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To: State Library Commission

From: Darlene Staffeldt, State Librarian

CC: Bob Cooper, Tracy Cook, Maggie Meredith, Suzanne Reymer

Date: March 18, 2010

Re: Administrative Rules Changes for Public Library Standards

The administrative rules contain three types of standards for our public libraries. The first in each category is the essential standards that are recommended and are required for all public libraries in order for them to receive their state aid monies. The second category is the enhanced standards which are recommended standards that may be a step up from essential standards. The third category is the excellent standards which again builds on the previous two levels. Both enhanced and excellent standards provide best practices for library services in Montana but are not required of all public libraries before they receive their state aid monies.

The three Statewide Technology Librarians reviewed the Administrative Rules for Public Library Standards and have suggested that the following changes be considered for an administrative rules process. The essential standards have been highlighted with a bold use of the "essential" wording.

I support their suggestions and ask that you authorize the administrative rules process, which includes a public hearing process for the following rules. I would like to move forward with this request at this time so that the rules can be change or not before July 1st, that way public libraries will have a full year to address the changes before their next certification for state aid. Public library are required to certify for state aid monies each June. These changes if adopted would not go into effect until July 1, 2010.

This is a small subset of the full public library standards and public library related administrative rules. If you want to review the full set of the standards and administrative rules, you can find them on our website at:

http://msl.mt.gov/For_Librarians/For_Public_Librarians/standards/adminrules.pdf

and at:

http://msl.mt.gov/For_Librarians/For_Public_Librarians/Library_Law/Laws_and_Rules/adminrules.asp

Substantive Rules – Public Library Development

10.102.1150A PUBLIC LIBRARY STANDARDS: GENERAL

(2) General **essential** standards for public libraries as follows:

<i>Current Rule</i>	(c) Monthly, or at least quarterly, library board meetings are held in an accessible location at times and a place convenient to the public and according to state laws on public meetings.
New Rule	(c) Monthly, or at least bimonthly, library board meetings are held in an accessible location at times and a place convenient to the public and according to state laws on public meetings.

Reasoning – We noticed that the essential standard was stricter than the enhanced standard that says boards will meet every other month. We don't want to advocate meeting for meetings sake, but we also felt that boards that met quarterly might not have enough time to accomplish all of their duties.

10.102.1150A PUBLIC LIBRARY STANDARDS: GENERAL

(3) General enhanced standards for public libraries are as follows:

<i>Current Rule</i>	(c) Library board meetings are held every other month.
New Rule	(c) Delete

Reasoning – 3 (c) would be redundant if you made the change mentioned above.

10.102.1150A PUBLIC LIBRARY STANDARDS: GENERAL

(4) General excellent standards for public libraries are as follows:

<i>Current Rule</i>	(d) Every three years, the board will review, evaluate, and compare its own governance structure with different governance structures for the library. This includes districting, county library systems, etc.
New Rule	(d) Every five years, the board will review, evaluate, and compare its own governance structure with different governance structures for the library. This includes districting, county library systems, etc.

Reasoning – Reviewing governing structures is a lot of work. We thought having to review the structure every three years might be excessive. Reviewing every 5 years matches trustee terms. In 5 years the board may have changed, warranting a new look at governing structures.

10.102.1150A PUBLIC LIBRARY STANDARDS: GENERAL

(4) General excellent standards for public libraries are as follows:

<i>Current Rule</i>	(f) does not exist
New Rule	(f) At least two trustees are certified by the state library

Reasoning – We wanted to recognize the new trustee track in the certification program as well as the libraries that participate.

10.102.1150C PUBLIC LIBRARY STANDARDS: PLANNING AND EVALUATION

(1) General **essential** standards for public libraries are as follows:

<i>Current Rule</i>	(b) The library must have a written mission statement.
New Rule	(b) Delete current standard

Reasoning – We question how valuable the mission statement is if the library does not have a strategic plan. We also wondered whether or not libraries were simply developing mission statements to meet this standard thereby creating something that doesn't have much meaning for their library.

10.102.1150D PUBLIC LIBRARY STANDARDS: FINANCE

(1) General **essential** standards for public libraries are as follows:

<i>Current Rule</i>	(d) The board and the director annually review the adequacy of insurance coverage for the collection and building, and update the coverage as necessary.
New Rule	(d) Every three years the board and the director review the adequacy of insurance coverage for the collection and building, and update the coverage as necessary.

Reasoning - We suspect that libraries are fairly stable in terms of the value of their building and collections, so we recommend a three year review. While it is a good idea for libraries to review their insurance coverage we wondered if they really need to review it every year.

10.102.1150E HUMAN RESOURCES STANDARDS: LIBRARY DIRECTOR

(1) General **essential** standards for public libraries are as follows:

<i>Current Rule</i>	(e) Libraries that serve less than 25,000 people employ a library director who is or will be within three years of hire certified by the state library.
New Rule	(e) All public library directors will be certified by the state library.

Reasoning – This reflects the changes approved for the certification program. If this standard is not changed then the certification program will have to be modified so that the two pieces are in agreement. See attached copy of this change as prepared for the official administrative rules notice process.

10.102.1150E HUMAN RESOURCES STANDARDS: LIBRARY DIRECTOR

(2) General enhanced standards for public libraries are as follows:

<i>Current Rule</i>	(d) The library director must join the State Library Association.
New Rule	(d) The library director joins the State Library Association

Reasoning – We recommend removing “must” in order to have the standard appear like other standards.

10.102.1150E HUMAN RESOURCES STANDARDS: LIBRARY DIRECTOR

(3) General excellent standards for public libraries are as follows:

<i>Current Rule</i>	(a) The library director provides a climate that encourages development of innovative programs and projects by providing at least three informal staff discussions about innovative programs or opportunities.
New Rule	(a) Delete

Reasoning – We do not see how we can measure this standard. The idea behind it is great, but due to the difficulty of measuring the standard we recommend deleting.

10.102.1150E HUMAN RESOURCES STANDARDS: LIBRARY DIRECTORY

(3) General excellent standards for public libraries are as follows:

<i>Current Rule</i>	(f) does not exist
New Rule	(f) The board pays for the library director to join the State Library Association.

Reasoning – We noticed that under the board standards libraries were encouraged to pay for trustees to join MLA, so we wanted to add the same thing under Library Director. For many small libraries this would be a small, but wonderful benefit that library boards could offer.

10.102.1150F HUMAN RESOURCES STANDARDS: GENERAL

(2) General enhanced standards for public libraries are as follows:

<i>Current Rule</i>	(e) does not exist
New Rule	(e) Staff receive in house training or are encouraged to attend workshops.

Reasoning – We wanted to encourage libraries to offer training for their staff, since it can help improve morale and library services.

10.102.1150G HUMAN RESOURCES STANDARDS: ACCESS

(2) General enhanced standards for public libraries are as follows:

<i>Current Rule</i>	(c) does not exist
New Rule	(c) Library has a website where users can access electronic resources.

Reasoning – We would like to encourage libraries to have websites, since so many customers now use the Internet.

10.102.1150H MATERIALS AND COLLECTIONS STANDARDS: COLLECTION DEVELOPMENT

(1) General **essential** standards for public libraries are as follows:

<i>Current Rule</i>	(a) The board adopts a collection management policy that it reviews every three years. The policy addresses the use of electronic resources. The library submits its collection development policy to the Montana State Library.
New Rule	(a) The board adopts a collection management policy that it reviews every three years. The policy addresses the use of electronic resources.

Reasoning – We removed submitting policies to the Montana State Library to reflect current practice. Those libraries that do want feedback on their policy can use the Collection Management Honor Roll as a vehicle for review and improvement or ask a consultant to review.

10.102.1150J PUBLIC LIBRARY STANDARDS: COLLECTION EVALUATION

(1) General **essential** standards for public libraries are as follows:

<i>Current Rule</i>	(a) The library's collection is continually evaluated based on the library's collection management policy. The entire collection is evaluated within each three-year period.
New Rule	(a) The library's collection is continually evaluated for additions and deletions based on the library's collection management policy.

Reasoning – We felt like it would be a hardship for libraries to give their entire collection a thorough evaluation every three years. We'd like to encourage libraries to continually evaluate their collection as they purchase new materials and weed which may be more doable.

10.102.1150K PUBLIC LIBRARY FACILITIES STANDARDS

(1) General **essential** standards for public libraries are as follows:

<i>Current Rule</i>	(b) The board and the director address any identified facility shortcomings in a building plan.
New Rule	(b) The board and the director identify and attempt to address facility shortcomings.

Reasoning – This has caused a lot of confusion and concern amongst librarians and boards who think they need architectural plans, etc. We believe the intent of the standard is to encourage library directors and boards to evaluate their facility. They do not necessarily need to create a building plan to do this.

10.102.1150L PUBLIC LIBRARY RELATIONS STANDARDS

(3) General excellent standards for public libraries are as follows:

<i>Current Rule</i>	(e) The library maintains an up-to-date webpage.
New Rule	(e) The library maintains an up-to-date website.

Reasoning – Website is a more accurate word to use, since it can be one webpage or multiple webpages.

10.102.1150M PUBLIC LIBRARY SERVICES STANDARDS

(1) General **essential** standards for public libraries are as follows:

<i>Current Rule</i>	(a) On an annual survey, library customers indicate that they have received courteous and helpful service from all library staff.
New Rule	(a) Every two years the library gathers feedback on library services from library users and non-users. The library can use a variety of methods, including but not limited to, surveys, focus groups, and community meetings.

Reasoning – We believe the intent of this standard was to analyze library services and that libraries can use a variety of methods to obtain this information. We also wondered if patrons might find annual surveys irritating and why the current standard doesn't mention non-users. We also believe many libraries struggle to develop a survey every year.

10.102.1157 ADDITIONAL RECOMMENDED LIBRARY STANDARDS

<i>Current Rule</i>	(3) A complete set of voluntary public library standards has been sent to all public libraries in a document labeled: Montana Public Library Standards, August 1999.
New Rule	Delete this standard

Reasoning – The full set of standards will be maintained at all times on the state library's website.

10.102.1157 ADDITIONAL RECOMMENDED LIBRARY STANDARDS

<i>Current Rule</i>	(4) Additionally, the full set of standards can be found on the state library's web page at: http://msl.state.mt.us/admin/libstandards.htm .
New Rule	(4) The full set of standards can be found on the state library's website.

Reasoning – See above.