



# Florida Public Library Outcomes & Standards 2015

*Developed by the Florida Public Library Association Standards Committee  
and approved by the FLA Executive Board*

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**Florida Library Association**  
**Florida Public Library Outcomes & Standards 2015**

## INTRODUCTION

In an effort to provide comprehensive information in an easy to use format, the Florida Public Library Standards Committee split some information customarily included in an Introduction into two other documents. The reader is advised to consult them on the [Association's website](#). The two documents are:

*Florida Public Library Outcomes & Standards 2015:*

*Acknowledgements & Methods.*

*Florida Library Association Standards History to 2015.*

Research reports written by committee members during 2014 - 2015 are also available on the website.

Florida's public libraries are a vital part of the communities they serve. A return on investment study of Florida's public libraries reports that for every dollar spent on public library service taxpayers receive a \$10.18 return on their investment.<sup>1</sup> Still, in a world where competition for funding and clientele is great, libraries must prove their value. A growing body of research reports public libraries have changed from passive, recreational reading and research institutions to active economic development agents.<sup>2</sup> It must also be noted that public libraries were founded as "The People's University" and to this day inform, instruct and engage all ages with an educational curriculum. This curriculum consists of self-directed education opportunities, research assistance and instructional classes, workshops and seminars.

Library managers and governing bodies are accustomed to evaluating value to the community by counts of *inputs* and

### Inputs

Counts of resources made available by the library, e.g., collections, computers, website, programs, etc.

### Outputs

Counts of use of inputs by library customers. e.g., items loaned, program attendance, computer uses, etc.

### Outcomes

The results for library customers and the community when services are provided.

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<sup>1</sup> *Taxpayer Return on Investment in Florida's Public Libraries 2013*, Florida Department of State, Division of Library & Information Services.

<http://roi.info.florida.gov/Content/PDFs/Studies/Library%20ROI%202013.pdf>. Accessed March 12, 2015.

<sup>2</sup> *Making Cities Stronger: Public Library Contributions to Local Economic Development*. Urban Libraries Council, 2007.

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*outputs*. This version of FLA’s public library standards introduces another method, *outcomes*.

### Outcomes

Outcomes are an approach increasingly discussed in public library literature and professional associations. The Public Library Association (PLA), a Division of the American Library Association (ALA) and the Gates Foundation are in the midst of a multi-year project to define *outcome measures* for public library service. [Information](#) about the PLA project justifies the use of outcome measures: “Typically libraries rely on simple attendance counts and anecdotal success stories to measure the effectiveness of their services; however these statistics are not enough to guide internal strategy or build persuasive arguments to secure library funding. Enhancing existing service data with outcome data offers tremendous potential in many areas of the public library.”<sup>3</sup>

Further information about outcome measures is in *Developing Outcomes, Strengthening Non-Profits: A Capacity Building Resource Library*, Compassion Capital Fund, U.S. Department of Health & Human Services.

Outcomes in this document emphasize that public libraries must make a difference in the lives of the people who use them and a difference in the community as a whole. What the library does must have demonstrable results for people, such as:

- changes in attitudes, perceptions, levels of confidence and satisfaction;
- differences in what people do and how they do it;
- improved knowledge; and
- increased competence – new and improved skills.

These results are regularly measured through surveys to ensure quality services. An example can be found at [www.projectoutcome.org](http://www.projectoutcome.org). The FLA Executive Board and its Florida Public Library Standards Committee adopted this thinking about the importance of outcomes for the 2015 FLA standards document.

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<sup>3</sup> PLA Performance Measures. <http://www.ala.org/pla/performance/measurements>. Accessed March 9, 2015.

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Although PLA will not publish a full set of outcome measures until about 2018, this 2015 Florida document includes outcome statements. They do not include specific measures of success as the PLA outcome measures will. Outcomes in this document are general and no measure is given. FLA leaves it up to each library to establish its own desired level of achievement and means to evaluate outcomes. At publication of PLA outcome measures, this document will require modification if the Board and Committee wish to use PLA's measurable outcomes.

### Standards

Each outcome presented in this document has one or more *standards* that describe the best means to achieve the outcome. Standards are familiar from previous versions of FLA Public Library Standards. While an outcome is stated in terms of results for customers and/or community, standards are about the kinds of administration and service activities that should be done to achieve the outcome. Although each outcome addresses something different, a standard may appear under more than one outcome.

**Standards**  
What the library does to  
achieve a particular  
outcome.

### Outcomes & Standards Categories

The outcomes and their accompanying standards are organized in categories similar to those proposed in 2014 by the PLA outcome measures project. The categories used in this document are:

1. Customer Centered Institution
2. Community Collaborator
3. Access Point
4. Center of Knowledge, Education and Lifelong Learning
5. Popular Culture and Civic Engagement Community Center
6. E-Government and Economic Development
7. Center for Child and Teen Literacy Development
8. Sustainable Organization

# PART ONE: PUBLIC LIBRARY CUSTOMER AND COMMUNITY OUTCOMES ACHIEVED THROUGH STANDARDS FOR ACTION

## Customer Centered Organization

Introductory resource: Garner, Amy K. [Rising to the Challenge: Re-Envisioning Public Libraries](#), Washington, D.C.: The Aspen Institute, 2014.

**Outcome 1: The community views the library as a transparent, responsive organization focused on customer needs and convenience.**

### Standards

- 1.1 Library long-range and annual plans of service, a requirement for participation in the State Aid to Libraries Program, are based on community needs. [Section 257.17, Florida Statutes](#).
- 1.2 Community opinion regarding service needs, quality, and extent is sought at least once every five years from community members and library partners through a formal needs assessment process.
- 1.3 Library managers and staff continuously engage community members in informal discussions of their needs and interests and library plans for the future.
- 1.4 Community representatives participate in services and facilities planning processes.
- 1.5 Library planning documents are available to the public in multiple formats, including those needed by people with disabilities (on request), and on the library website.

Standards for good governance apply regardless of the specific governing configuration of a particular library.

[ALA's Glossary of Library Terms](#) provides 85 library terms in six languages.

- 1.6 Library operating and capital budgets operated and/or funded by municipal or county governments are available to the public through the governing body.
- 1.7 High priority audiences in the community are identified as part of services and facilities planning.
- 1.8 Library administration maintains awareness of community needs through participation in local civic organizations, attendance at governing body meetings, and other related activities and uses this information to align library services with community needs.

## **Outcome 2: Library customers have a high level of satisfaction with services.**

### **Standards**

- 2.1 Customer service values and customer engagement practices are established to ensure consistent, high quality service at each library location.
- 2.2 The library implements a communications plan in multiple formats, and appropriate for people with disabilities, for accessing public opinion and concerns. This plan includes provision for feedback to the public and adjustments to service delivery as needed.
- 2.3 The library conducts regular customer satisfaction surveys.

## Community Collaborator

**Outcome 3: Community members benefit from the library's collaboration with, and staff members' involvement with, community organizations.**

### Standards

- 3.1 With the support of its governing body, the library builds strategic relationships with community partners to maximize resources and services.
- 3.2 Library staff participate in and assume leadership roles in community organizations with encouragement and support in these activities by library administration and the library's governing body.

**Resource on library partnerships: Crowther, Janet L., and Barry Trott. *Partnering with a Purpose: A Guide to Strategic Partnership Development for Libraries and Other Organizations*, Westport, CT: Libraries Unlimited, 2004.**

**Outcome 4: The community recognizes the library as cultural capital, a symbol of civic pride and as an integral part of the community.**

### Standards

- 4.1 The library provides at a minimum, basic services related to the mission of all public libraries. This includes lending, information, research, public space, internet access, personal computing application services, classes, workshops, seminars and events, as part of its educational curriculum representing the wide range of interests found in the community that expose the community to new concepts and experiences.
- 4.2 The library provides forums for discussion of community issues.
- 4.3 The library provides opportunities for civic engagement.
- 4.4 The library provides access to library facilities for cultural and community activities.



- 4.5 Library staff participate in community events and activities to acquaint citizens with library services, staff and facilities.

**Outcome 5: Library customers and the community benefit from the work of dedicated library volunteers.**

**Standards**

- 5.1 Written volunteer policies and procedures direct the work of volunteers and establish a process for recruitment, orientation, training, evaluation and recognition.
- 5.2 The library actively recruits volunteers who can enhance library services, classes, workshops, seminars and events.

**Access Point**

**Outcome 6: The community recognizes that free library service is essential.**

**Standards**

- 6.1 The library provides the tax supported lending of library materials for circulation and in-house use and the provision of reference and information services as required by [Section 257.25, Florida Statutes](#).

**Materials Collection Size**

For populations up to 25,000 people, a minimum of 10,000 items, with 3 per capita preferred.

For populations of more than 25,000 people, a minimum of two items per capita.

Many libraries in Florida will need more items than these minimums to meet the needs of very active borrowers of library materials and customers conducting research as well as to support library provided classes and workshops.

**Currency of Materials**

Library leadership is to annually delete at least 5% of the total number of items available at the start of the fiscal year and add a percentage each year to achieve desired levels.

Library leadership is to determine the proper amount of printed media (books, periodicals, etc.) and audio and visual media, in various forms (CDs, DVDs, digital formats) to be housed within library facilities.

- 6.2 The library offers tax supported access to a variety of other services, including but not limited to public space, public programs, and public access to the Internet and personal computing applications.

## Outcome 7: Library customers are satisfied with their access to technology-related services.

### Standards

**Resource:** [Edge Initiative](#) is a multi-part management tool to help libraries with the growth and development of their public technology services. [The Edge Benchmarks](#) present best practices in technology-related services. [The Edge Assessment Tool](#) is a means to evaluate a library's current services.

- 7.1 The library provides technology-related services and equipment to address community priorities and to help library customers achieve personal goals.
- 7.2 The library's website is a virtual extension of online library services available at all times. Through the website customers are able to access their accounts and other online services, as well as connections to resources beyond the website.
- 7.3 Access to the library's Internet via wireless connection is available at all times, including access outside on library property during hours when the library building is closed.
- 7.4 The library keeps pace with evolving standards on access to public computing resources and online resources.
- 7.5 The library provides access to current and emerging technology tools and applications.
- 7.6 The library updates existing devices and/or purchases new hardware so customers may access newer software.

## Outcome 8: Community members use the library in person.

### Standards

- 8.1 Library outlets are located within a reasonable distance within the community of residents served.
- 8.2 Library operating hours are based on the specific needs of the community served.
- 8.3 The library is open to the public on a fixed schedule which is posted at the entrance to library facilities and on the library's website.
- 8.4 All basic library services are available during operating hours.
- 8.5 The library curriculum offers classes, workshops, seminars and events for all ages that reflect the diverse needs and interests of the community.
- 8.6 Outreach services are provided to individuals and groups that cannot get to library facilities.

## Outcome 9: Non-English speakers and persons with disabilities can use library services.

- 9.1 The library provides web pages, registration and use documents, promotional materials, and programs in languages representative of the local community.
- 9.2 The library provides way-finding signage in languages representative of the local community.
- 9.3 Library management and supervisors seek to employ in public service positions individuals who speak languages representative of the local community.
- 9.4 Library staff assures access for people with disabilities in accordance with the most current regulations of the [Americans with Disabilities Act](#).

## Center of Knowledge, Education and Lifelong Learning

**Outcome 10: Community members have a library materials collection that meets their information, educational and lifelong learning needs.**

### Standards

- 10.1 The library obtains, organizes and makes conveniently available a collection of materials for loan and in-library use that is of sufficient size and timely informative value to meet the community's need for knowledge, education and lifelong learning and is selected based on community interests, educational levels, population size and other demographics.
- 10.2 Library materials reflect the diversity of the community served by the library and reflect the widest possible range of viewpoints, opinions and ideas.
- 10.3 Library materials are available in convenient forms, including print, non-print and digital.
- 10.4 Expenditures on materials in all formats are between ten and fifteen percent of the library's operating budget and purchases of new materials are made based on a collection management plan.
- 10.5 The library orders, at regular intervals throughout the year, new materials to ensure the public has access to steady flow of new items.
- 10.6 The library periodically evaluates its collection to determine strengths and weaknesses and acts on that information to make improvements.
- 10.7 The library provides information about the physical location of materials through up-to-date signage.
- 10.8 Library resources are promoted through classes, workshops, seminars, activities and events held at the library and off-site locations.

## Outcome 11: Library customers have confidence in the accuracy of the information they receive from professional librarians and library staff members.

### Standards

- 11.1 Professional librarians and Library staff members have the level of technical expertise, education and training necessary to demonstrate all library resources and the ability to troubleshoot common customer technology problems.
- 11.2 Through new employee orientation and ongoing, planned staff training, the library ensures all staff members understand policies and procedures.
- 11.3 The library has at least one full-time librarian, holding a Master's degree in library and information science from an ALA accredited university, at each library outlet (open for 40 hours or more per week). This librarian is educated in providing information services and computer customer support and can accurately and efficiently answer customer questions.
- 11.4 Staff members providing public service can successfully answer library customers' technology-related questions.
- 11.5 Stationary service points in library public areas are staffed at all times.
- 11.6 Staffing of the facility should be based at the minimum on the following set of factors:
- population served
  - yearly attendance figures
  - hours open per week
  - size and makeup of the facility, i.e. number of floors, service points
  - type of work or service being offered

For free staff training and development webinars, see [OCLC Web-Junction](#).

No facility should have any employee working alone in a building. A minimum of three staff members for a single-story facility is required.

- 11.7 Professional librarians (MLS, from an ALA accredited university) should maintain a minimum staffing allocation of .6 FTE per 1,000 population served. Staff members who do not hold an MLS degree should maintain a minimum allocation of .8 FTE per 1,000.

**Outcome 12: Community members know how to find the specific types of information they need.**

**Standards**

- 12.1 The library provides individual and group instruction on accessing information available through library resources and its educational curriculum.

**Outcome 13: The community uses the library as a workplace for research, work and creativity.**

**Standards**

- 13.1 Public and private work spaces where people can conduct research are available in the library.
- 13.2 The library offers materials and equipment for creative expression and production.
- 13.3 The library provides consistent, high quality and sustainable broadband connectivity.
- 13.4 The library offers adequate floor space for public computer workstations and for use of technology brought into the library by customers.

## Popular Culture and Civic Engagement Community Center

**Outcome 14: The community perceives the library as a place for community members to gather, and a resource for popular culture activities.**

### Standards

- 14.1 The library functions as a community center by providing social, cultural, and civic programs based on community needs and interests.
- 14.2 The library provides other organizations and groups access to its facilities for cultural presentations and community activities.
- 14.3 Gathering spaces in a variety of configurations and sizes are available in library facilities.

**Outcome 15: Library customers find increased personal enjoyment in reading, listening and viewing.**

### Standards

- 15.1 Standards 10.1 through 10.8 also apply to the library's popular materials collection.
- 15.2 Standards 11.1, 11.2 and 11.5 also apply to this Outcome.
- 15.3 The library offers a well-developed readers' advisory service.
- 15.4 Staff members providing public service can successfully assist library customers' in finding popular reading, listening and viewing materials.

## **Outcome 16: People who attend library provided classes, workshops, seminars and events enjoy them.**

### **Standards**

- 16.1 Library classes, workshops, seminars and events for all ages are used to introduce the library's resources, increase awareness of library services, to provide the public with opportunities for lifelong learning enjoyment of popular culture, and to provide a neutral public forum for the debate of issues.
- 16.2 Library programs are equally open to all and offered at times of day and days of the week that meet community needs.
- 16.3 Library programs are held in locations accessible to all and adaptive equipment and services are provided as needed.
- 16.4 The library acknowledges and respects the community's cultural diversity as programs are planned and presented.
- 16.5 The library collaborates with other community organizations, educational institutions and local government to provide programs.

## **E-Government and Economic Development**

## **Outcome 17: Customers are able to successfully access and use e-government services.**

### **Standards**

- 17.1 The library offers access to technology that connects library customers to government resources at the city, county, state, and federal level.
- 17.2 Library staff members assisting people with e-government needs are educated in the use of government websites, forms and application systems used by community members.



## **Outcome 18: Job-seekers improve their computing and technology-use skills.**

### **Standards**

- 18.1 The library offers a curriculum that provides individual assistance and group classes with the goal of increasing job-seekers level of digital literacy. Classes include focusing on computer software local employers require of job applicants.
- 18.2 The library offers technology resources to help job-seekers improve their skills.
- 18.3 Libraries make strategic decisions about services based on community priorities, to assure that all residents have access to the Internet to support workforce development.
- 18.4 The library seeks out and forms partnerships with individuals or organizations to assist in the provision of specialized technology and technology training.
- 18.5 The library identifies and provides information on training and educational resources not available in the library.

## **Outcome 19: Community members who attend library job search and career development classes, workshops, seminars and events feel more confident about the job search process.**

### **Standards**

- 19.1 The library offers resources in print, non-print and via the web about job searching, resume development, software applications, career development and associated topics.
- 19.2 The library and its business partners offer a curriculum of classes/workshops on job search and career development.

- 19.3 Library staff conduct targeted outreach to the unemployed and underemployed.

**Outcome 20: Business community members achieve increased business success through the use of library resources and services and attendance at classes, workshops, seminars and events.**

**Standards**

- 20.1 The library provides specialized information to the business community.
- 20.2 The library uses surveys and in-person meetings to assess the local business community's information and learning needs.
- 20.3 Library staff members providing services to the business community receive training on business resources.
- 20.4 Libraries serve as the epicenter and catalytic component in communities that lack business development resources.
- 20.5 Library staff providing services to the business community are active in business-related organizations and events and in service groups composed primarily of business people. Costs for this activity are paid by the library.

**Outcome 21: Entrepreneurs who attend library business planning workshops and use the library's business-related resources experience reduced barriers and costs in establishing their businesses.**

**Standards**

- 21.1 The library seeks out and forms partnerships with experts or organizations to assist in the provision of specialized business planning workshops.
- 21.2 The library develops and circulates start-up resource packets or kits for prospective entrepreneurs.

# Center for Child and Teen Literacy Development

**Outcome 22: Children, teens and their parents/caregivers are very satisfied with the assistance they receive from library staff providing these services.**

### Standards

- 22.1 The Manager / Supervisor / Coordinator of services for children has a Master’s degree from an ALA-accredited graduate school.
- 22.2 All librarians with Master’s degrees from an ALA-accredited graduate school and who serve children and/or teens as their main responsibility, achieve and practice accepted, published professional competencies.

Two American Library Association divisions, ALSC and YALSA publish librarian competency lists: [Competencies for Librarians Serving Children in Public Libraries](#) YALSA's [Competencies for Librarians Serving Youth](#)

**Outcome 23: Children, their parents/caregivers and teens are satisfied with library resources and materials as well as with the security of the library’s child/teen areas.**

### Standards

- 23.1 Children and teen spaces are separated from adult spaces and from each other.
- 23.2 The library offers materials in current formats and shelved in separate collections for reading, viewing and listening by children and teens.
- 23.3 Collections of materials for children and teens are organized and shelved separately from adult collections.
- 23.4 Computers with Internet access are available for the exclusive use of children.

## Outcome 24: Children who participate in early literacy classes and events increase their early literacy skills.

### Standards

- 24.1 Library curriculum for early literacy classes and events are planned and presented based on the ages and developmental needs of the children in the community.
- 24.2 Library early literacy classes and events are planned, scheduled and presented with an effort to overcome barriers to access such as day and time, location, language, social, economic and educational barriers.
- 24.3 Library early literacy classes and events use library materials and presentation techniques sensitive to gender, culture and racial bias.
- 24.4 Library early literacy classes and events are available at locations other than library facilities as indicated by community needs, including classes and workshops for parents, individuals, child care workers, and agencies providing childcare and services to children.

Lists of literacy skills are available from: [Every Child Ready to Read @ Your Library](#)

## Outcome 25: Children and teens who participate in library enrichment and educational classes, events and activities increase their motivation to read, enjoyment of reading and maintain or improve reading skills.

### Standards

- 25.1 The library fosters in children and teens a love of reading and encourages them to become lifelong library customers by providing library enrichment and educational classes and events as well as summer reading programs and services.
- 25.2 Library reading events are presented at a time convenient to children and teens and their parents or guardians.

- 25.3 Library reading programs encourage and motivate participants to engage in independent reading and reading for fun.
- 25.4 The library establishes community partnerships with agencies providing childcare and, with professionals in the community who work with children and teens to expand access to reading programs, and to reduce barriers to access.
- 25.5 The library avoids commercial promotion of companies sponsoring reading activities other than use of the company's logo and name in advertising, media releases and other related printed and online material. Donations of funds or in-kind items are recognized.

**Outcome 26: Children and teens increase their knowledge by participating in library provided or sponsored programs and services.**

**Standards**

- 26.1 The library offers learning opportunities for children and teens that use experiential, hands-on activities.
- 26.2 The library provides classes, workshops, events and services supporting and promoting science, technology, engineering, math (STEM), and art (STEAM).
- 26.3 Library staff responsible for planning and presenting classes, workshops, events and services involving STEM and STEAM concepts have opportunities to learn the skills and competencies needed.
- 26.4 The library forms community partnerships that enhance learning-related classes, workshops, and events-and services.

**Outcome 27: Teens perceive the library as a place to learn and enjoy themselves, use their creative skills and participate in teen-specific classes, workshops, events and services.**

### **Standards**

- 27.1 Library staff members who provide services for teens are selected for their ability to relate to, and communicate with, this age group.
- 27.2 The library encourages teens to use its material collections, participate in library activities, and join teen advisory groups so they can be involved in planning events and services.
- 27.3 Programs and services for teens are planned, scheduled and presented with an effort to overcome barriers to access such as day and time, location, language and social, economic and educational barriers.
- 27.4 Teen activities are presented using materials and techniques that are free from gender, cultural and racial bias.

## **Sustainable Organization**

**Outcome 28: Community members have confidence in the library's governing and/or advisory board and in the library's strategic and long-term planning.**

### **Standards**

- 28.1 The library's governing/advisory board is informed of library classes, workshops, seminars, events and services, and all important issues facing the library.
- 28.2 Current library financial and statistical reports are regularly reviewed by the library's governing/advisory board.
- 28.3 The library's governing/advisory board monitors statutory changes, court decisions and legislation related to library operations.

- 28.4 Changes in library policies affecting community members' use of the library are reviewed and endorsed by the library's governing/advisory board on a regular basis, particularly those that reflect statutory changes, court decisions and legislation.
- 28.5 The library clarifies and communicates [core values](#) for the organization as a foundation for strategic planning.
- 28.6 The library develops a long-range plan and an annual plan of service, as required for participation in the Florida State Aid to Libraries Program. [Section 257.17\(2\)\(e\), Florida Statutes](#).
- 28.7 Library management and staff are proactive in their application of sustainable thinking in the areas of facilities design, operations, technology, curriculum, programming and partnerships.

**Outcome 29: Community members are confident that library funds are being used responsibly.**

**Standards**

- 29.1 Library budgets are posted and accessible to the public.
- 29.2 Financial statements are an agenda item at library governing/advisory board meetings.
- 29.3 Libraries meet requirements of [Section 257, Florida Statutes](#) regarding eligibility for various state grants.

**Outcome 30: Community members are aware of the library's value to them as an integral part of the life of the community.**

**Standards**

- 30.1 Library policies are inclusive of customer input and free from unnecessary barriers to service.

- 30.2 Library policies are reviewed at least once every three years to ensure they are aligned with customer and community needs.
- 30.3 The library communicates its return on investment (ROI) to the community, governing boards and stakeholders.
- 30.4 The library seeks out and builds strategic partnerships to create a successful and sustainable organization.

[Taxpayer Return on Investment in Florida Public Libraries 2013](#) reports on a study of statewide ROI. A [Library Use Value Calculator](#) developed by the Maine State Library allows libraries to individualize a value for services.

The library is physically accessible to all people and meets the requirements of the [Americans with Disabilities Act \(ADA\)](#), as published in the *Code of Federal Regulations*, the [Florida Building Code](#) and any applicable local standards.

### Outcome 31: People in the library’s service area value professional management at their library.

#### Standards

- 31.1 The library is operated under an administrative head who is an employee of the administrative unit eligible for the State Aid to Libraries Program. [Section 257.17\(2\)\(a\), Florida Statutes.](#)
- 31.2 The library’s administrative head has completed a library education program accredited by ALA and has at least two years of full-time paid professional experience, after completing the library education program, in a public library that is open to the public for a minimum of 40 hours per week. [Section 257.17\(2\)\(a\), Florida Statutes.](#)

### Outcome 32: Customers rate service received from library staff as good or better.

#### Standards

- 32.1 The library is staffed with an appropriate number of professional librarians (Master’s degree in library and information science from a university program accredited by ALA - <http://www.ala.org/accreditedprograms/>) and



other trained individuals to provide high quality service to the public. Specific numbers are detailed in sections 11.6 and 11.7.

- 32.2 The library employs professional librarians to oversee specialized programs and services for youth and adults.
- 32.3 The library employs sufficient information technology personnel to administer and maintain technologies needed and used by the public and the library.
- 32.4 The library has a designated staff member to coordinate public relations activities within the library and between the library and other local agencies.
- 32.5 Staff compensation is regionally competitive and comparable to that of other staff within the purview of the library's governing body that has the same level of authority and responsibility. Situation in which the library is independently governed, comparisons with local public sector positions of similar authority and responsibility are used to set compensation levels.

## **PART TWO: STANDARDS FOR CUSTOMER FOCUSED PUBLIC LIBRARY FACILITIES**

### **Facility Standard 1: Planning**

- F1-1 Planning for library facilities is based on a minimum of twenty years of population growth projections, along with other factors such as the location of possible future library buildings and plans for major new residential and commercial developments.
- F1-2 Facilities long-term needs assessments, new construction and renovation project planning include input from members of the community for the facility it will serve.
- F1-3 Librarians, architects, engineers and library consultants are to be engaged in the library planning process.
- F1-4 Library facilities are included in the comprehensive plans of a library's governing body.
- F1-5 Facility planners consider the future of physical collection storage versus digital media and access for such, and the importance of flexibility, adaptability and expandability, when address new developments.
- F1-6 Facility planners design library facilities in such a way that when the repurposing of spaces internal to the building is necessary it occurs without major structural modifications. Considerations and thoughtful planning should be given to the locations of columns, load-bearing walls, ceiling heights, major duct runs, underground utilities, pathways and infrastructure for existing and future power and data lines, and any other factors or elements that would prohibit reconfigurations, additions and expansions in the future.

### **Facility Standard 2: Location/Access**

- F2-1 Library leadership periodically reviews population growth in the service area and assesses the need for new and expanded facilities.

- F2-2 Where available, libraries are located along a fixed public transportation route. Specifically, within  $\frac{1}{4}$  mile walking distance of existing or planned bus, streetcar, or rideshare stops, or within  $\frac{1}{2}$  mile walking distance of existing or planned bus rapid transit stops, light or heavy rail stations, commuter rail stations or commuter ferry terminals. When possible, library hours of service align with public transportation hours of service.
- F2-3 Libraries in urban and suburban areas are no more than twenty minutes driving time from residents as an average of multiple travel time studies. In rural areas, libraries are no more than thirty minutes driving time from residents.
- Distances and times are to be calculated from the edge of the service area to the nearest available library, as well as between available libraries.
  - Driving time standards are not applicable during peak traffic seasons.
  - Urban is defined as an incorporated place and adjacent densely settled surrounding area that together have a minimum population of 50,000 people.
  - Rural is defined as all areas outside of the urban area.

### Facility Standard 3: Parking

- F3-1 The number of parking spaces provided on site meets local code requirements, or one space per 200 square feet of gross building area, whichever provides more spaces.
- F3-2 Dedicated employee parking is provided near an employee entrance, calculated at 1 space per 0.75 full-time equivalent.
- F3-3 The number and size of Americans with Disabilities Act (ADA)-compliant parking spaces provided meet Florida Building Code requirements.
- F3-4 The size of non-ADA-compliant spaces is 162 square feet (9' wide x 18' deep) at a minimum.

## Facility Standard 4: Gross Square Footage

F4.1 The needed size of library facilities is determined by considering a number of factors which include, but are not limited to:

- Collection size (shelving needs)
- Population served (including consideration of population outside the jurisdiction of the funding agency that has, through cooperative agreements or State Aid to Libraries Grant rules, rights to use the facility)
- Programs and services offered in the facility
- Furnishings, fixtures and equipment to be housed
- Estimated or actual number of people coming into the facility in a year (attendance)

These factors and others, that planners think will impact size needs, are considered within these basic parameters:

- Up to 25,000 population or annual attendance up to 500,000 should have total gross square feet (SF) per capita or per person attending of 0.8 square feet
- Populations above 25,000 people or annual attendance over 500,000 should have total gross square feet per capita or per annual attendance of 0.6 square feet
- Library facilities that need multiple meeting and performance spaces due to a heavy schedule of educational, informational and entertainment events, that serve a population with few personal computing resources in their homes, or that house large special collections should have total gross square feet per capita or per attendee of 1.0

## Facility Standard 5: Materials Shelving

F5-1 Floor space requirements for standard shelving, per section, are:

- 8" deep shelves, single sided:  
12.5 SF for 42" aisles and 11 SF for 36" aisles
- 8" deep shelves, double sided:  
14.5 SF for 42" aisles and 13 SF for 36" aisles

- 10" deep shelves, single sided:  
13 SF for 42" aisles and 11.5 SF for 36" aisles
- 10" deep shelves, double sided:  
15.5 SF for 42" aisles and 14 SF for 36" aisles
- 12" deep shelves, single sided:  
13.5 SF for 42" aisles and 12 SF for 36" aisles
- 12" deep shelves, double sided:  
16.5 SF for 42" aisles and 15 SF for 36" aisles.

F5-2 Media on shelves are displayed and accessible per the requirements of the Florida Building Code. Additionally, periodical display shelving is within a maximum reach of:

- 36" for ages 3-4
- 40" for ages 5-8
- 44" for age 9-11
- 48" for ages 12 and over

## **Facilities Standard 6: Allocation of Space for Furniture, Fixtures & Equipment, Storage and Non-Assignable Space**

F6-1 Overall, a minimum of six public seating opportunities per 1,000 people in the population to be served, is provided within the library interior.

F6-2 Minimum allocation of space for various types of furnishings are:

- 40 SF per seat for informal meeting/lounge seating
- 30 SF per seat for table seating for adult and teenage patrons
- 20 SF per seat for table seating for young children
- 10 SF for adult seating in meeting rooms (theater style seats)
- 100 SF for speaker/performance space per meeting room.
- Provide 25 SF per seat in conference room
- 30 SF for carrels/micro-materials
- 30 SF for computer workstations for public use
- 10 SF per seated child in story time areas
- 100 SF for customer service desks, per computer

- F6-3 Staff offices are sized according to governing body standards, or are between 100 to 125 SF.
- F6-4 Staff workstations are sized according to governing body standards, or are between 60 to 70 SF.
- F6-5 General storage is provided based on a percentage of the building size.
- F6.6 Space for non-assignable needs (communications rooms, stairwells, elevators, janitor closets, corridors, etc.) will vary depending on building design, but may average between 20-35% of gross building space.

### Facilities Standard 7: Lighting

- F7-1 Lighting levels within the library interior are:
- 50 to 70 sustained foot-candles at table-top height in public service area
  - 30 to 50 foot-candles at table-top height in storage areas
  - 35 foot-candles at floor level, particularly in stack aisles to assure adequate lighting on all shelves
- F7-2 Lighting is evenly distributed and of such quality as to provide adequate light without glare.
- F7-3 Interior areas with computer monitors are free of glare.
- F7-4 Thoughtful design and consideration for the use of natural light, daylighting and sustainable design principles is incorporated in facility planning.

### Facilities Standard 8: Electrical

- F8-1 Electrical system and wiring meets National Electrical Code (NEC) minimum requirements.
- F8-2 Electrical power outlets are strategically located throughout the library interior based on furniture placement plans, to accommodate patrons

using personal, portable electronic devices and to allow for future flexibility.

### **Facilities Standard 9: Telecommunication/Technology**

- F9-1 Telecommunications cabling is in compliance with the National Electrical Code (NEC) and Building Industry Consulting Services International (BiCSi) Telecommunication Association guidelines.
- F9-2 Telecommunication rooms or closets are sized to accommodate the area (square footage) to be served.
- Room/closet 10 feet x 7 feet large for 5,000 SF served
  - Room/closet 10 feet x 9 feet large for 5,000 – 8,000 SF served
  - Room/closet 10 feet x 11 feet large for 8,000 SF to more served
- F9-3 One library-provided computing device with access to the internet per 1,000 of population served is available.
- F9-4 Productivity software and printing is available.
- F9-5 Wireless access to the internet with adequate broadband connectivity to accommodate the anticipated number of users, both within the interior of the library and around the immediate exterior envelope, is available.

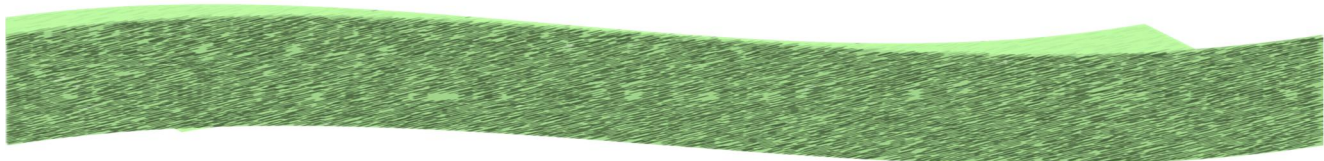
### **Facilities Standard 10: Humidity Control**

- F10-1 Library facilities have heating, ventilating and air conditioning systems that maintain relative humidity levels of 50-60% year round.
- F10-2 Spaces housing special collections, based on their value and requirement to maintain that level of condition, are required to meet strict standards necessary to preserve the materials in the collection.
- F10-3 Qualified engineers are employed to design and commission the systems needed.

## Facilities Standard 11: Signage

1. Exterior: Directional signage pointing the way to the library is available on nearby streets and a sign with the library's name, and affiliation (if any) is located at the street entrance.
2. Interior: The library has minimal and succinct way-finding and informational signage strategically located, with the intent to clarify, not clutter and which is part of a planned signage scheme.





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