attempts to hire staff that reflects the demographics of the community such as age, ethnicity, occupations, etc.
15. *Diversity:* Library has staff that provides service to all population groups in the community through staff that is culturally diverse and multi-lingual when appropriate. When the population who speak a language other than English reaches 15%, at least one person will be hired who speaks the language of the group.

SEE APPENDIX II FOR FURTHER RESOURCES.



# Collections

The public library assembles, organizes, presents, and makes easily and readily available to all people a variety of print materials, non-print materials, and electronic access to information. Collections need to be current, well balanced, and dynamic. The collection must be continually updated to meet the changing needs, tastes, and interests of the community. Materials are selected in anticipation of, as well as in response to, requests from library users. Participation in regional and/or statewide cooperative collection development and resource sharing is encouraged to avoid unnecessary duplication. The quality of a library's collection is measured by its turnover rate; the in-house use; the number of materials per capita; and the age of the collection.

## Essential Standards:

1. *Collection Management Plan:* The Library Governing Authority adopts a collection management plan that includes the following: selection and de-selection (weeding) of materials; guidelines for conservation/preservation; procedures for handling requests for reconsideration materials; procedures for handling gifts and donations; and non-circulating items.
  - The plan encompasses the ethnic and cultural diversity of the entire community as well as the wider world.
  - Library collection contains materials and access to information representing a wide variety of viewpoints and includes the latest technology and a balance of print and non-print material formats
  - Library director and the Library Board or Library Governing Authority review the collection management plan within each three-year period.
2. *Cooperation:* Library cooperates with other local entities including, but not limited to public school libraries, college and university libraries, and the local historical society in collection development to provide a wide range of materials in a variety of formats to meet the needs of the community. Library also cooperates with other statewide networks and resource sharing.

SEE RESOURCE SHARING STANDARDS FOR FURTHER INFORMATION.

3. *Funding:* Library allocates funds in proportion to the materials expenditures per capita for purchasing materials in all appropriate formats based on the collection development policy, the library's strategic plan, current use and the library service priorities that the library has chosen.

Percentiles presented in this document have been calculated using statistics from the 2003 Colorado Public Library Annual Report.

- 25<sup>th</sup> percentile (i.e., 75% of libraries are at or above this level for Essential)
- 50<sup>th</sup> percentile (i.e., median, or 50% are above and 50% are below for Enhanced)
- 75<sup>th</sup> percentile (i.e., 25% of libraries are at or above this level for Comprehensive)

### Materials Expenditures per Capita

Population	Essential (25% ile)	Enhanced (50% ile)	Comprehensive (75% ile)	95 <sup>th</sup> percentile
100,000 +	\$3.51	\$4.58	\$6.98	\$9.33
25,000-99,999	\$2.31	\$3.87	\$6.07	\$7.35
10,000-24,999	\$2.24	\$3.71	\$4.77	\$5.90
5,000-9,999	\$1.63	\$3.60	\$5.93	\$9.88
2,500-4,999	\$2.38	\$3.29	\$4.57	\$8.33
1,000-2,499	\$3.65	\$4.32	\$7.12	\$10.88
Under 1,000	\$4.14	\$6.46	\$7.61	\$14.45
Resorts	\$4.01	\$8.60	\$17.67	\$25.40
Statewide	\$2.71	\$4.19	\$6.69	\$13.95

#### Example:

A library serves a population of 60,000 and spends \$210,000 on materials:

*Materials Expenditures per Capita =  $\$210,000 \div 60,000 = \$3.50$ ; the library meets the Essential level, but is not yet in the Enhanced level.*

To find the Enhanced level for a library serving 60,000, multiply the enhanced value by the library's population to see what total materials expenditures should be:  $\$3.87 \times 60,000 = \$232,200$ .

A library with a population of 60,000 would need a \$232,200 materials expenditure to meet the Enhanced level.

4. *Reference Materials:* Library maintains a current collection of core reference materials selected to suit the library service priorities that the library has chosen. Library should provide online databases with full text. These, however, are in addition to the requirements for print subscriptions.
5. *Periodicals:* Library maintains a collection of current print and non-print periodical databases appropriate to the library service priorities that the library has chosen.

Percentiles presented in this document have been calculated using statistics from the 2003 Colorado Public Library Annual Report.

- 25<sup>th</sup> percentile (i.e., 75% of libraries are at or above this level for Essential)
- 50<sup>th</sup> percentile (i.e., median, or 50% are above and 50% are below for Enhanced)
- 75<sup>th</sup> percentile (i.e., 25% of libraries are at or above this level for Comprehensive)

### Periodical Subscriptions per 1,000 Population Served

Population	Essential (25% ile)	Enhanced (50% ile)	Comprehensive (75% ile)	95 <sup>th</sup> percentile
100,000 +	2.44	4.75	6.19	8.48
25,000-99,999	5.52	6.18	7.97	10.70
10,000-24,999	5.08	7.53	9.41	15.42
5,000-9,999	4.55	9.69	11.44	21.93
2,500-4,999	6.93	8.36	12.26	20.99
1,000-2,499	6.27	10.33	26.41	36.26
Under 1,000	5.71	14.11	26.28	53.01
Resorts	11.92	15.43	22.05	50.65
Statewide	5.05	8.37	13.65	35.39

**Example:**

A library's LSA population is 17,000, and the library holds 100 periodical subscriptions:

*Subscriptions per 1,000 Served* =  $100 \div (17,000 \div 1,000) = 100 \div 17 = 5.88$ ; *the library is within the Essential level, but not yet at the Enhanced level.*

To find the Enhanced level for a library serving a population of 17,000, multiply the enhanced value by the library's population divided by 1,000 to see what the subscriptions expenditures should be:  $7.53 \times (17,000 \div 1,000) = 7.53 \times 17 = 128$  subscriptions.

A library with a population of 17,000 would need 128 subscriptions to be at the Enhanced level.

6. *Non-print Materials:* Library maintains a collection of audio recordings (for example, compact discs, audio cassettes), video cassettes, DVD's and other non-print materials (e.g. computer software, slides, toys, game, DVD's) appropriate to the library service priorities the library has chosen.

Percentiles presented in this document have been calculated using statistics from the 2003 Colorado Public Library Annual Report.

- 25<sup>th</sup> percentile (i.e., 75% of libraries are at or above this level for Essential)
- 50<sup>th</sup> percentile (i.e., median, or 50% are above and 50% are below for Enhanced)
- 75<sup>th</sup> percentile (i.e., 25% of libraries are at or above this level for Comprehensive)

#### **Non-Print or Audio/Visual Materials per 1,000 Population Served**

<b>Population</b>	<b>Essential (25% ile)</b>	<b>Enhanced (50% ile)</b>	<b>Comprehensive (75% ile)</b>	<b>95<sup>th</sup> percentile</b>
<b>100,000 +</b>	157.62	211.92	316.66	670.26
<b>25,000-99,999</b>	165.13	250.07	284.90	349.64
<b>10,000-24,999</b>	161.37	187.99	422.09	505.40
<b>5,000-9,999</b>	131.79	275.43	369.27	473.08
<b>2,500-4,999</b>	282.35	444.86	497.96	778.58
<b>1,000-2,499</b>	375.70	495.21	814.16	1,390.27
<b>Under 1,000</b>	706.01	772.29	1,174.77	4,413.83
<b>Resorts</b>	231.32	609.49	850.96	2,057.67
<b>Statewide</b>	186.89	353.04	566.88	1,297.09

**Example:**

A library's LSA population is 70,000, and the library holds 15,000 A/V Materials:

*A/V Materials per 1,000 Served* =  $15,000 \div (70,000 \div 1,000) = 15,000 \div 70 = 214.28$ ; *the library is well within the Essential level.*

To find the Enhanced level for a library serving a population of 70,000, multiply the enhanced value by the library's population divided by 1,000 to see what the number of materials should be:  $250.07 \times (70,000 \div 1,000) = 250.07 \times 70 = 17,505$  A/V Items.

A library with a population of 70,000 would need 17,500 items to be at the Enhanced level.

7. *Special Populations:* Library provides materials in formats appropriate to the needs of its special population groups (large print books, books on tape/CD, captioned videos, children's materials and materials in other languages).

8. *Collection Management/Weeding:* Library evaluates every item in the collection for retention, replacement, or withdrawal at least every three years to determine its usefulness according to the library's collection development policy. Three percent (3%) of the collection is withdrawn each year.

**Enhanced Standards:** 4% of collection

**Comprehensive Standards:** 5% of collection

9. *Volumes per Capita:* Library evaluates collection by dividing the number of volumes in the collection by the legal service area (LSA) population.

Percentiles presented in this document have been calculated using statistics from the 2003 Colorado Public Library Annual Report.

- 25<sup>th</sup> percentile (i.e., 75% of libraries are at or above this level for Essential)
- 50<sup>th</sup> percentile (i.e., median, or 50% are above and 50% are below for Enhanced)
- 75<sup>th</sup> percentile (i.e., 25% of libraries are at or above this level for Comprehensive)

### Volumes per Capita

Population	Essential (25% ile)	Enhanced (50% ile)	Comprehensive (75% ile)	95 <sup>th</sup> percentile
100,000 +	1.81	2.13	2.42	3.46
25,000-99,999	2.42	3.03	3.35	4.03
10,000-24,999	2.35	2.91	3.98	5.07
5,000-9,999	2.63	3.62	5.21	7.12
2,500-4,999	2.81	4.74	5.43	7.51
1,000-2,499	5.51	6.97	9.51	11.00
Under 1,000	8.46	13.39	14.23	24.07
Resorts	3.03	3.81	5.85	10.59
Statewide	2.71	4.22	6.75	12.97

### Example:

A library's LSA population is 7,000, and the library holds 28,000 books:  $3.62 \times (7,000 \div 1000)$   
*Volumes per Capita* =  $28,000 \div 7,000 = 4$ ; the library is well within the Enhanced level.

To find the Comprehensive level for a library serving a population of 7,000, multiply the Comprehensive value by LSA divided by 1,000 to find what the volumes per capita should be:  $5.21 \times (7,000 \div 1000) = 36,470$ .

A library with a population of 7,000 would need 36,470 volumes to be at the Comprehensive level.

9. *Currency:* Library's collection is up-to-date. Three percent (3%) or more of the collection is added each year.

**Enhanced Standards:** 4%

**Comprehensive Standards:** 5%

10. *Circulation per Capita:* Library determines the number of items that circulate. Circulation per capita is computed by dividing total circulation by the legal service area (LSA) population.

Percentiles presented in this document have been calculated using statistics from the 2003 Colorado Public Library Annual Report.

- 25<sup>th</sup> percentile (i.e., 75% of libraries are at or above this level for Essential)
- 50<sup>th</sup> percentile (i.e., median, or 50% are above and 50% are below for Enhanced)
- 75<sup>th</sup> percentile (i.e., 25% of libraries are at or above this level for Comprehensive)

### Circulation per Capita

Population	Essential (25% ile)	Enhanced (50% ile)	Comprehensive (75% ile)	95 <sup>th</sup> percentile
100,000 +	6.33	9.43	15.74	18.67
25,000-99,999	5.81	8.48	10.73	12.57
10,000-24,999	4.74	5.89	8.52	16.28
5,000-9,999	3.40	4.67	10.05	14.02
2,500-4,999	4.04	6.54	8.12	10.41
1,000-2,499	4.87	6.36	13.94	18.10
Under 1,000	5.99	7.80	12.18	41.85
Resorts	5.97	12.61	16.20	24.25
Statewide	4.67	6.63	11.49	18.60

### Example:

A library's LSA population is 6,000 and annual circulation is 30,000: *Circulation per capita* =  $30,000 \div 6,000 = 5$ ; *the library is within the Enhanced level.*

To find the Comprehensive level for Circulation, multiply comprehensive value by LSA population to find target circulation:  $10.05 \times 6,000 = 94,500$  circulation.

A library with a population of 6,000 would have to circulate 94,500 items to be at the Comprehensive level.

11. *Turnover Rate:* Turnover rate is the average circulation per item owned. Turnover rate is computed by dividing total annual circulation by total holdings. Figures for holdings should reflect both cataloged and un-cataloged items except for periodical holdings.

Percentiles presented in this document have been calculated using statistics from the 2003 Colorado Public Library Annual Report.

- 25<sup>th</sup> percentile (i.e., 75% of libraries are at or above this level for Essential)
- 50<sup>th</sup> percentile (i.e., median, or 50% are above and 50% are below for Enhanced)
- 75<sup>th</sup> percentile (i.e., 25% of libraries are at or above this level for Comprehensive)

### Turnover Rate

Population	Essential (25% ile)	Enhanced (50% ile)	Comprehensive (75% ile)	95 <sup>th</sup> percentile
100,000 +	2.49	3.37	5.85	6.96
25,000-99,999	2.45	2.57	3.26	3.96
10,000-24,999	1.53	1.92	2.38	4.00
5,000-9,999	1.05	1.43	2.26	2.63
2,500-4,999	1.20	1.30	1.44	2.25
1,000-2,499	0.60	0.98	1.27	2.91
Under 1,000	0.66	0.70	0.91	1.36
Resorts	1.45	2.25	2.87	4.13
Statewide	1.08	1.51	2.47	5.06

**Example:**

A library holds 500,000 items (books, videos, audio, etc.), and annual circulation is 1,500,000:  
*Turnover Rate* =  $1,500,000 \div 500,000 = 3$ ; *the library is within the Essential level.*

To find the Enhanced level for a library serving 200,000 people, multiply the value for enhanced by items held to find expected circulation:  $3.37 \times 500,000 = 1,685,000$  circulation.

A library with a 200,000 population would need to circulate 1,685,000 items, having a turnover rate of 3.37 to be in the Enhanced level.

12. *Ordering:* Library places orders at regular intervals throughout the year to ensure a steady flow of new materials for the public.
13. *Cataloging:* Library has its collection cataloged and organized according to standard cataloging and classification systems and procedures.
14. *Automation:* Library collection is automated, the library's records comply with MARC (Machine Readable Catalog) format, and AACR (Anglo-American Cataloging Rules, 2<sup>nd</sup> edition) standards. The public has access to an automated catalog of print and non-print materials in the library's collection.
15. *Access:* All users have access to all materials, except those materials that are judged by the librarian to be irreplaceable, fragile, needed in the reference collection for basic information services, or in compliance with state and federal laws, or due to local policy as restricted by age.
16. *Government Documents:* Library provides access to federal, state, and local government documents that are appropriate to its community.

SEE APPENDIX II FOR FURTHER RESOURCES.

# Technology

Information technology has rapidly become an integral part of modern public library service. Therefore, every public library should ensure each person's access to the information that is needed in a timely manner and appropriate format, by providing trained staff, information resources, up-to-date technology, and adequate telecommunications that provide quick, reliable connections.

## Essential Standards:

1. *Basic Technology:* Library has basic technology and computers to support daily operations. Library has fax, photocopy machine, computers, and printer available for public use and phone service with voice mail or answering system.
2. *Access to Library Resources:* Patrons and staff have efficient and timely access to library resources that meet the points listed below.
  - Library has an automated catalog (or is part of shared system) that supports MARC records and has at least one workstation dedicated to staff use only.

**Enhanced Standards:** Library has an integrated online automation system (IOLS) that provides current shelf status of holdings and remote patron access, accessible 24 hours per day, seven days per week.

- Library provides access to online database(s).

**Enhanced Standards:** Library has subscription(s) to online databases that can be accessed within the library.

**Comprehensive Standards:** Library provides remote access to online databases.

- Library provides a sufficient number of workstations to accommodate patron demand with minimal wait times

SEE COLLECTIONS STANDARD FOR FURTHER INFORMATION.

Percentiles presented in this document have been calculated using statistics from the 2003 Colorado Public Library Annual Report.

- 25<sup>th</sup> percentile (i.e., 75% of libraries are at or above this level for Essential)
- 50<sup>th</sup> percentile (i.e., median, or 50% are above and 50% are below for Enhanced)
- 75<sup>th</sup> percentile (i.e., 25% of libraries are at or above this level for Comprehensive)

## Public Access Computers per 1,000 Population Served

Population	Essential (25% ile)	Enhanced (50% ile)	Comprehensive (75% ile)	95 <sup>th</sup> percentile
100,000 +	0.4252	0.4825	0.8421	1.0796
25,000-99,999	0.3933	0.5532	0.7860	0.9591
10,000-24,999	0.5650	0.8762	1.3278	1.7407
5,000-9,999	0.8104	1.0642	1.3995	2.0139
2,500-4,999	1.0960	1.8811	2.6631	3.2511
1,000-2,499	1.7241	2.7189	6.2402	9.7629
Under 1,000	2.3335	3.7502	4.9567	12.5640
Resort Libraries	0.7769	1.2832	2.0768	4.2103
Statewide	0.7377	1.3338	2.2418	6.9575

### Example:

A library serves a population of 60,000 and has 25 public access computers:

*Public Access Computers per 1,000 Served* =  $25 \div (60,000 \div 1,000) = 25 \div 60 = .4167$ ; the library is in the Essential level.

To find the Enhanced level for a library serving 60,000, multiply the enhanced value by 60,000 divided by 1,000 to see what the number of computers should be:  $.5532 \times (60,000 \div 1,000) = .5532 \times 60 = 33$  computers.

A library with a 60,000 population would need 33 computers to be at the Enhanced level

3. *Access to Internet Resources:* Patrons and staff have efficient and timely access to Internet resources that which meet the points listed below.

- Library offers free public Internet access all hours that the library is open. Printers are also available for public use.

**Enhanced Standards:** Library offers wireless Internet access to patrons.

- Library provides Internet access and email accounts for staff use.
- Library has an informational web site that adheres to federal and state ADA compliance standards containing library name, hours open, location, and contact information.

**Enhanced Standards:** Library provides an interactive web site including such items as links, interlibrary loan forms, and a feedback form.

- Library has an acceptable use policy in place for the public use of computers and that addresses Internet access by children and adults.

4. *On-going Support:* Library has a plan for sustaining technology and using it to support services.

- Library has either a technology plan, or has a technology section in the long-range plan that demonstrates how technology will be sustained and used to support services.
- Library has a replacement policy and allocates funds to ensure that the software and hardware are kept current.

5. *Security:* Library promotes a secure public access computing environment.

- Library has anti-virus protection against viruses installed on server and workstations and regularly checks for virus updates.
- Library proactively monitors and protects its network with appropriate security measures such as firewalls and authentication processes such as proxy or LDAP servers.
- Library ensures that operating systems and application software are regularly kept up-to-date with critical updates and patches.

6. *Privacy:* Library respects patron privacy.

- Library has a published policy on privacy and security on the website or in hardcopy including appropriate use of patron's email addresses and other confidential information.
- Library protects patron privacy on the network using SSL or other secure encryption methods.
- Library reviews, evaluates, and deletes as necessary its records of expired patrons at least every 3 years.

7. *Staffing / Training:* Library has a person designated who has the primary responsibility for computer technology and has training in information technology.

- Library staff has had basic training on searching the Internet, word processing, spreadsheets, the integrated online automation system (IOLS), and online databases.
- Library staff that work with the public is able to fulfill the information needs of their patrons, including the electronic resources available in the library.
- Library has access to person(s) trained to support computer hardware and software and staff is trained on basic network maintenance and support.
- Library has provision in the budget for ongoing staff technology training.
- Library regularly provides training to the public on Internet use and basic computer literacy.
- Library staff is able to train public to use and evaluate electronic information resources.

8. *Connectivity:* Library's connectivity is sufficient to support basic services such as the online catalog, Internet searching, and email.

**Enhanced Standards:** Library's internet connection is sufficient to support interactive library services such as an integrated online library system (IOLS) that is completely web-based, (e.g.) Automated System Consortia Colorado (ASCC), and access to the Collaborative Digitization Program (CDP), Virtual Reference-AskColorado, and SWIFT-Interlibrary loan.

**Comprehensive Standards:** Library provides access to online distance learning and/or video conferencing.

SEE APPENDIX I FOR RESOURCES AND INFORMATION FOR TECHNOLOGY.



## Services and Programming

Public libraries shall provide all citizens access to information and materials in a timely manner by a welcoming, knowledgeable staff through user-friendly technology and relevant library collections and resources. Libraries will develop and offer programs and services to meet the diverse needs of their individual constituencies. All services in each library entity are accessible to all users.

### Essential Standards:

*The following three standards are considered Essential.*

1. *Policies:* Library shall have policies that emphasize friendly and effective public service for all segments of the community. The library provides access at no cost to basic services as defined by written policies governing lending, borrowing and circulation.
2. *Basic Library Services:* Library offers services such as reference and reader's advisory to all ages, interlibrary loan, assistance to the public in use of technology, circulation, and access to materials offered during all hours the library is open.
3. *Reading programs:* Library offers reading programs for all ages, such as book discussions, one book one community, summer reading, and support for book clubs.

*Standards listed below are Essential, Enhanced, or Comprehensive, depending on the number selected.*

Additional Library Services: Recognizing the wide range of libraries across the state, and that not all libraries can offer all services and programs, but need to tailor their services to best fit both the library's staffing and the community needs, libraries should decide how best to meet their individual community needs with their staffing capabilities. The following programs and services are not meant as a complete list but as a foundation to integrate the library as a vital part of the community.

**Essential Standards:** Library must offer at least two of the following services and/or programs.

**Enhanced Standards:** Library must offer three of the following services and/or programs.

**Comprehensive Standards:** Library must offer at least five of the following services and/or programs.

Services and Programs: Library selects from the following services and programs as appropriate to size, population, funding, and community.

- *Literacy:* Library offers literacy programming. The library has current information to refer patrons to adult and/or family literacy programs. The library should provide space for other agencies to teach literacy classes in their facility. If there is enough community interest, the library should have its own literacy program or operate a program in collaboration with other agencies

- *Educational, cultural and recreational programs:* Library offers programs to all ages (children, teens, adults) that reflect the community needs and interests and the roles(s) that the library has selected. There should be collaboration with other community organizations and educational institutions including public, private, and home school associations to promote library services. There should also be library outreach services that include service to the underserved.
- *Home school programs:* Library has current information to refer patrons to agencies and organizations that coordinate home schooling. The library offers resources and/or space to home school groups and actively promotes these resources through outreach.
- *Special Populations:* Library meets the needs of the special populations in their community. The library is aware of the demographics of their community including special populations. The library personnel are trained to serve the needs of their special populations in their community. The library should offer programs and services to reflect the needs of the special populations.
- *Community Programming:* Library offers space for community programming onsite. Adequate study space or quiet areas should be provided based on community need. There should be written policies on the use of public meeting spaces.
- *Volunteers:* Library accepts volunteers on an as needed basis. There should be a written volunteer policy and a staff person who is responsible for volunteer coordination and training.
- *Friends and Foundations:* Library has a formal Friends group that meets on a regular basis with staff present as liaison. Library staff and Friends are involved in cooperative long range plans and fundraising activities. Friends fundraising is accounted separately, and not used for normal operating expenses. The library or the Friends may establish a separate Foundation for the purposes of fundraising.

SEE APPENDIX II FOR FURTHER RESOURCES.

## Facilities

Library facilities are designed to meet the needs of the community as determined by the library's long-range plan. Space needs analysis should be conducted no less than every ten years, using current library facility planning materials.

Facility plans should allow for flexibility of service, for growth, and for changing priorities in community needs. All public libraries shall have the facilities, equipment, and staff necessary to enable the public to access information, including information available through the Internet and other relevant electronic media.

The professional expertise of a library planner and/or library architect should be sought for any new construction or major remodeling.

Self-contained library locations (sites/branches and mobile or portable facilities) need to meet the standards as listed. As well as meeting the listed standards, shared facilities must also have a dedicated space for the library program.

### Essential Standards:

1. *Law:* Library meets current local safety and fire codes and is accessible to all members of the community, conforming to Americans with Disabilities Act (ADA) Standards.
2. *Management:* Library has dedicated expenditures for capital improvements and facility maintenance. Library has written policies and guidelines necessary for maintaining and improving facilities.
3. *Exterior space:* Library has a well-lit exterior with signage identifying the building clearly visible from the street.
  - Library's hours of operation are prominently posted outside the library.
  - Library has sufficient, well-lit parking located near or adjacent to the facility.
  - Library has a convenient, safe book return location during the hours the library is closed.
4. *Interior Spaces:* Library has a well-designed interior with sufficient signage to allow self-directed use of the library.
  - Library has adequate restroom facilities.
  - Library has separate areas for staff workspace(s) and breaks.
  - Library has adequate storage space.
5. *Public Spaces:* Library is comfortable, safe, and efficient, inviting users to take advantage of library services.
  - Library has adequate access to electrical and cabling outlets to support current technology.
  - Library has adequate programming space to fulfill its stated mission and goals.
6. *Square Footage per Capita:* Library provides a space for accessing and utilizing materials. Building size may vary based on community size, community demand, and budget.

**Enhanced Standards:** Library provides space for some specialized library usage (i.e. storytime space, study rooms, etc).

**Comprehensive Standards:** Library provides space which enables the library to serve as a community meeting space (i.e. meeting rooms, larger group seating areas, etc).

Percentiles presented in this document have been calculated using statistics from the 2003 Colorado Public Library Annual Report.

- 50<sup>th</sup> percentile (i.e., median, or 50% are above and 50% are below this level for Essential)
- 75<sup>th</sup> percentile (i.e., 25% of libraries are at or above this level for Enhanced)
- 95<sup>th</sup> percentile (i.e., 5% of libraries are at or above this level for Comprehensive)

Note: This table includes the *combined* square footage from all branches and central buildings. Square footage is not broken down by separate sites. Only the 50<sup>th</sup>, 75<sup>th</sup>, and 95<sup>th</sup> percentiles are presented. (The 25<sup>th</sup> percentile is considered below Essential.)

#### Square Footage per Capita

Population	Essential (50% ile)	Enhanced (75% ile)	Comprehensive (95% ile)
100,000 +	0.47	0.68	1.12
25,000-99,999	0.68	0.87	1.08
10,000-24,999	0.68	0.89	1.27
5,000-9,999	0.81	1.15	1.67
2,500-4,999	0.96	1.25	2.28
1,000-2,499	1.32	2.42	4.56
Under 1,000	1.82	2.23	5.47
Resorts	1.04	1.78	3.05
Statewide	0.89	1.37	n/a

#### Example:

Library that serves 3,000 has one building with 1,500 square feet: *Square Footage per Capita* =  $1,500 \div 3,000 = .5$ ; *the library is below the Essential level.*

To find square footage for an Enhanced level, multiply enhanced value by population:  $1.25 \times 3,000 = 3,750$  square feet.

A library with a population of 3,000 would need to have 3,750 square feet of building space to be in the Enhanced level.

7. *Hours Open to the Public:* While operational hours may vary based on community size, community demand, and budget, they must include morning, afternoon, evening and/or weekend hours based on users' and potential users' disposable time. Evening hours are defined as after 5:00 p.m.

A library with more than one service outlet may use the total non-overlapping hours of all the outlets to meet the minimum requirement. Each service outlet must be open to the public for no fewer than 15 hours per week with hours based on users' and potential users' disposable time.

Percentiles presented in this document have been calculated using statistics from the 2003 Colorado Public Library Annual Report.

- 25<sup>th</sup> percentile (i.e., 75% of libraries are at or above this level for Essential)
- 50<sup>th</sup> percentile (i.e., median, or 50% are above and 50% are below for Enhanced)
- 75<sup>th</sup> percentile (i.e., 25% of libraries are at or above this level for Comprehensive)

### Service Hours per Week, per Outlet

Population	Essential (25% ile)	Enhanced (50% ile)	Comprehensive (75% ile)	95 <sup>th</sup> percentile
100,000 +	51.4	56.9	62.3	70.0
25,000-99,999	42.9	57.0	64.7	70.3
10,000-24,999	41.8	54.6	59.3	64.3
5,000-9,999	43.4	46.6	52.8	59.5
2,500-4,999	30.2	40.9	48.0	52.1
1,000-2,499	31.2	37.0	41.3	49.2
Under 1,000	17.6	20.0	24.1	34.7
Resorts	47.6	55.2	62.2	64.7
Statewide	33.9	45.1	55.2	66.1

#### Example:

Library system serving 75,000 has two outlets that are open 4,160 total hours (overlapped):

*Service Hours per Week, per Outlet =  $(4,160 \div 52) \div 2 = 80 \div 2 = 40$  hours per outlet; the library is just below the Essential level.*

To reach Enhanced level, multiply hours per outlet by number of outlets, then multiply by 52:

$= 57.0 \times 2 \times 52 = 114 \times 52 = 5,928$  total annual service hours.

A library with a population of 75,000 and 2 outlets would need to have 5,928 total annual service hours to be at the Enhanced level.

8. *Statistical Measures and Planning:* Library compares usage statistics and space allocation statistics in order to ensure library facilities meet current demands of the community.

Library has long-range facility plans that address current growth in the service area and library usage. In addition, there should be replacement plans for equipment based on the projected lifespan. Facility and equipment plans should be reviewed annually and revised every 5 years.

**Essential Standards:** Every 5 years

**Enhanced Standards:** Every 3 years

**Comprehensive Standards:** Every year

SEE APPENDIX II FOR FURTHER RESOURCES.



## Marketing/Advocacy

The Library Governing Authority or Board of Trustees, the library director, and library staff communicate, advocate, and promote the library and its services with current, high-interest information, and materials.

### Essential Standards:

1. *Planning:* Library has an active, ongoing, and planned approach to market their library's services to the public, including special or underserved populations as defined by the library, and written policies to support their public relations efforts.
2. *Policies:* Library has policies that include procedures on challenges to collections, filtering, exhibits, programs, etc,
3. *Advocacy:* Library directors and library boards advocate for improved library service with their local, state, and federal authorities. They serve as representatives on behalf of the library, promoting its use, encouraging its development, and enhancing communication between the library and the public.
4. *Promotion:* Library cooperates and participates in local, regional, state, and national efforts to promote library services and supports these issues whenever possible.
5. *Marketing Skills:* Library Board, director, and staff are trained in marketing skills in order to communicate a positive image of the library and its services while remaining receptive to diverse opinions and suggestions.
6. *Promotional Materials:* Library produces information in a variety of formats and distributes it widely using media, print and the Internet. The library maintains a remote presence through a web site, a schedule of activities, and print materials such as bookmarks and brochures.
7. *Feedback:* Library has procedures to receive and respond to comments, suggestions, and feedback from the community and staff year-round and uses these to refine and develop its services and marketing.
8. *Funding:* Library allocates funds for marketing that are at least 1% of its non-personnel operating expenditures. Expenditures include advertising, printing, postage, and supplies.

**Enhanced Standards:** 2%

**Comprehensive Standards:** 3%

9. *Staffing:* Library director manages the marketing program or designates staff to manage marketing efforts.

**Enhanced Standards:** Staff is assigned responsibility for a marketing program on a part-time basis.

**Comprehensive Standards:** Staff, with consideration given to having a professional marketing person, has responsibility for marketing full-time.

10. *Activities:* Library engages in one of the following activities:

- Library produces an annual report listing the goals and objectives, quantitative measurements of service, financial information, and highlights of programs and activities. The report is distributed widely.
- Library has a local library slogan and logo to use to brand the library.
- Library Board, library director and/or other staff visit other libraries at least once per year.
- Library conducts a community survey regularly, using the resources of the Friends of the Library, the library's web site, and other compatible agencies in the community.
- Library uses its community assessment to determine the level of public awareness of library services and the effectiveness of its marketing plan, as well as assessing the needs of the public, including special or underserved populations (as defined by the library).

**Enhanced Standards:** 2 activities

**Comprehensive Standards:** 3 or more activities

SEE APPENDIX II FOR FURTHER RESOURCES.

# Resource Sharing

The Library works cooperatively and participates in statewide sharing of resources.

## Essential Standards:

1. *Interlibrary Loan:* Library offers interlibrary loan service, integrating it into its workflow in an efficient and cost effective manner. The library borrows materials for patrons at no charge, and adopts and implements the Interlibrary Loan Code for the United States (ALA, 2001), and follows the Colorado Interlibrary Loan Best Practices (2004).

## Enhanced Standards:

- Library borrows and lends materials for patrons at no charge to patrons or libraries within the state. Fees that are imposed by lending libraries may be passed on to the patron.
  - Library uses electronic methods such as the Online Computer Library Center (OCLC), StateWide ILL Fast Track (SWIFT), or Prospector for requesting or supplying ILL materials.
2. *Colorado Library Card:* Library belongs to the CLC program, offering a wide range of materials to Colorado residents.
  3. *Resource Sharing:* Library is automated and makes its core resources available for inclusion on regional or state networks. The library has a Z39.50 connection to the Colorado Virtual Library

**Enhanced Standards:** Library participates on a centralized shared database (i.e. Prospector)

**Comprehensive Standards:** Library provides to Colorado residents full access to physical and database collections. Library makes access to collections available through a one-step search process.

4. *Statewide programs:* Library publicizes and promotes statewide special programs to library users if not actually belonging to and participating in them. Current statewide programs include *AskColorado*, *Collaborative Digitization Program*, and *Colorado's Historic Newspaper Project*.

**Enhanced Standards:** Library contributes resources and/or staff.

**Comprehensive Standards:** Library is a member and/or raises money for the project(s).

5. *Colorado Library Consortium (CLiC):* Library belongs to CLiC, the organization that facilitates cooperative activities between libraries of all types throughout the state.
6. *Courier:* Library participates in the state-wide courier service that provides patrons efficient and cost-effective access to a wide range of materials.

**Enhanced Standards:** Library has courier stops more than one time per week.

7. *Group Purchasing:* Library takes advantage of at least one of the statewide group purchasing agreements that is negotiated at the state level to provide cost-effective purchase of books, materials, online databases, and other services.

**Enhanced Standards:** Library participates in several statewide group purchasing activities.

8. *Continuing Education:* Library staff participates in continuing education activities as an important component of staff development.

**Enhanced Standards:** Library offers in-house continuing education opportunities for staff, and makes classes available to other libraries.

**Comprehensive Standards:** Library develops continuing education classes and makes them available within the library and to libraries in other areas.

9. *Community agencies:* Library meets with and supports local agencies and understands the importance of community-wide connections. The library offers assistance to community agencies.

**Enhanced Standards:** Library participates in cooperative planning with community agencies.

**Comprehensive Standards:** Library collects, organizes and provides community information to library users.

SEE APPENDIX II FOR FURTHER RESOURCES.

# Appendix 1

## Information and Supporting Resources for Technology Section

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# Access

## Library Automation

What's a MARC record?

Machine Readable Cataloging Record. This is a bibliographic record that contains identifier information in a certain format. Some of the fields in the MARC record include title, subject entries, author, classification or call number. MARC format provide a standard for bibliographic records which makes these records interoperable across automation vendors.

For a basic explanation of MARC records, see: <http://lcweb.loc.gov/marc/umb/>

## ILS

Integrated library system-a library automation system in which all of the modules such as circulation, interlibrary loan, acquisitions, and online catalog share the same bibliographic database. All of the functions are processed using the same database.

For basic information about library automation, visit the library automation toolkit at: <http://www.cde.state.co.us/cdelib/technology/atauto.htm>

Consortia offer benefits such as lower maintenance and resource sharing. Before automating or migrating to a new system, it might be worthwhile to find out if any of the listed CO consortia below are accepting new members.

- ASCC: <http://ascc.lib.co.us/> (Dynix Horizon ASP)
- Colorado Nexus: <http://www.coloradonex.org/> (Follet)
- Marmot: <http://www.marmot.org/> (Innovative Interfaces)
- Prospector: <http://prospector.coalliance.org/> (Innovative Interfaces and CARL)
- Winnebago-Donna Watkins Moffat County Libraries (Northwest part of state)

## Price-Negotiated Online Databases

Ebsco K-12 and Children's databases:

<http://www.aclin.org/committees/airs/ebscodb.html>

FAQ regarding Ebsco databases:

[http://www.aclin.org/committees/airs/ebscodb\\_faq.html](http://www.aclin.org/committees/airs/ebscodb_faq.html)

OCLC/Ebsco (General and Business package):

<http://www.aclin.org/committees/airs/genbus.html>

GaleGroup databases:

<http://www.aclin.org/committees/airs/galegr.html>

## **ADA standards for Web Design**

Quick Tips for accessible web design:

<http://www.w3.org/WAI/References/QuickTips/>

Section 508: Federal mandates for accessibility of electronic information:

<http://www.section508.gov/>

Extensive guidelines for web site accessibility:

<http://www.w3.org/WAI/Resources/#gl>

## **Web Site Design**

WebJunction-CO at <http://co.webjunction.org> offers several online courses on web site development. Register for the site, if you haven't done so. Once you are registered select the "Learning Center" tab.

To learn about content and structure of designing a web site, not technical details see: WebJunction's Designing a Library Web Site

Technical courses that might be helpful to web design include: HTML, Microsoft FrontPage 2000, CGI/Perl, DHTML, XML, Dreamweaver MX

## **Internet Policies**

Acceptable Use and Computer Policies on WebJunction Colorado

<http://www.webjunction.org/do/Navigation?category=1587>

Colorado Filtering Clearinghouse: Includes resources on CIPA, filtering, state filtering law, filter performance study and more

<http://www.aclin.org/filtering>

Public Library Filtering Bill

<http://www.cde.state.co.us/cdelib/Filtering.htm>

ALA Guidelines for Internet Use Policies:

<http://www.ala.org/ala/oif/ifissues/issuesrelatedlinks/internetusepolicies.htm>

## **Workstation Specifications**

Recommended specifications for Public Access Workstations  
in Federal Depository Libraries

[http://www.access.gpo.gov/su\\_docs/fdlp/computers/rs.html](http://www.access.gpo.gov/su_docs/fdlp/computers/rs.html)

Statewide IT Standard, End User Computing  
Desktop Configuration

Specification	
Chipset	845 g or nForce2, DMI compliant
Processor	Pentium 4 or Athlon XP
Speed(2 off top)	2.66 GHz or AMD 2700+/2.17 GHz
RAM	512 MB DDRAM
Monitor Size	17" (15.9" Viewable)
Monitor Resolution	1024 X 768 .26mm
Media Reader	48x/40x CD
Hard Drive	Vendor standard size or above; IDE 7200; Ultra ATA100
Network Adapter	Ethernet 10/100, DMI; Wakeon LAN
Video Standard	Integrated
Sound Standard	Sound Blaster compatible

*\*For further explanation of the computer specifications, see the End User Standards Document at: [http://www.oit.state.co.us/resources/docs/End\\_User\\_Standards\\_07-23-03.pdf](http://www.oit.state.co.us/resources/docs/End_User_Standards_07-23-03.pdf)*

### **Computer System Basics:**

The following article provides descriptive information about computer components, but it does not recommend speed or capacity for the components since the technology changes so rapidly.

Author: TechSoup Staff

Publisher: TechSoup, a project of CompuMentor

Date Published: Mar 27, 2003

Date Posted: May 1, 2003

Copyright: Copyright 2004, TechSoup, a project of CompuMentor

So, you are preparing to buy a new computer. The good news: With each month that passes, you get more computing power for less money. The bad news: With each month that passes, you get more computing power for less money.

Everyone knows that computers are constantly getting faster, more powerful, and less expensive. So, forget about trying to buy the latest and greatest machine. There is no such thing. Instead, you should buy a computer that fits your needs, not the needs of your computer company's bottom line.

The guide below is designed to give you a basic understanding of each of the standard computer components. If you want more information on peripherals, see the article, Computer Accessories. After the introduction to the concepts, you'll find some resources to help you find out about current computer models.

### Computer Basics

**CPU:** The CPU (Central Processing Unit) is the brains behind your computer. The CPU is responsible for performing calculations and tasks that make programs work. The faster the CPU, the quicker programs can process computations and commands.

**RAM:** A fast CPU is useless without an adequate amount of RAM (Random Access Memory). RAM is usually referred to as a computer's memory -- meaning it stores information that is used by running programs or applications. More memory lets you run more applications at the same time without degrading your system's performance.

**Hard Disk Drive:** The hard disk drive (HDD) of the computer is where permanent information is stored. Documents, databases, spreadsheets, and programs are all stored on the hard disk. The larger the hard disk, the more you can fit on the drive. The size of the HDD does not affect the speed at which a program can run, but the HDD speed can affect how fast you can access your files.

**Optical Drives** (CD, CD-R, CD-RW, DVD, DVD-R, DVD-RW): Optical drives are more commonly known as CD and DVD drives. They are considered "optical" because the drive uses a laser to see the data etched onto the plastic disc. All computers now come with some form of a CD drive. CD-R and CD-RW drives are becoming a new standard in portable data storage. The "R" in CD-R stands for "recordable." This type allows you to "burn" information to the CD only once. The "RW" in CD-RW stands for "rewritable." These can be rewritten several times over, allowing you to delete and add files.

Most software you buy comes on a CD-ROM, and you'll use your CD or DVD drive to read it and copy the software onto your computer.

**Floppy Drive:** While floppy drives can come in handy for transferring small files from one computer to another, it isn't generally a big concern if your computer has one or not. The Internet makes it quite easy to transfer files via e-mail, file transfer protocol (FTP), or some form of online download. Quite a few computer sellers now don't even bother to include a floppy drive. But because they don't really add to the overall cost of a computer, it doesn't hurt to purchase one with a floppy drive. Zip drives are a form of floppy drive that can hold hundreds of megabytes of information.

The standard floppy drive reads removable diskettes (which hold 1.44 MB of data). Most non-Apple computers come standard with a 3.5-inch floppy drive, but internal Zip drives and SuperDisk drives (which can hold up to 120 MB of data) are becoming more commonplace. While the Internet may be replacing them to a degree, floppy drives are still a useful way to share files quickly with the person next door, or to backup data.

**Video Card:** The video card is a board that plugs into the PC motherboard to give it display capabilities. New video cards come with their own RAM and processor to help speed up the graphics display. Many computers come with video chips built in. That makes a separate video card unnecessary, unless the computer is going to be used for high-end multimedia work or to play video games.

**Sound Card:** Like video cards, sound cards are expansion boards used for enabling a computer to manipulate sound. Most sound cards give you the power to plug in speakers and a microphone. Some even give you the jacks for hooking your computer up to a common stereo. As with video cards, many computers come with sound chips, making it unnecessary to buy a separate card, unless you need higher sound quality for your work.

## **Options for purchasing computers**

The State Information Technology Department has negotiated price agreements with computer vendors. Public schools and libraries are considered political subdivisions so they can purchase from these agreements.

HP/Compaq Corporation:

<http://www.hp.com/buy/colorado>

Dell Computers:

<http://public.dell.com/slq/index.asp>

Gateway Computers:

<http://esource.gateway.com/wsca>

IBM Computers:

<http://www-1.ibm.com/gold/portal/servlet/gold/co/Welcome>

## **Ongoing Support for Technology**

### **Technology Planning**

Technology Planning Guidance for E-rate

<http://co.webjunction.org/do/DisplayContent?id=6676>

Technology Planning Resources on the WebJunction Site  
Needs assessments, TechAtlas-tech plan wizard

<http://co.webjunction.org/do/Navigation?category=1570>

### **PC Replacement Cycle**

Created by: Mike Barger  
Network & Systems Technician  
Weld Library District  
July, 2004

### **Challenges of Increasing PC Replacement Cycle beyond 3 Years**

#### Cost Increases

1. Increased warranty cost. After 3 years, replacement parts for PCs become difficult to obtain. The best solution to this problem is to extend the warranty of the PC to include the full life cycle.
  - a. To extend the PC warranty to 4 years would currently add \$99 to the initial cost of each PC. This is a cost increase of 9.5%.
  - b. To extend the PC warranty to 5 years would currently add \$199 to the initial cost of each PC. This is a cost increase of 19%.

2. Increased purchase cost. To extend the usable life of a PC to five years, the initial configuration will need to be upgraded. Rather than purchasing mid-level PC configurations, high end systems must be purchase. Current estimates show that this would represent an initial cost increase of approximately 15%
3. Upgrade costs. Increasing the replacement cycle for PCs to 5 years will typically require some upgrades late in the PCs life in order to run current software and maintain adequate performance. A fair estimate of the upgrade expense would be 10% to 15% of the PC's original cost added in the 3<sup>rd</sup> or 4<sup>th</sup> year of the PC's life.

Overall cost of ownership appears to be lowest at a 4 year life cycle. Below is a 15 year purchase, replacement and upgrade cost table based on current computer prices for 3 year, 4 year, and 5 year replacement cycles. These costs include the cost of increasing the warranty period to cover the longer service life, and upgrading the base system configuration to allow for a longer service life. They are not adjusted for inflation.

#### **Computer cost schedule by replacement cycle**

Cost of purchasing 10 public PCs for 15 years  
(including late life upgrade costs for 5 year cycle)

	<b>3 year</b>	<b>4 year</b>	<b>5 year</b>
January 1, 2004	\$10,480	\$11,730	\$13,960
January 1, 2005			
January 1, 2006			
January 1, 2007	\$10,480		
January 1, 2008		\$11,730	\$1,500
January 1, 2009			\$13,960
January 1, 2010	\$10,480		
January 1, 2011			
January 1, 2012		\$11,730	
January 1, 2013	\$10,480		\$1,500
January 1, 2014			\$13,960
January 1, 2015			
January 1, 2016	\$10,480	\$11,730	
January 1, 2017			
January 1, 2018			\$1,500
Remaining Life Cost Adjustments	\$0.00	-\$2,932.50	\$0.00
Total Cost	\$52,400	\$43,988	\$46,380
Savings vs 3 year cycle		\$8,413	\$6,020

#### Technology Obsolescence

1. Computer hardware changes drastically over a period of 5 years. Historically, over a period of 5 years computer processor speeds, memory and storage change by a factor of 8 to 10 times in a 5 year period.
2. Computer software changes drastically over a period of 5 years. Microsoft typically releases 3 new version of operating systems during a 5 year period.

Below is a table showing typical hardware and operating systems over the last 10 years in 5 year increments.

#### Typical PC Configuration Change by 5 Year Period

	<b>Current system</b>	<b>5 years ago</b>	<b>10 years ago</b>
Processor Speed 5 year change	2.4 to 3.0 Ghz 10x	266 to 300 MHz 10x	25 to 30 MHz ---
RAM Memory 5 year change	256MB 8x	32MB 8x	4MB ---
Hard Drive Size 5 year change	40GB to 60 GB 10x	4 to 6GB 10x	400MB ---
Video Memory 5 year change	32 to 64MB 8x	4 to 8MB 8x	512KB to 1MB ---
Monitor Technology	15" LCD	15" Color CRT	12" Monochrome CRT
Operating System 5 year change	Windows XP Pro 3 O/S generations	Windows 98 3 O/S generations	Windows 3.1

Under a 5 year replacement cycle, we will have PCs at both ends of the 5 year technology gap operating in the same facilities at the same time. This technology gap will always exist, but is increased by the longer replacement cycle of the PC. A PC that is 5 years old today would be incapable of running our currently supported operating systems, the recent versions of Microsoft Office, and some other applications. With hardware upgrades, the PC will be able to run some of this software, but not all.

#### Consistent Patron Experience

With a 5 year replacement cycle, patrons will be using systems at both ends of the technology spectrum. It will be difficult to provide a consistent patron computing experience. Not only will the speed of the system vary greatly, but the applications and software versions will vary from PC to PC as well. This will always be an issue, but the longer the replacement cycle, the more noticeable these differences will be.

## **Recommendations for Reducing Replacement Costs for the District**

Increase the replacement life cycle for newly purchased staff and public PCs to 4 years.

1. This offers the best mix of lower initial purchase cost with extended time between PC purchases. I believe this represents the lowest overall cost of ownership.
2. Look for opportunities to place aging equipment in non-vital areas. Not every PC in the district is a critical system. As heavily used staff or public PCs are replaced, there may be opportunities to extend their usable life in other functions. This will reduce the cost by eliminating the need to purchase new PCs for non-vital areas.
3. Exceptions to the 4 year replacement cycle:
  - a. Bookmobile laptops. Because of the extreme conditions these PCs are subjected to, a 2 year replacement cycle is recommended for Bookmobile circulation systems. These laptops may be restaged and used in less vital areas to extend the life of the PC. A possible use would be to stage these PCs as public laptops which would be available for checkout. This would allow us to offer the public access to the wireless network without the security risks of using a non-district controlled laptop.
  - b. IT staff. The IT staff users push the limits of their technology equipment and a 2 year replacement cycle is recommended for IT. IT frequently tests new software packages before installing them for the rest of the district. The IT staff travels frequently with their laptops and rely heavily on age sensitive features such as battery life.
  - c. Currently aging systems with 3 year warranties or less. Most of the PCs in the district currently have a 3 year warranty. Carrying all of these systems to a 4 year replacement cycle could create a high replacement parts cost during the period that these systems are out of warranty. Many of these systems could be carried to a 4 year replacement cycle by replacing approximately 25% of them as soon as the warranty expires. This would create a supply of spare parts and PCs to allow for system failure during the final year. The district also owns a number of machines that are already out of warranty and need to be replaced as scheduled. Many of these PCs are Premios and are already beyond a 3 year or even a 4 year replacement cycle.
4. Maintain the current replacement cycle for items such as printers and servers.
  - a. Printers are currently on a 4 year replacement cycle. Most printers only have a 1 year warranty when purchased. Extended warranties are available, but are not purchased currently. Failure rates and replacement parts costs have historically been low enough that the added warranty cost did not seem justified.
  - b. Servers are currently on a 4 year replacement cycle. Servers are mission critical equipment and should not be extended beyond their current replacement cycle.

## **Desktop Support**

PAComputing

<http://www.pacomputing.org/>

Lots of technical information for troubleshooting your Gates computer.

Computer Accessories

<http://co.webjunction.org/do/DisplayContent?id=714>

Monitors, printers, accessories, and more

## **Computer Setup and Maintenance**

Cleaning your computer:

<http://co.webjunction.org/do/DisplayContent?id=2260>

Introduction to ergonomics

<http://co.webjunction.org/do/DisplayContent?id=2250>

Setting up a new computer

<http://co.webjunction.org/do/DisplayContent?id=1751>

Introduction to hardware

<http://co.webjunction.org/do/DisplayContent?id=718>

## **Security**

Protecting workstations and networks against viruses

<http://co.webjunction.org/do/Navigation?category=1549>

Computer and Network Security in Small Libraries

<http://www.tsl.state.tx.us/ld/pubs/compsecurity/>

Removing spyware, viruses, and other malware from your computer

<http://co.webjunction.org/do/DisplayContent?id=1512>

Firewalls and your library

<http://co.webjunction.org/do/DisplayContent?id=1961>

Security Policies-what to include and downloadable template

<http://co.webjunction.org/do/DisplayContent?id=1701>

# Privacy

## **SSL-Secure Sockets Layer**

This is a protocol for submitting information over the internet by way of encryption. It uses a private key (password) for encrypting data. Netscape Navigator and Internet Explorer support SSL. It is also used commonly to exchange credit card information over the web.

(WebOpedia: <http://www.webopedia.com/TERM/S/SSL.html>)

## **LDAP-Light Weight Directory Access Protocol**

A set of standards for accessing web based informational directories

## **Patron Privacy Rights --From the Colorado Revised Statutes 24-90-119. Privacy of user records.**

Statute text

(1) Except as set forth in subsection (2) of this section, a publicly-supported library shall not disclose any record or other information that identifies a person as having requested or obtained specific materials or service or as otherwise having used the library.

(2) Records may be disclosed in the following instances:

(a) When necessary for the reasonable operation of the library;

(b) Upon written consent of the user;

(c) Pursuant to subpoena, upon court order, or where otherwise required by law;

(d) To a custodial parent or legal guardian who has access to a minor's library card or its authorization number for the purpose of accessing by electronic means library records of the minor.

(3) Any library official, employee, or volunteer who discloses information in violation of this section commits a class 2 petty offense and, upon conviction thereof, shall be punished by a fine of not more than three hundred dollars.

History

Source: L. 83: Entire section added, p. 1023, § 1, effective March 22. L. 2003: (1) and (3) amended and (2)(d) added, p. 2463, §§ 17, 18, effective August 15.

Annotations

Editor's note: Subsections (1), (2)(d), and (3) were contained in a 2003 act that was passed without a safety clause. The act establishes an effective date of August 15, 2003, for these provisions. For further explanation concerning the effective date, see page vii of this volume.

## Staffing/Training

Free online tutorials through WebJunction  
<http://co.webjunction.org> (Select the Learning Center tab)

Here's a sampling of courses you will find:

- Internet Searching course
- Evaluating Web site course
- Browsing the World Wide Web: understanding components of browser
- Netscape and Internet
- Internet Explorer
  
- Microsoft Office 2000
- Basic Computer
  
- WebJunction's Updating and Upgrading Software
- WebJunction's Troubleshooting Computer Problems

## Connectivity

Created by Carson Block  
Fort Collins Public Library

Updated by Carson Block & Rose Nelson on July 20, 2004

### Dedicated Circuit Connectivity Options:

Confused by the dizzying array of options for your library's connectivity? Maddened by the lack of options in your areas? Feel lost in alphabet soup-like acronyms describing the technologies? You're not alone!

Below is a chart describing currently available connectivity options for dedicated circuits—that is, an Internet connection that is "on" all of the time. Some options listed below are not available in all areas of Colorado.

---

**T-1:** A full T-1 Circuit has the capability of transferring data at a speed of 1.54 MB/second. In the old days (before bandwidth-intensive things such as streaming video), a rule of thumb was that a single T-1 line could serve 100 users.

**A "frame relay" T-1** is generally the most affordable version of the circuit. By using the phone company's frame relay "cloud" to combine the data traffic of many T-1 circuits that the phone company sells, it is able to offer the connectivity at a reduced price. As well, some ISPs (Internet Service Providers) charge less for Internet services delivered via frame. The down side is that the phone company will only guarantee half of the stated speed of the circuit at any given time. For most libraries, this is an acceptable situation.

**A T-1 circuit is symmetrical** – that is, the upload and the download speed is the same.

**T-1 circuits are also available at lower speeds.** When the speed of a T-1 is less than 1.54 MB/sec, it is called a “fractional T-1.” A 56k line is the smallest fractional T-1 available.

---

**Cable:** Cable companies, notably Comcast in Colorado, offer high-speed data services over their cable networks. The speeds can be impressive—at 1.54mb or above! The price is generally affordable – as low as \$40/month. The down side is that the speed of the service is dependent on the number of customers on your network segment—if there are many customers in your “node” using the network at the same time, performance can be affected. To further complicate things, cable companies do not guarantee any rates of speed—instead using the generic term “fast” to describe their speed rates.

**Cable circuits are asymmetrical** – in this case, the download speed is much higher than the upload speed. Most cable companies limit upload speeds to 128k/sec. or 256k/sec

---

**Wireless:** Using microwaves and other carriers, vendors are able to deliver connectivity via radio waves. Delivery is limited to line-of-site distances between the transmission tower and a receiver. In Colorado, there are a few private vendors (Including Netbeam and Shoal Oil) offering wireless Internet connectivity in both rural and urban areas at speeds up to 256k. Higher download speeds are available for additional fees.

**Wireless circuits can be symmetrical** – offering identical upload and download speeds.

---

**Satellite:** Using a personal-sized satellite dish, companies such as Direct TV offer download speeds at about 400k/sec. Satellite connectivity comes in two flavors—the older version could only download data (and required a regular phone line to send Internet requests via an analog modem), but newer versions offer 2-way capability.

**Satellite circuits are asymmetrical:** even the new 2-way dishes limit upload speeds to about 128k speeds, but some users have reported speeds as low as 40k for uploading. They are also subjected to what is known as “latency” – it takes from one to several seconds to bounce the Internet request off of the satellite.

---

**XDSL family:** Where available, DSL service can be a strong price/performance option for libraries. DSL technology used traditional copper wire and existing phone circuits to deliver high-speed data services at prices that are generally lower than other options. DSL connectivity speeds generally start at 128/k sec, and can scale up to speeds in excess of a T-1 line)

**DSL comes in a variety of flavors** that are dependent on the telephone wiring infrastructure in your area. Distance to a telephone company box called a DSLAM or

CO (for Central Office) determines the maximum rate of speed available at your location.

**DSL circuits can be either symmetrical or asymmetrical.** The "consumer grade" circuits sold by Qwest in Colorado are generally asymmetrical (limiting upload speeds to 128k on circuits that allow download speeds as high as 500-600k/sec) but for additional fees symmetrical service is available in some areas. Symmetrical DSL is sometimes referred to as "business class" DSL. Many smaller phone companies are offering DSL service at competitive rates; check with your local phone company to see if the service is available in your area.

---

**Asynchronous Transfer Mode (ATM)** is a high speed cell switching service, which is capable of transferring large packets of information such as voice, video, and data over a network. Because of the quality of service (QOS) and ability to transfer big data loads, the multi-state network selected ATM technology as the network architecture.

Internet Connections section on WebJunction  
<http://www.webjunction.org/do/Navigation?category=1615>

### **State Price agreements for Internet access**

Multi-use network—high speed fiber optic network  
[http://www.colorado.gov/dpa/doit/mnt/Non-State\\_Agencies\\_Information\\_Jan\\_2004-Color.pdf](http://www.colorado.gov/dpa/doit/mnt/Non-State_Agencies_Information_Jan_2004-Color.pdf)

### **Video Conferencing**

"Conducting a conference between two or more participants at different sites by using computer networks to transmit audio and video data. For example, a point-to-point (two-person) video conferencing system works much like a video telephone. Each participant has a video camera, microphone, and speakers mounted on his or her computer. As the two participants speak to one another, their voices are carried over the network and delivered to the other's speakers, and whatever images appear in front of the video camera appear in a window on the other participant's monitor."

Multipoint videoconferencing allows three or more participants to sit in a virtual conference room and communicate as if they were sitting right next to each other. Until the mid 90s, the hardware costs made videoconferencing prohibitively expensive for most organizations, but that situation is changing rapidly. Many analysts believe that videoconferencing will be one of the fastest-growing segments of the computer industry in the latter half of the decade."

(WebOpedia: <http://www.pcwebopedia.com/TERM/v/videoconferencing.html>)

### **Video Conferencing Standards:**

- H.323 is the standard for internet videoconferencing. (this standard defines how audiovisual conferencing data is transmitted across networks)

- SIP (Session Initiation Protocol) is also emerging as an alternative standard to H.323, and this should be tracked closely over time. When selecting devices, sites may wish to explore obtaining devices that can support either protocol (e.g. by upgrading flash memory) or both protocols.

### **Cost of Video Conferencing Units**

- Units are available, from inexpensive personal desktop units for approximately \$400, to small conference room systems available for \$3-7k to large full room systems ~\$50k.
- Polycom has the bulk of the market share.
- Adequate pictures are obtained at 1/4 T-1 speed, or 384k raw (about 450-500k with overhead)

### **Types of Video conferences:**

Point-to-Point (two sites connecting) work well if Quality of Service (QOS) is on both ends. QOS guarantees throughput, which is a specified amount of data transferred from one place to another within a given period of time.

Multipoint conferences (3 or more sites connecting) require a multipoint connection unit, which can be fairly expensive about \$50k. Polycom sells conference system units which connect 4 sites for around \$7K. These units work pretty well.

Source: Video Conferencing standards from Pat Burns, Interim Associate VP for Information and Instructional Technology  
Colorado State University, Fort Collins, CO

## Appendix 2

### General Information and Supporting Resources

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##### Library Administration and Management

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## Administration / Governance

1. Trustee manuals. Note: Colorado Public library Trustee Manual available, October 2005.

## Administration / Planning

1. Hennen, Thomas J. Jr., *Hennen's Public Library Planner: A Manual and Interactive CD-ROM*. Neal-Schuman, 2004.
2. Nelson, Sandra and PLA. *The New Planning for Results: A Streamlined Approach*. ALA, 2001.
3. Public Library Association:  
[www.ala.org/ala/pla/plapubs/publicationslist/publications.htm](http://www.ala.org/ala/pla/plapubs/publicationslist/publications.htm)
4. Library Research Service: [www.lrs.org](http://www.lrs.org)

### Colorado Resources

- Community Analysis Scan Form [www.lrs.org/asp.public/ca\\_form.asp](http://www.lrs.org/asp.public/ca_form.asp)
- Colorado Department of Labor and Employment - Labor Market Information [www.coworkforce.com/lmi](http://www.coworkforce.com/lmi)
- Colorado Population and Demography - Division of Local Government [www.dola.state.co.us/demog/demog.htm](http://www.dola.state.co.us/demog/demog.htm)
- State Demographer's Quick Tables feature: <http://dola.colorado.gov/demog/census/quicktables.cfm>
- LRS Interactive: [www.lrs.org/interactive/index.asp](http://www.lrs.org/interactive/index.asp)

### National Resources

- Community Analysis Methods and Evaluative Options: The CAMEO Handbook <http://skyways.lib.ks.us/pathway/cameo>
- Federal Financial Institutions Examination Council (FFIEC) Geocoding System - Census Demographic Information — Enter an address to find demographic information for the area
- School District Analysis System (SDAS) <http://nces.ed.gov/surveys/sdds/sdas>
- Federal-State Cooperative System for Public Library Data (FSCS): <http://nces.ed.gov/surveys/libraries/public.asp>

## Administration / Management

1. Mayo, Diane and Jeanne Goodrich. *Staffing For Results: A Guide to Working Smarter*, PLA, 2002.
2. Sandra Nelson, Ellen Altman & Diane Mayo. *Managing for Results: Effective Resource Allocation for Public Libraries*. PLA, 1999.
3. Nelson, Sandra and June Garcia. *Creating Policies for Results From Chaos to Clarity*. PLA, 2003.
4. ALA Trustees Association (ALTA): [www.ala.org/ala/alta/alta.htm](http://www.ala.org/ala/alta/alta.htm)
5. Friends of Libraries – USA (FOLUSA): [www.folusa.org/](http://www.folusa.org/)

## Administration / Finance

1. Colorado Department of Local Affairs: [www.dola.state.co.us/](http://www.dola.state.co.us/)
2. Definition of Resort Libraries: "Libraries located in a county, or in the largest city of the county, having 20% or more employment in 'arts, entertainment, recreation, lodging, and food services' as reported in the 2000 Census."
3. LRS Planning and Budgeting Site: [www.lrs.org/interactive/budgetpub.asp](http://www.lrs.org/interactive/budgetpub.asp)

## Personnel

1. Colorado Department of Labor: <http://www.msec.org/>
2. Mountain States Employers Council: <http://www.msec.org/>
3. Colorado State Library Job Listings: <http://www.cde.state.co.us/cdelib/jobline.htm>
4. ALA Accredited MLS programs: [www.ala.org/ala/accreditation/lisdirb/lisdirectory.htm](http://www.ala.org/ala/accreditation/lisdirb/lisdirectory.htm)
5. Local MLS programs: <http://www.cde.state.co.us/cdelib/slinstate.htm>
6. Colorado Library Continuing Education: <http://cedb.aclin.org/>
7. Wisconsin – Trustee Essentials: <http://www.dpi.state.wi.us/dpi/dltcl/pld/te7.html>

## Collections

1. Definitions of Collection Management Plan, etc.
2. Boon, Belinda. *The CREW Method: Expanded Guidelines for Collection Evaluation and Weeding for Small and Medium-Sized Public Libraries*. Revised and updated. Austin: Texas State Library, 1995.
3. Arizona State Library Collection Development: [www.lib.az.us/cdt/intro.htm](http://www.lib.az.us/cdt/intro.htm)
4. ALA - Dealing with Challenges to Books and Other Library Materials: <http://tinyurl.com/57unz>
5. ALA - Weeding Library Collections: A Selected Annotated Bibliography for Library Collection Evaluation: <http://tinyurl.com/4y8qc>
6. CAL Intellection Freedom Handbook: <http://www.cal-webs.org/ifhandbook.html>

## Technology

See Appendix 1.

## Services and Programming

1. Services to Special Populations: <http://www.cde.state.co.us/cdelib/ethnic.htm>
2. Texas State Library: <http://www.tsl.state.tx.us/ld/pubs/specialpop/index.html>

## Facilities

1. Americans with Disabilities Act (ADA): <http://www.ada.gov/>
2. ADA Guide for Small Towns: <http://www.ada.gov/smtown.htm>
3. Wisconsin – Library Board and Building Accessibility: <http://www.dpi.state.wi.us/dpi/dltcl/pld/te20.html>
4. Dahlgren, Anders C. Public Library Space Needs: A Planning Outline / 1998 [www.dpi.state.wi.us/dpi/dltcl/pld/plspace.html](http://www.dpi.state.wi.us/dpi/dltcl/pld/plspace.html)
5. Stanford University - Public Libraries Facilities Planning Bibliography : [http://institute21.stanford.edu/programs/workshop/facilities/dsmith\\_biblio.pdf](http://institute21.stanford.edu/programs/workshop/facilities/dsmith_biblio.pdf)
6. Libris Design, a library facility planning information system: <http://www.librisdesign.org/?bbatt=Y>

## Marketing / Advocacy

1. Walters, Suzanne. *Library Marketing That Works!* Neal-Schuman Publishers. 2004
2. *Marketing Library services Newsletter*. <http://www.infotoday.com/mls/default.shtml>
3. Ohio: Marketing the Library: <http://www.olc.org/marketing/>
4. PLA Advocacy Issues: [www.ala.org/ala/pla/plaissues/issuesadvocacy.htm](http://www.ala.org/ala/pla/plaissues/issuesadvocacy.htm)
5. ALA Advocacy Campaign:  
<http://www.ala.org/ala/pio/campaign/campaignamericas.htm>

## Resource Sharing

1. Colorado Library Consortium (CLiC): [www.cclsweb.org/](http://www.cclsweb.org/)
2. Colorado Library Card: [www.cde.state.co.us/cdelib/CLCindex.htm](http://www.cde.state.co.us/cdelib/CLCindex.htm).
3. Colorado Digitization Project / Colorado Newspaper Project:  
<http://www.cdpheritage.org/>
4. Interlibrary Loan Best Practices: [www.aclin.org/swift/](http://www.aclin.org/swift/)

## General Resources:

1. Colorado State Library: [www.state.co.us/index\\_library.htm](http://www.state.co.us/index_library.htm)
2. AskColorado: [www.askcolorado.org/](http://www.askcolorado.org/)
3. Colorado Library Directory: <http://projects.aclin.org/directory/>
4. Colorado Librarian's Survival Guide – a Glossary of Acronyms, Terms, Libraries , and Organizations: [www.cde.state.co.us/cdelib/LibDict/index.htm](http://www.cde.state.co.us/cdelib/LibDict/index.htm)
5. Colorado Association of Libraries: [www.cal-webs.org/](http://www.cal-webs.org/)
6. Colorado Association of Libraries, Intellectual Freedom Handbook: <http://www.cal-webs.org/ifhandbook.html>
7. Colorado State Library - Filtering website: [www.aclin.org/filtering/index.html](http://www.aclin.org/filtering/index.html)
8. Mountain Plains Library Association: [www.usd.edu/mpla/](http://www.usd.edu/mpla/)
9. Public Library Association: [www.ala.org/ala/pla/pla.htm](http://www.ala.org/ala/pla/pla.htm)
10. WebJunction Colorado: <http://co.webjunction.org/do/Home>

## Other states' Public Library Standards:

- Colorado State Library: <http://www.cde.state.co.us/cdelib/Standards/Index.htm>
- Iowa State Library <http://www.silo.lib.ia.us/for-ia-libraries/accr-and-standards/In-Service-to-Iowa-4th-Final.pdf>
- Kentucky Department for Libraries and Archives:  
<http://www.kdla.ky.gov/libsupport/standards/manual.pdf>
- Ohio Library Council: <http://winslo.state.oh.us/services/LPD/standards.html>
- Texas Library Association: <http://www.txla.org/groups/plstand/plstand.html>
- Utah State Library: <http://library.utah.gov/plstandards.html>
- Wisconsin State Library [www.dpi.state.wi.us/dpi/dltcl/pld/standard.html](http://www.dpi.state.wi.us/dpi/dltcl/pld/standard.html)