

**Marion County**  
**Public Library**  
**Three Year Plan**

**Direction and Service for FY 2008-2011**  
**Proposed July 2008**



## **TABLE OF CONTENTS**

Mission Statement and Selected Service Responses.....	3
Service Response Goals and Objectives.....	4
Governance and Administration Goal and Objectives.....	8
Human Resources Goal and Objectives .....	11
Collections Goal and Objectives .....	13
Services Goal and Objectives .....	15
Facilities Goal and Objectives .....	19
Technology Goal and Objectives .....	21
Marketing / Public Relations Goal and Objectives .....	23
Appendix A – Certification.....	25
Appendix B – Operations, Personnel, and other Policies.....	26
Appendix C – Accessible Work Station.....	27
Appendix D – Technology Plan.....	28
Appendix E – Image Audit.....	30
Appendix F – Marketing Plan.....	32
Appendix G – Glossary / Acronyms.....	35
Appendix H – Useful Web Sites.....	37

## **Marion County Public Library** **Mission Statement**

### ***“The Crossroads of The Community and The Connection To Tomorrow!”***

The Marion County Public Library strives to provide a warm and inviting atmosphere that encourages growth, learning and cooperation throughout our community. The library is dedicated to providing up to date resources and technologies that will allow patrons to get the most from their library visit and help to keep our community on par with the technological, literary and informational world at large.

### **SELECTED SERVICES RESPONSES**

**CURRENT TOPICS AND TITLES** *The Library helps to fulfill citizens' appetite for information about popular cultural and social trends and their desire for satisfying recreational experiences.*

The Library will provide a current collection with sufficient copies of titles in high demand to ensure customer requests are met without undue delay. Materials will be offered in the formats people want and will be selected primarily on the basis of local demand. The Library's collections will be organized in ways that make items easy to find and will be merchandised to the public through the use of displays and display shelving.

Staff knowledgeable of the content of best-selling titles and the style of popular authors and performers will offer guidance to the public. The Library will monitor pre-publication review sources and popular press publicity in order to anticipate public demands. The Library may offer programs such as book talks, book signings, performances, and exhibits that promote current and forthcoming releases. Patron request forms will be made available to the public and these titles will be reviewed for library purchase or Interlibrary Loan depending upon the availability of funds and popularity of the title to the community at large.

**GENERAL INFORMATION** *The Library helps meet the need for information and answers to questions on a broad array of topics related to work, school, and personal life.*

The Library will offer print, non-print and electronic reference resources that cover a broad variety of topics. The Library will provide staff skillful in determining users' needs and in locating relevant information that satisfies those needs. Internet access will be provided for staff and public use.

Alternative off-site means of accessing information resources such as dial-up service may be provided. The Library will provide telephone information service and may consider accepting and answering questions posed via fax and e-mail. The Library may locate, organize, and provide access to general information resources on a web page.

## **Service Response: Current Topics and Titles**

**Goal #1: The Library will provide a collection of popular materials in varied formats for all age groups that is responsive to community needs.**

**Objective #1:** To revise a Collection Development Policy reflective of community needs by the end of 2008.

### **Activities:**

1. Weed current collection extensively to remove out-of-date materials, materials with minimal usage, physically damaged or worn out materials, and materials that do not fit the Library's Collection Development Policy. The library staff as a whole will work together, utilizing a schedule set by the director, throughout the 2008 Fiscal Year to complete an all-encompassing purge of our resources. After this initial purge a set schedule of weeding, on a smaller scale, will be put in place to maintain a better level of cohesiveness and a more current collection.
2. Identify "gaps" within the collection. Purchase popular new materials, within guidelines of the Collection Development Policy, to replace those withdrawn from the collection.
3. Make patrons more aware of request forms so that the collection can more readily affect the current wants and needs of the community. Beyond advertising the request forms at the desk, these will also be made available online for at home print out or as an e-mail version.
4. The Young Adult Advisory Board will assist in the selection of Young Adult titles. The Young Adult Services Librarian will work with the group to provide them with and educate them on library resource catalogues and in creating a bi-monthly wish list of titles.

**Objective #2:** To promote the collection, both circulating and non-circulating, print and non-print to the community through a variety of media on a continual basis inside the library and on at least a monthly basis outside the library.

### **Activities:**

1. Post a nationally recognized Best Sellers List, with available titles marked. Processing staff will work to create a monthly book list of new titles available for patron check out. On-line, "Staff Picks" list will be available for patron review.
2. Continue promotional displays (end of shelving, tabletop, etc), changing at least every two weeks. Circulation, Processing and Programming staff will work together to update and create ever current display areas.
3. Provide day to day readers advisory as needed by patrons. Make links available on home page of each computer for Databases such as Novelist.
4. Provide general service brochures for distribution to newcomers via the Chamber of Commerce or other organizations/agencies.
5. Provide some library information (such as address, hours of operation) for non-English speaking residents.

**Objective #3:** Educate the community at large in regards to how to utilize the library card catalogue system and other computerized readers advisory tools, be it in-house or online.

**Activities:**

1. Hold tri-monthly mini workshops explaining how to utilize the library card catalogue system as well as other readers advisory resources (Novelist, AR etc). These will be held during the day and evening as well to better reach all areas of our patron population.
2. Promote remote computer access to the Library's catalogue via a variety of local media as well as promotional pieces at the Library.
3. Promote the Library's web page via local media.
4. Establish links to the Library's web page from other Marion County web pages, such as Chamber of Commerce, public and private schools countywide, Lebanon Enterprise, Extension Office, Economic Development, and others as added.

**Goal #2: The staff will receive sufficient training to enable them to skillfully assist users searching for popular titles, authors, and subjects.**

**Objective #1:** To provide all staff with some aspect of Reader's Advisory training each year.

**Activities:**

1. Send staff to workshops and conferences with programs for enhancing Reader's Advisory skills. They will be asked to teach us what they learned during staff meetings and, or during patron workshops.
2. Provide staff with professional journal articles to read and videos to view that enhance Reader's Advisory skills.
3. Encourage each staff member to share both personal reading interests and users trends each has observed.
4. Have staff help create monthly "Staff Picks" display area. List staff picks on the library website.

**Objective #2:** To provide all staff members with ample opportunity for professional development i.e. helping to cut down on burn out rate and thereby boosting creativity and thus an increase in patron retention and circulation levels.

**Activities:**

1. Encourage staff to attend workshops and trainings offered through the regional office, through KDLA or through other resources.
2. Provide staff with updates on professional development trainings.
3. Plan professional development trips at a local level to allow for staff members to visit area libraries in small groups. Have staff members use library cameras to photograph ideas that they are inspired by in these libraries. Compile the ideas/photos into a power point to utilize in staff meetings.

## **Service Response: General Information**

**Goal #1: The Library will provide a collection, both circulating and non-circulating, designed to meet the need for general information in varied formats for all age groups.**

**Objective #1:** To adopt and initiate a Collection Development Policy, that includes an emphasis on titles to assist with basic reference needs, by the end of 2009.

**Activities:**

1. Discard out-of-date and worn materials.
2. Purchase new materials, within guidelines of the Collection Development Policy, to replace those withdrawn from the collection.
3. Look at collection statistics to see which areas need a “boost” by means of newer and more attractive materials to help with circulation of that area.

**Objective #2:** To actively promote use of the Kentucky Virtual Library (KYVL) collection of databases to supplement the Library’s own collection.

**Activities:**

1. Create and/or provide promotional materials about KYVL (bookmarks, flyers, etc.) to be distributed from the Library, the Bookmobile, and at selected locations throughout Marion County.
2. Provide a 1-hour basic introduction session on KYVL use quarterly.
3. Post reminders about KYVL in the reference section and near the public use computers.
4. Place a short cut to KYVL on each computer’s desktop.

**Goal #2: The Library will assure adequate access to information in a variety of formats for its users.**

**Objective #1:** To train all staff in basic reference skills and update training on an annual basis.

**Activities:**

1. Send staff to workshops and conferences offering programs on improving reference skills.
2. Provide staff with professional journal articles to read and profession videos to view that enhance reference skills.
3. Schedule at least one learning activity on reference skills each year for the Marion County Public Library staff.
4. During each monthly staff meeting, provide time for staff to discuss recent reference questions and share information.

**Objective #2:** To determine optimal hours of operation for the Library biennially to ensure ample opportunity for patrons to access in house resource materials.

**Activities:**

1. Survey users every two years about convenience of operating hours.
2. Prompt comments about hours via the Library's web page.
3. Newspaper Ad to survey library and non-library users.
4. Poll nearby public libraries about success or failure of their hours open.
5. Utilize the state compilation of statistics to see what libraries of like size statewide offer in means of hours of operation.

## **ENHANCED GOVERNANCE AND ADMINISTRATION**

**Goal #1:** The Library will include a Board of trustees created by law to act as governing bodies for the library, and Directors and staff to use sound library administration and management practices to apply the policies and statutory obligations of the governing board to the daily operations of the library. *Library board members are public officials who provide the leadership and vision necessary for effective and efficient operation of the library and for following sound practices of planning, administration, management, and funding.*

**Objective #1:** To legally establish and operate the Library and the Board in compliance with all local, state, and federal laws and regulations.

### **Activities:**

1. Apply for an appropriate certificate of librarianship issued by the Kentucky State Board for the Certification of Librarians [KRS 171.260].
2. Follow appointments and terms in accordance with the Kentucky Revised Statutes. Fill Vacancies promptly. Elect officers at least every two [2] years.
3. Board meets monthly at a regular day and time and in a physically accessible location.
4. Board conducts meetings as open meetings in accordance with KRS 61.80 - 61.850.
5. Provide public access to board meeting minutes, financial statements, budgets, annual reports, policies and other documents in accordance with KRS 61.870-61.884.
6. Comply with statutory reporting requirements of local, state, and federal agencies and the Kentucky Department for Libraries and Archives (KDLA).
7. Make sure administrative staff are familiar with and in compliance with federal, state, and local laws which affect library operations, such as minimum wage, hiring practices, unemployment compensation, privacy, accessibility, open records, etc.
8. Monitor statutory changes and recommend any policy changes needed to maintain legal library operations.
9. Approve bylaws that are reviewed at least every three [3] years.

**Objective #2:** To provide the leadership needed to insure sustained funding and to continually improve library services.

### **Activities:**

1. Approve written policies for all aspects of library service and operation.
2. Director develops procedures for implementation of the policies and manage daily operation.
3. Provide for the continuing education of the Director including payment for workshop/conference attendance and membership in Kentucky Library Association [KLA].
4. Director attends at least one [1] state, regional or national library conference each year.

5. Conduct annual performance evaluations of the Director.
6. Give New Board members an orientation that includes a review of Board policies and practices, a description of library policies and services, and a tour of library facilities. They also receive a copy of the Kentucky Public Library Trustee Manual.
7. Director is present at all board meetings other than portions of those during which the director's salary or performance is discussed.
8. Director prepare monthly reports for the Board to keep them advised of library operations including programs and services, statistics, and personnel, as well as external factors affecting libraries, such as state or federal legislation.
9. Participate in continuing education activities such as those offered by KDLA, KLA and the Kentucky Library Trustees Association [KLTA].
10. Employ a Director with Professional Level Certification.
11. Pay for membership in American Library Association/Public Library Association [ALA/PLA] for the Director.
12. Recognize the importance of continuing education for its board members by providing membership in KLA/ KLTA and paying expenses for attendance at workshops and conferences.
13. Two or more board members attend at least one continuing education activity each year.
14. Are actively involved in community organizations such as Kiwanis, Chamber of Commerce, planning committees, historical societies, and other nonprofit organizations. Board members, the Director, and key library staff
15. Keep local, state, and federal elected officials informed of legislation affecting library funding and educated about needed appropriations.

**Objective #3:** To have fiscal procedures and financial management practices consistent with generally accepted accounting practices and designed to support the library's growth and development.

**Activities:**

1. Adopt the maximum allowable tax rate each year.
2. Prepare an annual budget with input from board members and staff.
3. Include budget line items for personnel, collection, operations, and capital outlay.
4. Approve the budget and file it in accordance with the Kentucky Revised Statutes.
5. Ensure the budget reflects the priorities selected during the strategic planning process.
6. Director is given authority to expend funds as budgeted to operate the library and implement the strategic plan.
7. Audit the Library's finances, including all funds received and expended, as required by Kentucky Revised Statutes.
8. Comply with applicable federal, state, and local purchasing regulations.
9. Maintain appropriate insurances including property, liability, unemployment, and workers' compensation.
10. Exceed the state average for per capita income as reported in the most current Statistical Report of Kentucky Public Libraries.
11. Regularly apply for federal, state, and special grants, and seek private support to provide for enhancements to basic services.

**Objective #4:** To have a visionary strategic plan that guides management and organizational decisions.

**Activities:**

1. Complete a recognized strategic planning process, such as PLA's Planning for Results, that is based on a review and assessment of community needs.
2. Board approves plan.
3. Include a statement in the strategic plan that describes the purpose and priorities of the library, its service goals, measurable objectives, and a timetable for implementation.
4. Give a copy of the written plan to Community stakeholders.
5. Review and update the plan semi-annually to monitor progress, insure the plan's continued relevance and allocate or reallocate resources as required.
6. Complete the strategic plan needs assessment within the last three [3] years, based on that community input on hours, services, programs, and collections.
7. Give a monthly update of the library's progress in meeting the plan's goals and objectives.

**Objective #5:** To write policies to govern Board and Library operation.

**Activities:**

1. Has adopted Board policies including such topics as: conflict of interest, ethics, media communications, etc.
2. Has adopted personnel policies including such topics as: hiring, evaluation, salary, retirement, employee conduct, etc.
3. Has adopted circulation policies including such topics as: loan periods, fines, overdue, etc.
4. Has adopted collection development policies including such topics as: intellectual freedom, gifts and donations, weeding, etc. Board
5. Has adopted facility use policies including such topics as: accessibility, displays, meeting room use, etc.
6. Has adopted public safety policies including such topics as: unattended children, inappropriate behavior, emergency and disaster, etc.
7. Board reviews all policies at least every three [3] years, updating as needed.
8. Director reviews all policies at least every [1] year, suggesting updating as needed.

## **ENHANCED HUMAN RESOURCES**

**Goal #1: The Library will provide a skilled, motivated staff.** *In order to recruit and retain such a work force, the Library must seek out the most qualified candidates, offer competitive salaries and benefits, support ongoing training and professional development opportunities, and provide a work environment that insures equitable treatment for all employees.*

**Objective #1:** To employ the appropriate number of qualified employees to staff the library during all hours of operation.

**Activities:**

1. Allocate to personnel expenditures at least 50% of the library's normal operating budget.
2. Hold the appropriate certification from the Kentucky State Board for the Certification of Librarians. [See Appendix A for definitions and certification requirements.] (Pertains to all full-time employees who provide library information services).
3. Schedule on duty during all service hours a minimum of two [2] employees, one of them certified.
4. Actively recruit a diverse staff for all positions.
5. Ensure each area of public service has appropriately certified staff available during all library hours.
6. Ensure Library staff is trained in diversity awareness.

**Objective #2:** To follow generally accepted employment practices and procedures that insure equitable treatment of all employees and complies with local, state, and federal employment law.

**Activities:**

1. Write ADA compliant job descriptions for each position that include job duties, education and experience requirements.
2. Give an annual written performance review to all employees. Conduct annual interviews with staff members to remain connected and updated on the status of said employee.
3. Adopt all of the personnel policies recommended in Appendix B.
4. Make available to all staff a written personnel policy manual approved by the Board.

**Objective #3:** To offer salaries and benefits that attract and retain qualified employees

**Activities:**

1. Offer comparable salaries to those of county, municipal, school, academic and private workers in the community.
2. Provide paid vacation, holiday, and sick leave to all full-time employees.
3. Offer comparable salaries to those of public libraries in similar communities in the state.
4. Provide health insurance and a retirement plan for all full-time employees.

**Objective #4:** To provide for training and professional development for all library employees.

**Activities:**

1. Grant Employees release time and pay all costs for continuing education activities required for obtaining or renewing required certification.
2. Provide an orientation and training program for all new employees.
3. Allocate a minimum of 0.75% [EXEMPLARY1%] of the annual operating budget for continuing education and professional development.
4. Provide regular in-house opportunities for ongoing staff development.
5. Designate a staff member to train volunteers and insure that all volunteers are properly trained.
6. Pay for membership in KLA/KPLA for all employees classified as “professional” or who hold Professional certification. Encourage and support with funding and release time participation in KLA/KPLA activities.
7. Provide at least one in-house training activity for all staff per quarter.

## **ENHANCED COLLECTIONS**

**Goal #1: The Library will provide a wide range of materials in all formats to meet customer needs.** *These standards recognize that building a diverse library collection is a difficult task and that libraries are often constrained in their purchasing. This section recommends minimum levels of holdings for the population served as one way to measure the effectiveness of a library's collection.*

**Objective #1:** To follow generally accepted policies and practices for material selection, acquisition and cataloging and for collection maintenance

### **Activities:**

1. Have a written, Board-approved collection development policy, updated within the past five years, that supports the priorities and goals of the library's strategic plan. The policy includes:
  - Intellectual freedom statement
  - Selection and weeding criteria for all collections and formats
  - Policy for accepting gifts and donations
  - Policy and procedure for handling challenges to materials
2. Have a procedure for addressing customer requests to add materials to the collection.
3. Place orders at regular intervals throughout the year to insure a steady flow of new materials.
4. Catalog All materials using Anglo-American Cataloging Rules, 2nd Ed. [AACR2] and, if automated, Machine Readable Catalog [MARC] format.
5. Utilize at least two [2] professionally recognized review sources such as Booklist or Library Journal for material selection.
6. Utilize electronic resources in selecting materials.
7. Weed entire library collection at least every two [2] years. [EXEMPLARY annually]

**Objective #2:** To provide a wide range of materials in sufficient quantity to meet community needs

### **Activities:**

1. Allocate at least 15% [EXEMPLARY20%] of its operating budget for the purchase of materials by beginning of 2009-2010 FYR.
2. Allocate percentages of its materials budget for specific areas of the collection, such as adult and juvenile materials, reference, audiovisual materials, and periodicals.
3. Maintain at least three [3] [EXEMPLARY4] books per capita.
4. Maintain at least 6% [EXEMPLARY8%] of the total materials collection in the library's non-book collection.
5. Maintain at least 6 [8 EXEMPLARY] paper periodical subscriptions per 1000 population.
6. Add and withdraw at least 4% [EXEMPLARY5%] of its materials collection each year.
7. Maintain At least 20% [25% EXEMPLARY] of items in the library's circulating collection published in the last five [5] years.

8. Provide materials for special population groups such as foreign language speakers, home school families, and adult new readers.
9. Provide materials in a variety of formats to insure equal access for customers of all ages with disabilities. Examples include large print books, books in Braille, unabridged audio books, and closed captioned/described/signed videos.

## **ENHANCED SERVICES**

**Goal #1: The Library will provide information services, reader's advisory services, educational support, youth and children's services, and programs.** *Well-qualified and trained library staff play an essential role in delivering these effective services and programs to all members of the community. Extension services and outreach programs make resources as widely available as possible, while technology enables remote access and expands the collection to include material held by other libraries. These standards recognize the importance of a library's service program including alternative access for those unable to use traditional library resources.*

**Objective #1:** To offer a variety of services and programs to meet the needs of the community.

### **Activities:**

1. Allow customers to renew and reserve materials, in person and by phone, and by computer.
2. Provide reference services, in person and by phone, during all library service hours.
3. Provide reader's advisory services, in person and by phone, during all library service hours.
4. Participate in interlibrary loan with other Kentucky libraries. Customers are offered interlibrary loan service whenever materials are not available locally.
5. Provide a regular schedule of programming for children.
6. Host field trips, tours, and/or class visits.
7. Provide reference services via email.
8. Provide a regular schedule of programming for adults and young adults.
9. Visit local elementary schools to promote the summer reading program.
10. Regularly submit its bibliographic records and holdings to OCLC in support of interlibrary loan [Kentucky Resource Sharing Program administered by KDLA].
11. Provide audiovisual equipment such as a screen, LCD projector, overhead projector, VCR/DVD equipment for public use in the meeting room.
12. Provide formal instruction in the use of library resources and equipment to school classes and community groups.
13. Make space available for meetings and exhibits.
14. Provide a regular schedule of programming for target populations such as older adults, home school families, and specific ethnic groups. [EXEMPLARY]
15. Consider community demographics, the mission of the library, and the availability of programming from other organizations in the community when planning programs. [EXEMPLARY]
16. Regularly partner with other social, cultural, and recreational organizations in the community to offer programs. [EXEMPLARY]
17. Translate basic library publications into predominant community languages. [EXEMPLARY]

**Objective #2:** To insure that its services and resources are as widely available as possible to all members of the community.

**Activities:**

1. Have automated recordings in use during closed hours to inform the public of the library's service hours.
2. Provide a method to return materials 24 hours a day.
3. Provide public programs free of charge and in physically accessible locations.
4. Plan to provide materials and services to all residents of the service area which may include homebound service, deposit collections, bookmobile service, books by mail, and/or programs outside the library.
5. Provide a telephone on the outreach vehicle.
6. Offer reciprocal borrowing to public libraries within its region. ILL
7. Offer at least the following number of unduplicated service hours:

**ENHANCED**

POPULATION	UNDUPLICATED HOURS
0-39999	40
40000-74999	54
75000-	65

**EXEMPLARY**

POPULATION	UNDUPLICATED HOURS
0-39999	48
40000-74999	60
75000-	70

8. Offer at least the following number of evening and weekend hours: Director

**ENHANCED**

POPULATION	EVENING [after 5pm]	WEEKEND [Saturday/Sunday]
0-39999	6	8
40000-74999	9	8
75000-	12	8

**EXEMPLARY**

POPULATION	EVENING [after 5pm]	WEEKEND [Saturday/Sunday]
0-39999	12	12
40000-74999	15	12
75000-	18	12

**Objective #3:** To comply with all appropriate laws, especially the Americans with Disabilities Act (ADA), to make its materials, services and programs available to customers with disabilities.

**Activities:**

1. Arrange Library furniture, equipment and shelving to meet minimum ADA standards for aisle width [36"] and wheelchair access [27" knee clearance].
2. Maintain a collection of low-tech assistive devices such as magnifiers, bold write pens, etc.
3. Provide the necessary accommodations to enable customers with disabilities to participate in programs and advertises such accommodations in the program announcement.
4. Promote the services of the Kentucky Talking Book Library [KTBL] using flyers, posters and verbal recommendations. Applications for KTBL are available at the library. Director
5. Offer multiple public computer workstations that are wheelchair accessible.
6. Insure that the community is aware of its special accessibility services/features by regularly publicizing them through handouts, press releases, etc.

7. Make all public computer workstations wheelchair accessible. [EXEMPLARY]
8. Provides at least one [1] universally accessible computer workstation for customers with disabilities. [See Appendix C for checklist] [EXEMPLARY]
9. Provide interpreting services at all major events and at other programs where it is requested. [EXEMPLARY]

**Objective #4:** To utilize current and emerging technologies to expand its service capabilities.

**Activities:**

1. Provide a black and white/color photocopier for public use. Copyright restrictions are posted as appropriate.
2. Provide a microform reader/printer for use with microform collections. Copyright restrictions are posted as appropriate.
3. Have an integrated library system [ILS], or part of a shared ILS, that includes an online catalog, circulation and cataloging.
4. Provide public access to the Internet.
5. Provide access to the Kentucky Virtual Library (KYVL).
6. Have a formally adopted Internet Acceptable Use policy, which is reviewed annually.
7. Have a policy and procedure in place to allow adults (18 and over) unfiltered access to legitimate information if the library filters Internet content.
8. Subscribe to online databases in addition to KYVL to meet local demand for information.
9. Provide remote access to online databases.
10. Maintain a web page that includes library hours, phone numbers, services, and other basic information. The web page is updated at least monthly.
11. Allow Customers to remotely review their accounts, including items checked out and money owed, renew items, and place holds on items.
12. Provide remote access to the library's catalog 24 hours per day, seven [7] days per week.
13. Offer wireless Internet access for the public in at least one [1] facility. Director
14. Provide at least one [1] public access workstation per 2000 [EXEMPLARY1500] population.
15. Provide an integrated web site with interactive content, such as program registration, meeting room reservations, and customer initiated interlibrary loan. [EXEMPLARY]

**Objective #5:** To ensure staff have the qualifications and are adequately trained to provide high quality library service.

**Activities:**

1. Provide staff trained to assist customers with the Internet, Online Public Access Computers [OPAC], online databases and other electronic resources during all hours the library is open.
2. Provide staff trained in reference work, including reference work with children, during all hours the library is open.
3. Provide a trained children's specialist with appropriate certification.

4. Provide staff trained in reader's advisory services during all hours the library is open.
5. Provide staff trained to assist customers with disabilities in the effective use of assistive devices and adaptive software used in the library.

## ENHANCED FACILITIES

**Goal #1: The Library will provide facilities.** *The appearance of public libraries directly affects community use. They should be large enough to adequately meet the needs of the service population. The library interior should have a flexible design, which will allow for changes in the service needs of the community. They should be conveniently located, aesthetically pleasing, have ample parking, and be free of physical barriers.*

**Objective #1:** To provide sufficient facilities, appropriately designed space to accommodate library services and programs.

**Activities:**

- 1. Meet the following state minimum square footage for its service population: ESSENTIAL= 0.7 X 18,500= 12,950 sq’ ENHANCED = 0.8 X 18,500= 14,800 sq’**

POPULATION SERVED	TOTAL SQ FT
0-9,999	7,000 SF
10,000-24,999	7,000 SF or .7 SF per capita, whichever is greater
25,000-49,999	17,500 SF or .6 SF per capita, whichever is greater
50,000 and over	30,000 SF or .6 SF per capita, whichever is greater

EXEMPLARY=1 sq’ library space per capita

2. Have up-to-date wiring and adequate access to electrical and data outlets to support current technology.
3. Have adequate programming space to support its strategic plan.
4. Have separate areas for staff workspaces and for breaks.
5. **Provide one [1] parking space per 400[EXEMPLARY 300] sq. ft. of building space.**
6. **Provide designated space for children’s services and materials.**
7. **Provide a public meeting room.**
8. **Provide designated space for young adult services and materials. [EXEMPLARY]**
9. **Have a current plan for anticipated facility renovation, expansion, and/or construction. [EXEMPLARY]**

**Objective #2:** To ensure facilities are accessible, safe, and well maintained.

**Activities:**

1. Facilities meet all applicable building, fire, and safety codes.
2. Have conducted an accessibility assessment and library facilities to comply with applicable standards of the Americans with Disabilities Act [ADA]. [For an accessibility checklist, go to [www.ada.ky.gov](http://www.ada.ky.gov)]
3. **Ensure exterior of the building is well lit and identified with signs clearly visible from the street.**
4. Post hours of library service at each public entrance.
5. Identify the library’s service areas and collections with interior signs.

6. Schedule for regular maintenance of the building and grounds.
7. Light the parking areas and entrances sufficiently to provide safe entry and exit.
8. Include a manually operated automatic door opener in the Library entrance.
- 9. Include a schedule for refurbishing existing facilities including carpet, painting, furniture replacement, HVAC, and equipment in the Library maintenance plan**
10. Have an electronic building security system.
11. Provide signs on main community thoroughfares that indicate direction to library facilities. [EXEMPLARY]

## **ENHANCED TECHNOLOGY**

**Goal #1: The Library will provide Information technology.** *It is the responsibility of every public library to provide access to information in a timely manner and an appropriate format. The library meets this need by providing trained staff, up-to-date technology, and adequate communications that provide quick, reliable connections.*

**Objective #1:** To insure that workstation, network, and server hardware and software are up-to-date and reliable.

### **Activities:**

1. Write a Board approved technology plan that addresses the implementation and maintenance of all hardware, software, and network equipment.
2. Review The plan every two [2] years and have it filed with the appropriate staff at KDLA.[See Appendix D for plan outline]
- 3. Allocate sufficient funds to maintain, upgrade, and replace hardware and software on a regular schedule.**
4. Has a dedicated Internet connection that supports simultaneous use by multiple workstations.
5. Has a schedule and allocates funds to replace or upgrade computer equipment every five [5] [EXEMPLARY 3] years.
6. Has a local area network [LAN] linking all workstations as appropriate.
7. Has a dedicated T-1 or equivalent Internet connection.
8. All public and staff computers have the most current professional version of the operating system software [e.g. Windows or Linux]. [EXEMPLARY]
9. Has a dedicated T-3 or equivalent Internet connection. [EXEMPLARY]

**Objective #2:** To follow generally accepted policies and practices for operating and maintaining workstation, network, and server hardware and software.

### **Activities:**

1. Has anti-virus protection installed on servers and workstations and checks regularly for virus updates.
2. Monitor and protect its network with appropriate security measures such as firewalls and authentication processes such as proxy or LADP servers.
3. Ensure Workstations receive regular maintenance including removal of unauthorized software, cookies, and temporary files.
4. Ensure Operating systems and application software are regularly kept up-to-date with critical updates and patches.
5. Ensure Backups are conducted on a regular basis. Copies of the backups are stored in a fireproof location off site.
6. Ensure The Library houses network and server equipment in a non-public, secured area.

**Objective #2:** To employ personnel who have the qualifications and training to install, operate and maintain workstation, network, and server hardware and software.

**Activities:**

1. Have access to a person[s] trained to install and support computer hardware and software. Staff is trained on basic network maintenance and support.
2. Allocates funds for ongoing staff technology training.
3. Have a staff member with responsibility for computer maintenance and support as part of their job description.
4. Provide for key staff email accounts and workstations with dedicated Internet connections.
5. Provide computer workshops or training sessions for all library staff.
- 6. Employ a full-time staff person with formal training in information technology to manage the library's computer network. [EXEMPLARY]**
- 7. Have a plan for cross training so that more than one staff member understands critical elements of technology. [EXEMPLARY]**
8. Create in-house documentation on hardware and software for staff use. [EXEMPLARY]

## **ENHANCED MARKETING/PUBLIC RELATIONS**

**Goal #1: The Library will provide library marketing is to increase community awareness of the library's products and services.** *Library marketing involves the promotion of intangible services and tangible products. Effective marketing has two [2] major components: strategy and tactics. Strategy incorporates determining who is the target customer, choosing the right product and services for those customers, and distributing the product and services through proper channels. Tactics are the activities by which the strategy is accomplished.*

**Objective #1:** To ensure a successful public relations program that sends a positive message through the appropriate medium to the right audience at the proper time and place.

### **Activities:**

1. Communicate regularly with schools, organizations, businesses, and other agencies within the community.
2. Participate in local events such as fairs, parades, and festivals.
- 3. Incorporate a recognizable library symbol on all publications and promotional materials.**
4. Maintain a list of media contacts and regularly send them information about library events, programs and services.
5. Maintain a mailing list of community leaders, interest groups, and agencies and regularly send them promotional materials.
6. Recognize all contributions to the library by way of personalized letters, Board resolutions, press releases, plaques, or receptions as appropriate.
7. Conduct a regular image assessment of library facilities. [See Appendix E for sample checklist]
- 8. Provide orientation in marketing/public relations principles for all staff.**
9. Have a written marketing/public relations plan updated within the past three [3] years. [See Appendix F for sample outline.]
10. Periodically conduct a community survey to determine the effectiveness of its marketing/public relations plan.
11. Use five [5] [EXEMPLARY7] or more of the following techniques to promote and publicize library services on a regular basis:
  - Advertising specialty items
  - Annual report
  - Direct mail promotions
  - Displays, exhibits, bulletin boards
  - General information brochure
  - Web site
  - Newsletter
  - Posters, flyers, bookmarks, brochures
12. Promote the formation of and support participation in a Friends of the Library group.
- 13. Have a local library logo and slogan that is used on the Web page, signs, and all promotional materials, such as brochures, fliers, stationary, etc.**

14. Update its marketing/public relations plan annually. [EXEMPLARY]
15. Utilize people outside organization to perform periodic image assessments of library facilities. [EXEMPLARY]
16. Identify volunteers, including board members and Friends, willing to act as advocates for public libraries at the local, state, and national levels. [EXEMPLARY]
17. Participate in regional, state, and national promotions such as National Library Week, Children's Book Week, The Smartest Card, @ Your Library. [EXEMPLARY]
18. Establish community advisory groups, such as teens or older adults, to encourage community involvement and improve services. [EXEMPLARY]

**APPENDIX A**  
**KENTUCKY ADMINISTRATIVE REGULATIONS**  
**Certification of Public Librarians**  
**725 KAR 2:060**

RELATES TO: KRS 171.250, 171.260, 171.270

STATUTORY AUTHORITY: KRS 171.250, 171.260, 171.270

NECESSITY, FUNCTION, AND CONFORMITY: KRS 171.260 requires certification of public librarians and other full-time employees. KRS 171.250 requires the board to establish the requirements for certification. This administrative regulation establishes the requirements for certification of public librarians.

**Section 1.**

Definitions.

- (1) "ALA" means the American Library Association.
- (2) "Board" means the Kentucky State Board for the Certification of Librarians.
- (3) "Continuing education units" or "CEU" means educational offerings that provide credit through a certified program.
- (4) "Full-time" means working more than 100 hours per month.
- (5) "Library information services" means duties performed by library employees that require special skills and knowledge to be performed properly.
- (6) "Library work experience" means employment in a library that includes administration, collection development, technical services, public services, or support for public service areas, and excludes secretarial, custodial, grounds keeping, security, food service, driver, and messenger duties.

**Section 2.**

Required Certification by Public Library Position.

- (1) A library director serving a population of more than 15,000 shall hold or obtain a Professional certificate.
- (2) A library director serving a population of 15,000 or less shall hold or obtain at least the Paraprofessional certificate.
- (3) An assistant director, bookmobile librarian, branch head, or department head shall hold or obtain at least the Paraprofessional certificate.
- (4) All other full-time positions providing library information services as determined by local library policy shall be filled by persons who obtain or hold at least the Library Experience certificate.

Librarian Name	Certificate	Renewal Date
Amy Morgeson		
Mary Parrott		
Sandra Nunley		
Anne Foster		
Lisa Wyman		
Wanda Hazelwood		

**APPENDIX B  
CHECKLIST OF PERSONNEL POLICIES**

**UPDATE DATE**

**Employment Practices**

Recruitment  
Equal opportunity  
Americans with Disabilities Act  
Employment of relatives  
Conflict of interest  
Performance appraisal  
Performance improvement  
Termination of employment  
Grievance procedure

**Compensation**

Work week  
Salary payment  
Salary increases  
Payroll deductions  
Meal periods and breaks  
Absenteeism and tardiness  
Overtime  
Emergency closing

**Benefits**

Insurance  
Retirement  
Holidays  
Vacation leave  
Sick or personal leave  
Bereavement leave  
Leave without pay / FMLA  
Voting leave  
Jury leave  
Military leave

**Employee Expenses**

Expense reimbursement  
Mileage reimbursement  
Continuing education  
Conferences and meetings  
Professional memberships  
Educational assistance/tuition reimbursement

**Workplace conduct and safety**

Dress  
Substance abuse  
Smoking  
Sexual harassment  
Employee privacy  
Internet/email use  
Workplace violence

## APPENDIX C

### BASIC HARDWARE-SOFTWARE CONFIGURATION FOR AN ACCESSIBLE LIBRARY WORKSTATION

#### Power Computer.

- Intel chip, 3 GHz Pentium 4 or comparable AMD Athlon (Athlon XP 2200 if using Windows XP as an operating system) processor minimum.
- Memory should be 512 MB (expandable) minimum.
- 160 gigabytes (GB) capacity or greater, partitioned into smaller drives for quicker access time.
- EIDE (enhanced integrated drive electronics) interface that conforms to the ATA/100 specification.
- Rotational speed of at least 7,200 rpm.
- 4MB cache memory
- 10/100 megabit network card
- CD-RW or DVD ROM drive.
- At least one 1.44 MB floppy drive for 3.5" disks should be included if possible.

#### 19" flat screen color monitor (minimum size)

#### Keyboard

- with large print keys,
- reconfiguration options
- ability to replace mouse/alternative keyboard

#### Flatbed scanner

#### "Reading Systems"

- Examples: e-Reader, Kurzweil 1000 & Kurzweil 3000 (scanning and reading solutions for the blind or visually impaired) this should also illustrate Windows XT compatibility

#### Text magnification/screen enlargement

- Example: ZoomText (screen magnification software) this should also illustrate Windows XT compatibility

#### Screen reader

- for people who are blind or visually impaired

#### Web browsers

- Examples: Internet Explorer, Netscape Navigator, FireFox

#### **Also recommended: [On at least one workstation]**

#### Variable height table or workstation

- preferably electronic and adjusted by the touch of a button

#### Ergonomic chair

- with adjustability features and wheels that lock if needed

#### Braille display + JAWS 7 or WindowEyes

- (screen reading and screen magnification software) this should also illustrate Windows XT compatibility

#### Essential component for success:

- Staff well-versed in operation, basic troubleshooting, and minor reconfiguration.

*Adapted from specifications provided by the Association of Specialized and Cooperative Library Agencies (ASCLA, A Division of the American Library Association) & the Federal Depository Library Program of the Government Printing Office.*

## APPENDIX D

### Elements of a Technology Plan

The Federal Communications Commission [FCC] has stipulated that requests for discounts must be based on an approved technology plan. To ensure that schools and libraries are prepared to effectively use the requested services, applicants must certify that their requests are based on approved technology plans that include provisions for integrating telecommunication services and Internet access into their educational program or library services. Most schools and libraries have already developed such plans and may only need to modify these existing plans slightly to conform to program criteria for technology plans. To qualify as an approved technology plan for a discount and to meet the requirements of the FCC's Fifth

Report and Order (FCC 04-190, released August 13, 2004), the plan must contain the following five [5] elements:

- The plan must establish clear goals and a realistic strategy for using telecommunications and information technology to improve education or library services;
- The plan must have a professional development strategy to ensure that staff know how to use these new technologies to improve education or library services;
- The plan must include an assessment of the telecommunication services, hardware, software, and other services that will be needed to improve education or library services;
- The plan must provide a sufficient budget to acquire and support the non-discounted elements of the plan: the hardware, software, professional development, and other services that will be needed to implement the strategy; and
- The plan must include an evaluation process that enables the school or library to monitor progress toward the specified goals and make mid-course corrections in response to new developments and opportunities as they arise.

### MODEL TECHNOLOGY PLAN TEMPLATE

Provide name and location of library, and inclusive dates the Plan covers.

- **MISSION STATEMENT** – Provide the mission statement for the library. In most cases, the mission statement can be taken verbatim from the library's current long-range or strategic plan. Link your library's mission statement to your Technology Plan.
- **PLAN JUSTIFICATION** – In one or two brief paragraphs discuss the library's technology goals in conjunction to the overall mission of the library and discuss the role technology plays in the library's services.
- **TECHNOLOGY STRATEGIC PLAN** – Discuss how technology will be integrated into the services provided to staff and for users. A strong plan will include goals, objectives, and strategies/activities. Goals are the broad statements regarding technology in the library and may extend beyond the lifetime of the Plan. Objectives are specific measurable activities to be undertaken to reach the goals. Strategies are the steps to be taken to meet the objective.

- **TECHNOLOGY INVENTORY** – This section should be broken down into two sections: current technology and future technology. In the first section, list current computing and telecommunication technology being used at the library. If relevant, include a breakdown by branch. The future technology piece encompasses hardware, software, telecommunications, and information technologies the library hopes to implement during the lifetime of the Plan. If necessary, the future technology section should include a discussion of upgraded electrical systems required to handle new technologies.
- **BUDGET** – Includes approximate costs associated with the desired level of technology, both ongoing, upgrade and maintenance costs for current technology, as well as costs for intended new technologies. Also indicate from where funding will be derived. This is probably the section of the Plan mostly likely to require revision. Make sure mention is made of any maintenance contracts.
- **EVALUATION** – Provide an overall evaluation statement as to how the library plans to determine if the Technology Plan goals are being implemented and their degree of success. Additionally, indicate how you will know if technology is having a positive impact on staff, users, and the community, and how well technology is helping you address your overall library goals. Also indicate how often the Plan will be reviewed and updated and by whom.
- **TRAINING** – Provide detail on training for staff and patrons on current technology. Include information on what types of training are offered, by whom, and how often. Types of training provided could include, but is not limited to, programs on searching databases, word processing, using the OPAC and so on.

## APPENDIX E

### Image Audit: Library Communication Checklist

The following list is intended to help answer the following questions:

- Is this library welcoming?
- What is our message?
- What is our style?

**1. Accessibility**—Can people with disabilities easily use the library building and Web site?

**2. Brand/Identity**—Does the library have a clear and consistent image? Includes consistent use of logo, full location info including web address.

**3. Customer service**—Is the library's commitment to excellent customer service reflected in the courtesy and helpfulness shown to customers? Are there ID tags for staff? Can staff members articulate the library message? Are they encouraged to share their favorite books and other materials with users? Does front-line staff provide feedback on customer wants, complaints, compliments?

**4. Décor, decoration**—Is the library too light or too dim? Is the library clean, clutter free? Is there effective use of posters, banners, art, and other promotional tools such as screen savers?

**5. Display**—Are books and other materials displayed face out? Are there "shelf talkers?"

**6. Local ownership**—How well does the library reflect the community, including its diversity? Is there a bulletin board? Displays of local art? Are there opportunities for the users to give feedback on library service/ interact with other users? Share their comments on books?

**7. Message**—Does your library have a key message that expresses its mission? Does everyone on the staff know it? Are library policies clearly and widely communicated?

**8. Media**—Does your library have a presence in relevant media? Is someone assigned to work with the press? Does your library initiate stories, interviews and placements of public service announcements/advertising?

**9. Outreach**—Does the library have a life outside the building? Does it have a presence in the life of the community?

**10. Programming**—Does the library actively offer and promote programs and/or training sessions? How are programs promoted?

**11. Print materials**—Are there too many? Too few? What is the message? How is it communicated on . . .bookmarks and flyers . . .letterhead and business cards. . . newsletters?

**12. Signage: Internal and External**—Is the library easy to find? Is it easy to find what you're looking for? Is the library mission visible? Does signage reflect awareness of diversity?

**13. Telephone**— Does a person or a machine answer the phone? If it's a machine, does your telephone greeting help or harm your image? Is it clear? Easy to follow?

**14. Web site**—Is the image/message consistent with other library communications? Does it take advantage of the unique qualities of the Web? Is the web site a “branch library?”

**15. Body Language**—What is the unspoken message being delivered by staff?

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## APPENDIX F

### Building A Marketing/Communication Plan

Use the following basic outline as a roadmap....

1. **Introduction** (Brief statement outlining the context of the communication activity, including statement of the problem, relevant research, etc.)
2. **Communication goals** (The Dream. Big picture.)
3. **Objectives** (Doable, measurable outcomes)
4. **Positioning statement** (What should the library's image be? What do you offer that the competition doesn't?) Example: "The library is the best first stop for expert help in connecting children and youth to learning and discovery."-- North Carolina State Library
5. **Key audiences** (External and Internal)
6. **Key message(s)** (What is your key message and three [3] talking points?)
7. **Communication strategies** (How will you deliver the message? e.g. media, publications, displays, presentations, word of mouth. Consider budget, timetable, staff assignments)
8. **Evaluation measures** (How will you know what worked and what didn't?)

### Sample Marketing Communication Plan

#### Marion County Public Library

July 2006-June 2007

#### Introduction

The Somewhere Public Library has come a long way in a short time. Since moving to its current site two [2] years ago, library visitors have increased almost 300 percent and the number of cardholders has grown by 700 percent from 245 to 2,178—still only about 10 percent of the community's residents. Some residents still remember the library as a volunteer "card table" operation in the school basement. Some still drive to libraries that are bigger but farther away. The library board has set a goal of expanding its facility, either at its present site or at another location to be determined. There is a clear need and a tradition of library support among community residents and leaders. A preliminary feasibility study indicates there is excellent potential for a ballot measure supplemented by private fundraising. Building a strong base of community awareness about what the library offers, its needs and the possibilities is key to building momentum.

#### Goals

- The Somewhere Public Library will enjoy a high profile in the community. It will be seen as an important and popular destination for learning and enjoyment.
- Community leaders and all residents will be aware of and use library services.
- Community leaders and residents will approve a library expansion plan and support a funding campaign.

#### Objectives

- The library will secure financial support for a new library.
- The number of cardholders will increase 600 percent for a total of 60 percent registration.
- The library will develop partnerships with three [3] or more new community groups.

**Positioning:** The Somewhere Public Library provides big city service close to home in a comfortable, welcoming atmosphere. In addition to books, it offers audio books, CDs, videos and other multimedia resources. Its "online branch" is open 24/7. Most importantly, there are professional librarians to provide

expert assistance. The Somewhere Public Library is a community center for lifelong learning, literacy and enjoyment for families and people of all ages. Although bigger than it looks, the library is not as big as it needs to be. With more space, the library could offer much more. The library is a best value and deserves the community's support.

### **Key Message(s)**

- 1) The Somewhere Public Library provides big city service close to home.
- 2) We're bigger than we look—but not as big as we need to be.

### **Key audiences**

Internal: Staff, Board, Friends, Volunteers  
External: County officials and community leaders  
Community groups with influential members  
Families with children from preschool-high school  
Business and professional community

### **Year 1—June 2008-09**

#### **Objectives**

- The number of cardholders will increase by 200 percent.
- Attendance at programs will increase by 50 percent.
- Twenty influential individuals and community groups will endorse the building project.
- City officials/other key leaders will approve an expansion plan for the library and endorse a funding plan.
- The library "family" will understand and actively support the library's new communication focus.
- Local papers will carry at least three [3] feature stories.

#### **Strategies**

##### **1. Begin a consistent, planned program of two-way communication.**

- Establish a citizens group to advocate support for a bigger library.
- Encourage and prepare staff, board members, Friends and volunteers to deliver the library's message to library users, their families, friends, neighbors, key officials. Involve them in planning activities. Provide updates.
- Invest in professional graphic design for formatting promotional materials, e.g. the newsletter, bookmarks. Have a consistent look and message. Publish a dynamic brochure with the emphasis on benefits, not just a listing of services. Distribute it outside the library—at meetings of community groups and other community locations.
- Conduct a customer satisfaction survey. Use quotes in promotional materials.
- Provide evaluation forms at all programs asking how the audience members heard about the program, its quality and suggestions for other programs.
- Invite customer comments in the library and on the library's home page. Respond to all comments in writing and with action, when appropriate.

##### **2. Seek a higher profile in the media.**

- Make a media plan with dates for seeking news stories in connection with special events, feature stories and editorial endorsements.
- Place at least three [3] feature stories about services such as "databases" or homework help for kids and—what they are and what they can do for you.
- Invite local newspapers to send a photographer for special kids events or take and submit photos.
- Offer reporters a demonstration of how the library's databases work.
- Seek a story comparing the library's facilities with communities of similar size.

##### **3. Reach out to elected officials, community leaders and groups with influential members.**

- Communicate at least once a month with key officials in person and print. Provide regular updates.

Offer to demonstrate the library's databases at their desk.

- Present a state-of-the-library report to the county board and key organizations.
- Recruit three [3] partners, including at least one [1] new partner, to cosponsor/underwrite activities for National Library Week, Library Card Sign-up Month, etc.
- Present six programs/host tours for county officials, members of the Chamber of Commerce and other influential groups.

#### **4. Reach out to families.**

- Sponsor a library card sign-up drive during national Library Card Sign-up Month in September. Offer rewards for library users who recruit new card registrants.
- Visit all day care centers, kindergarten and first grade classrooms. Provide library card registration, booklists and other promo materials for teachers and for kids to take home to parents.
- Display photos of families holding their library cards in the library and post them on the website.
- Sponsor a contest "Why My Family Uses the Library" and award prizes underwritten by partners.

#### **Evaluation**

- A stronger, more consistent look and message in library publications.
- Feedback from users and target audiences, customer satisfaction surveys, word of mouth.
- See objectives.

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## APPENDIX G

### GLOSSARY/ACRONYMS

**ADA** -- Americans with Disabilities Act. Federal legislation which guarantees rights of disabled persons.

**ALA** -- American Library Association. The oldest and largest national library association in the world. Its concern spans all types of libraries.

**ALTA** -- Association for Library Trustees and Advocates . A section of ALA with specific responsibilities of continuing education for trustees, continuous study and review of the activities of library trustees, and promoting strong state and regional trustee organizations.

**CCTV** -- Closed Circuit Television. Equipment that magnifies printed materials for the visually disabled.

**CE** -- Continuing Education. Any program or workshop which provides educational instruction for public library staff or trustees.

**FSCS** -- Federal State Cooperative System. A federal government statistical gathering program for public libraries that allows valid comparisons of library programs across the nation.

**FTE** -- Full-time equivalent. A prorated percentage of part time work hours based on a full time work week of 40 hours.

**HVAC** -- Heating Ventilation Air Conditioning system.

**ILL** -- Interlibrary Loan. The lending and borrowing of library materials or copies of material from one library to another.

**Kentucky State Board for the Certification of Librarians** -- The governing body created in accordance with KRS 171.240 charged with assuring qualified staff in public libraries.

**KDLA** -- Kentucky Department for Libraries and Archives. A state government agency providing leadership and support for the development and maintenance of library services throughout the state.

**KLA** -- Kentucky Library Association. A membership organization of persons interested in promoting and improving all types of library service in the Commonwealth of Kentucky .

**KLTA** -- Kentucky Library Trustee Association. Kentucky's equivalent to the American Library Trustee Association.

**Kentucky Public Library Association** -- A section of the Kentucky Library Association formerly called Public Library Section which focuses on public library services.

**KRS** -- Kentucky Revised Statutes. The state laws of Kentucky.

**KTBL** -- Kentucky Talking Book Library. A section of the Kentucky Department for Libraries and Archives which provides materials for visually and physically disabled persons.

**KYVL** -- Kentucky Virtual Library. An electronic, "virtual" library that uses the Internet to provide access to quality databases and connections to information resources worldwide.

**LAN** -- Local Area Network. The connecting of computers within a building into a shared system.

**LCD** -- Liquid Crystal Display. Equipment which allows projection of computer generated programs.

**MARC** -- Machine Readable Cataloguing. A standardized format of cataloging library material records in order to convert to electronic data, thereby automating the circulation and the card catalog systems.

**MLS/MLIS** -- Master's Degree in Library Science or Master's Degree in Library and Information Science.

**National Library Services for the Blind and Physically Handicapped** -- A section of the Library of Congress which provides materials for visually and physically disabled persons.

**OCLC** -- Online Computer Library Center. A not for profit computer service and research organization whose systems help libraries locate, acquire, catalog, and lend library materials.

**OPAC** -- Online Public Access Catalog. The electronic version of the library's card catalog.

**PLA** -- Public Library Association. A section of the American Library Association which focuses on public libraries and librarians.

**Planning for Results** -- A publication of the Public Library Association which outlines methods for long range planning by public libraries.

**Reciprocal borrowing** -- a policy whereby the customers of cooperating libraries may directly borrow library materials at other, cooperating libraries.

**State Aid** -- Direct state aid to local public libraries, pursuant to KRS 171.2001, to enhance their services for the benefit of the citizens of the Commonwealth.

**TTY/TDY** -- Teletypewriter. A system by which hearing impaired persons can communicate via telephone.

**Web Accessibility Initiative [WAI]** -- Strategies, guidelines, and resources to make the Web accessible to people with disabilities; sponsored by the World Wide Web Consortium.

## **APPENDIX H**

### **USEFUL WEBSITES**

Americans with Disabilities Act: [www.usdoj.gov/crt/ada/adahom1.htm](http://www.usdoj.gov/crt/ada/adahom1.htm)  
Americans with Disabilities Act / Kentucky: [www.ada.ky.gov](http://www.ada.ky.gov)  
American Library Association: [www.ala.org](http://www.ala.org)  
Continuing Education Events Calendar: [www.kdla.ky.gov/libsupport/continuinged.htm](http://www.kdla.ky.gov/libsupport/continuinged.htm)  
Federal-State Cooperative System for Public Library Data (FSCS):  
<http://nces.ed.gov/surveys/libraries/public.asp>  
Friends of Libraries USA: [www.folusa.com](http://www.folusa.com)  
Kentucky Certification Manual: [www.kdla.ky.gov/libsupport/certification.htm](http://www.kdla.ky.gov/libsupport/certification.htm)  
Kentucky Department for Libraries and Archives: [www.kdla.ky.gov](http://www.kdla.ky.gov)  
Kentucky Library Association: [www.kylibasn.org](http://www.kylibasn.org)  
Kentucky Talking Book Library: [www.kdla.ky.gov/collectionsktbl.htm](http://www.kdla.ky.gov/collectionsktbl.htm)  
Kentucky Revised Statutes: [www.lrc.state.ky.us/statrev/frontpg.htm](http://www.lrc.state.ky.us/statrev/frontpg.htm)  
Kentucky Virtual Library: [www.kyvl.org](http://www.kyvl.org)  
Library Bill of Rights: [www.ala.org/alaorg/oif](http://www.ala.org/alaorg/oif)  
Library Board By-laws (sample): [www.kdla.ky.gov/organizations/klta/trusteemanual.pdf](http://www.kdla.ky.gov/organizations/klta/trusteemanual.pdf)  
Library Polices (samples): <http://winslo.state.oh.us/publib/policies.html>  
Library Trustee Manual: [www.kdla.ky.gov/organizations/klta/trusteemanual.pdf](http://www.kdla.ky.gov/organizations/klta/trusteemanual.pdf)  
Minimum Facility Standards for Kentucky Public Libraries:  
[www.kdla.ky.gov/libsupport/construction.htm](http://www.kdla.ky.gov/libsupport/construction.htm)  
National Library Services for the Blind: [www.loc.gov/nls/](http://www.loc.gov/nls/)  
Public Library Association: [www.pla.org](http://www.pla.org)  
W3C Web Accessibility Standards: [www.w3.org/wai](http://www.w3.org/wai)