

## Indiana Public Library Standards

Effective January 1, 2011

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## Legal Basis of Library Standards

- IC 4-23-7.1-11

Sec. 11. (a) The board, with the advice of the advisory council, shall establish operating standards and rules for libraries eligible to receive funds, either federal or state, under the provisions of any program for which the Indiana state library is the administrator. The Indiana state library shall monitor libraries eligible to receive funds or receiving funds to ascertain whether or not the standards and rules are being met.

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## Definition: Collection expenditures

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

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**Definitions: Continuing education and INSPIRE**

- **"Continuing education" means an approach to education that encourages dynamic and continuous learning.**
- **"INSPIRE" means the virtual library composed of multiple on-line databases available to residents of Indiana.**

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**Definitions: Director and hours**

- 1) "Director" means the librarian who is:
  - (A) the administrative head of the library; and
  - (B) responsible to the library board for the operation and management of the library.
- 2) "Full-time" means that the director is paid for:
  - (A) at least thirty-five (35) hours per week; or
  - (B) if the library is open fewer than thirty-five (35) hours per week, the number of hours

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**Definitions: Library board**

- **"Bylaws" means the rules adopted by the library board for the:**
  - (A) government of its members; and
  - (B) regulation of its affairs.
- **"Library board" means the fiscal and administrative body of a public library.**

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**Definitions: Library hours, locations, population**

- "Evening hours" means the hours the library is open after 6:00 p.m.
- "Weekend day" means the library is open four (4) hours per day on Saturday or Sunday.
- "Fixed location" means each main location, branch, or campus of a library district.
- "Population served" means residents of the library district taxed for the support of the library.

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**Definition: Population size**

- "Class A" means libraries serving a population greater than thirty-nine thousand nine hundred ninety-nine (39,999)
- "Class B" means libraries serving a population of at least ten thousand one (10,001) but fewer than forty thousand (40,000)
- "Class C" means libraries serving a population of ten thousand (10,000) or less.

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**Definitions: Program and Young adult**

- "Library sponsored program" means a workshop, program, seminar, or outreach program sponsored by the library, in which the library's staff plays a significant role, including, but not limited to, technology, informational literacy, early literacy, children's, cultural programming, and other programming offered for the community.
- "Young adult" means the age group defined by the American Library Association's Young Adult Library Services Association.

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### Definition: Public access computers

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

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### Definition: Special Services

- **"Special services" means library service for people who are:**
  - (A) blind;
  - (B) deaf; or
  - (C) physically disabled.

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### Governance (revised)

- The library board and director shall maintain their separate functions as follows:
  - (1) The board is responsible for governance and policy.
  - (2) The director is responsible for administration, operation, and management of the library.
- (d) With the advice and recommendations of the library director, the library board shall adopt the following:
  - (1) An annual classification of employees.
  - (2) Schedules of salaries.
  - (3) The proposed library budget.
  - (4) Library policies.

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### Personnel Policies (revised)

- The library must comply with federal laws affecting employment practice. The library shall have written personnel policies and procedures. Written personnel policies and procedures must address at least the following:
  - (1) Employment practices, such as the following:
    - (A) Recruitment.
    - (B) Selection.
    - (C) Appointment.
  - (2) Personnel actions.
  - (3) Salary administration.
  - (4) Employee benefits.
  - (5) Conditions of work.
  - (6) Leaves

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### Library Trustees (revised)

- The Indiana state library will provide orientation materials to new library board trustees and training materials to all library trustees and directors annually. The library board shall adhere to the principles discussed in approved and current Indiana state library publications for library trustees.
- The library shall have written bylaws that state its purpose and its operational procedures. The bylaws shall specifically state rules governing conflicts of interest issues and nepotism. The bylaws shall be reviewed by the board of trustees at least every three (3) years. A copy of the bylaws shall be submitted to the Indiana state library within 60 days of their adoption. All amendments to the bylaws that have been adopted by the board in each year shall be submitted with the library's annual report.

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### Long-Range Plan (revised)

- With the advice and recommendation of the library director, the library board shall adopt the following written plans and policies:
  - (1) Collection development.
  - (2) Principles of access to all library materials and services.
  - (3) A long-range plan of service for between three (3) to five (5) years. The plan, updates, and revisions must be filed with the Indiana state library. At a minimum, the plan shall include the following:
    - (A) A statement of community needs and goals.
    - (B) Measurable objectives and service responses to the community's needs and goals.
    - (C) An assessment of facilities, services, technology, and operations.
    - (D) An ongoing annual evaluation process.
    - (E) Financial resources and sustainability.
    - (F) Collaboration with other:
      - (i) public libraries; and
      - (ii) community partners.

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**Technology Plan (revised)**

- A technology plan of service for three (3) years. The plan, updates, and revisions must be filed with the Indiana state library. At a minimum, the plan shall include the following:
  - (A) Goals and realistic strategy for using telecommunications and information technology.
  - (B) A professional development strategy.
  - (C) An assessment of telecommunication services, hardware, software, and other services needed.
  - (D) An equipment replacement schedule.
  - (E) Financial resources and sustainability.
  - (F) An ongoing annual evaluation process.
  - (G) An automation plan that conforms to national cataloging standards

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**Facilities and ADA(revised)**

- All newly constructed and existing library facilities must be in compliance with local, state, and federal building and health and safety codes.
- The library must comply with provisions of the federal Americans with Disabilities Act to make its physical and digital services available to everyone.

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**Library Services (revised)**

- The library shall provide the following minimum services:
  - (1) Acquisition, organization, and loan of print, audiovisual, digital, and other collections.
  - (2) Availability of general collections to the public during regular library hours of operation.

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### Collections (new)

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

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### Communications (revised)

- The library shall provide the following means of communication with the public:
  - (A) A telephone listed in the library's name.
  - (B) An answering machine, voice mail, or other similar technology to provide operating hours of the library.
  - (C) An e-mail address or a means of electronic contact for the library listed on the library's website.
  - (D) A means to provide copies to the public at each location. A fee may be charged not to exceed a fee established by Indiana state law.
  - (E) Technology available to transmit documents electronically or through phone lines, for example, a fax machine.

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### Website (new)

- A website that must include the following:
  - (A) Hours of operation, physical address or addresses, a map for each fixed service location, phone number, and e-mail address.
  - (B) Electronic resources provided free of charge to the citizens of Indiana by the state of Indiana, for example, INSPIRE.
  - (C) Public service policies including, but not limited to, circulation policies, fees, and Internet use, adopted by the library board.
  - (D) The library's online public access catalog.
  - (E) A calendar of events and programs, which shall be updated at least monthly.

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### Library Lending (revised)

- **Interlibrary loan is free of charge within Indiana (other than reimbursement for actual direct photocopy and postage costs), and each public library shall lend materials through at least one (1) of the following:**
  - (A) Statewide reciprocal borrowing program.
  - (B) OCLC Resource Sharing.
  - (C) Evergreen Indiana.
  - (D) Local reciprocal borrowing with at least one (1) other public library district within the library district's county or an adjacent county.

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### Delivery Services (new)

Participate in the statewide delivery service provided by the Indiana state library with the following frequency:

	Basic	Enhanced	Exceptional
Class A Library	3 days/week	4 days/week	5 days/week
Class B Library	2 days/week	3 days/week	4 days/week
Class C Library	1 day/week	2 days/week	3 days/week

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### Adult Services (new)

- **Adult services that include the following:**
  - (A) Programs and reference services offered by a qualified individual holding the appropriate librarian certificate.
  - (B) Knowledge of and access to reference materials, including INSPIRE.
  - (C) A collection of materials for adults.
  - (D) Space designated in the library for adult services.
  - (E) To achieve an enhanced level of service, a library shall designate one (1) or more staff to serve at least part time as an adult services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.
  - (F) To achieve an exceptional level of service, a library shall designate one (1) full-time equivalent staff member designated as an adult services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.

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### Young Adult Services (new)

- **Young adult services that include the following:**
  - (A) Programs and reference services offered by a qualified individual holding the appropriate librarian certificate.
  - (B) Knowledge of and access to reference materials, including INSPIRE.
  - (C) A collection of materials for young adults.
  - (D) Space designated in the library for young adult services.
  - (E) To achieve an enhanced level of service, a library shall designate one (1) or more staff to serve at least part time as a young adult services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.
- (F) To achieve an exceptional level of service, a library shall designate one (1) full-time equivalent staff member designated as a young adult services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.

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### Children's Services (new)

- **Children's services that include the following:**
  - (A) Programs and reference services offered by a qualified individual holding the appropriate librarian certificate.
  - (B) A collection of materials for children, parents, and caregivers in each fixed location.
  - (C) Space in each fixed location designated in the library for children's services.
  - (D) An annual summer reading program for a minimum of six (6) weeks at each fixed location.
  - (E) To achieve an enhanced level of service, a library shall designate one (1) or more staff to serve at least part time as a children's services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.
- (F) To achieve an exceptional level of service, a library shall designate one (1) full-time equivalent staff member designated as a children's services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.

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### Library Programming (new)

	Basic	Enhanced	Exceptional
All Public Libraries	Five (5) library programs for every one thousand (1,000) people served per year, with a minimum of twelve (12) library programs per year regardless of population served.	At least ten (10) library programs for every one thousand (1,000) people served per year, with a minimum of twelve (12) library programs per year regardless of population served.	At least fifteen (15) library programs for every one thousand (1,000) people served per year, with a minimum of twelve (12) library programs per year regardless of population served.

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**Special Services (revised)**

- Provide access directly or through the Indiana state library to large print books, Braille books, audio books, and enhanced media to patrons who are unable to read regular print, because of a visual or a physical disability.

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**Integrated Library System (new) and definition**

- An integrated library system with an online public access catalog available on the library's website.
- Definition:
- "Integrated library system" means software used to track:
  - (A) items owned;
  - (B) circulation; and
  - (C) patron records.

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**Public access computers (revised)**

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

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	Basic	Enhanced	Exceptional	The library shall have a base level of technology consisting of at least one staff computer with office software and operating systems, connected to the internet and a printer. Public access computers shall be connected to the Internet and printers as detailed on the left:
Class A and B Public Library	1 public access computer connected to the Internet per 2,000 served. Wireless Internet access for patrons in at least 1 location.	1 public access computer connected to the Internet per 1,000 served or a minimum of 2, whichever is greater. Wireless Internet access in at least 1 location and a scanner for patrons.	1 public access computer connected to the Internet per 500 served or a minimum of 2, whichever is greater. Wireless Internet access in all public locations and a scanner for patrons.	
Class C Public Library	1 public access computer connected to the Internet per 2,000 served or a minimum of 2, whichever is greater.			

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### Purging Patron Files (new)

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

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### Library Hours (revised)

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

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Library Hours Table			
	Basic	Enhanced	Exceptional
Class A Libraries	55 hours per week, 6 evening hours, 1 weekend day	60 hours per week, 8 evening hours, and 1 weekend day; or 60 hours per week, 6 evening hours, and 2 weekend days	65 hours per week, 8 evening hours, 2 weekend days; or 65 hours per week, 10 evening hours, and 1 weekend day
Class B Libraries	40 hours per week, including 4 evening hours and 1 weekend day	50 hours per week, 4 evening hours, and 1 weekend day	55 hours per week, 6 evening hours, 2 weekend days; or 55 hours per week, 8 evening hours, and 1 weekend day
Class C Libraries	20 hours per week, including 2 evening hours and 1 weekend day	30 hours per week, including 2 evening hours and 1 weekend day	40 hours per week, including 4 evening hours and 2 weekend days; or 40 hours per week, 6 evening hours, and 1 weekend day

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**Continuing Education (revised)**

- **The library shall provide support for continuing education for staff and trustees.**

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**Special library district (new)**

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

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### Waiver (new)

- (p) The Indiana library and historical board may provide a temporary waiver, not to exceed one (1) year at a time, for a public library to be exempt from one (1) or multiple public library standards under the following conditions:
  - (A) The public library is deemed to be out of compliance with one (1) or more standards.
  - (B) The public library submits an appeal to the Indiana state library seeking a waiver and stipulating the reason or reasons for a temporary or one (1) year waiver to be granted.
  - (C) The request for a waiver illustrates unusual; unforeseen; or extreme circumstances beyond the library's control.

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### Annual Report (revised)

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

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### Public Library Standards

- [http://www.in.gov/library/files/Proposed Rule\\_08-945.pdf](http://www.in.gov/library/files/Proposed_Rule_08-945.pdf)
- Please address questions to Jacob Speer, [jspeer@library.in.gov](mailto:jspeer@library.in.gov)
- Or Wendy Knapp, [wknapp@library.in.gov](mailto:wknapp@library.in.gov)
- 1-800-451-6028

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