

Standards Lacking

1.1

Essential Management staff and the board are familiar with the sections of ORS 357 that pertain to public libraries.

The board and staff are sufficiently trained in relevant state and local laws for public officials, including government ethics, public records, public meetings, and contracting.

The library provides an orientation for new board members and continuing education support for all board members.

Enhanced Board members participate in continuing education activities directly related to libraries, such as conferences and webinars.

The board and staff participate in annual training for relevant state and local laws for public officials, including government ethics, public records, public meetings, and contracting.

Exemplary The library budgets funds for continuing education for board members.

?Contact information for the board is made available on the library's website.

Enhanced - Board meeting packets and supplementary information are made freely available on the library's website.

1.2

Enhanced Library policies are made freely available in multiple languages, as appropriate for the community

2.2

Essential The library's strategic plan includes specific goals for surveying community diversity.

? The library's strategic plan articulates a method for reflecting the demographic, ethnic, and social diversity of its community and regularly reviews and evaluates the linguistic, ethnic, and cultural diversity of its community.

?The library uses diversity assessment in developing services and programs to meet the needs of minority populations.

The library provides diversity training to staff.

Diversity training is reflected in all staff development plan

2.3 Library staff and supporters are active and engaged participants in the community and in community organizations.

Essential ?To advocate for the library, Friends of the Library groups, the library foundation, boards of directors, volunteers, non-employees, and other library partners are well-trained in the mission, goals, and strategic plan of the library.

Enhanced ?The library encourages, supports, and allows time for staff participation in community organizations and groups as outlined in the staff development plan.

Exemplary ?The library provides funds for staff participation in community organizations and groups as outlined in the staff development plan.

3.0 Materials

Enhanced Circulation statistics track collection activity by turnover rates.

Exemplary Statistics are shared regularly with stakeholders

4.0 Service

Exemplary The library provides notary services.

Enhanced The library ensures effective communication with persons with disabilities at all service points by providing staff with training, adaptive equipment and software, and by making materials available in alternative formats

Exemplary The library provides a variety of meeting rooms and community spaces based on local need

Enhanced The library evaluates patron satisfaction with services on a regular basis.

Exemplary The library conducts outcome-based surveys on its services annually

4.2

Enhanced The library evaluates patron satisfaction with programs on a regular basis.

Exemplary The library conducts outcome-based surveys on its programs annually

5.0 Technology

Essential The library offers training or one-on-one assistance in online privacy and security issues.

Enhanced The library offers training or one-on-one assistance in multimedia applications (including photo, video, audio).

5.1

Exemplary The library offers access to photo editing software.

The library offers access to audio recording and editing software.

The library offers access to video recording and editing software.

The library offers access to web design software

5.2

Enhanced The library selects and organizes online guides and instructions for identifying, finding, and using online small business development resources.

Exemplary The library regularly organizes or hosts classes that help patrons learn to use small business development resources or provides one-on-one instruction as requested.

Enhanced The library selects and organizes online guides and instructions for identifying, finding, and using online government resources.

Exemplary The library regularly organizes or hosts classes for patrons on navigating online government resources or provides one-on-one instruction as requested.

Exemplary The library organizes or hosts a class for patrons on using or navigating online educational resources at least quarterly or provides one-on-one instruction as requested

Enhanced The library selects and organizes online guides and instructions for identifying and finding health and wellness resources.

Exemplary The library organizes or hosts a class for patrons on using or navigating online health and wellness resources at least quarterly or provides one-on-one instruction as requested.

Enhanced The library website is compliant with World Wide Web Consortium (W3C)13 disability accessibility standards as evidenced by the use of an online validation service.

Exemplary Staff members are provided with training at least annually for recognizing and serving patrons with disabilities.

5.3

Essential The library conducts an analysis of the social and economic conditions of the community to support decision-making related to technology.

The library assesses (via survey, focus group, forum, etc.) the community's technology needs at least once every two years.

Enhanced The library surveys patrons annually about public technology use and outcomes

Exemplary In languages other than English, the library assesses (via survey, focus group, forum, etc.) the community's technology needs at least once every two years.

The library assesses (via survey, focus group, forum, etc.) the community's technology needs for people with disabilities at least once every two years.

Enhanced The library partners with local organizations to offer technology training offsite.

Exemplary The library collaborates on grant or other funding opportunities with a community organization to maximize public access technology resources and services.

Enhanced Training resources and curricula are shared with other libraries or communitybased organizations.

Network management policies and practices are shared with other libraries or community-based organizations.

Exemplary The library has a collection of technology devices available for staff development and programming purposes.

Library has technology devices available for checkout by patrons.

5.4

Exemplary The library teaches and practices network and patron privacy protections.

The library evaluates and updates major technology at least every five years.

6.1

Exemplary The library has established and adopted a library partnership policy.

Essential The library collects statistics and conducts research such as customer surveys, community studies, citizen surveys, and other means appropriate to evaluate library services and resources.

Enhanced The library has created a communications procedures and protocols manual to respond to community crises or disasters, including plans with emergency agencies to leverage the library as a communications hub during and immediately after a disaster.

The library publishes an annual plan to communicate the library's brand, value, and impact on the community.

Exemplary The library employs a communications staff member

7.0 Facilities

Essential With input from the community, public perception of the library facility is regularly assessed.

Enhanced The library conducts an annual survey which assesses community satisfaction of the library facility.

Essential The entrance is clearly visible with identifying signage.

Signs in the community direct people to the library.

Library is sized and designed appropriately to the geographic and demographic population the library will serve.

Enhanced Usage statistics are maintained and compared to space allocations in order to plan library facilities to meet current needs of the community.

The library provides a convenient, well-lit, ADA-accessible materials return location during hours the library is closed.

The library provides a well-lit exterior with signage that clearly identifies the building from the street. The library maintains sufficient, well-lit parking located near or adjacent to the facility.

Exemplary Indoor material returns include fire mitigation features.

Lighting levels comply with standards issued by the Illuminating Engineering Society of North America¹⁵

7.3

Enhanced The library's long-range facilities plan is reviewed and analyzed every three years using community input and analysis.

Planning for capital improvement takes place on an ongoing basis.