

# STANDARDS FOR KANSAS PUBLIC LIBRARIES 2020-2024

## LIBRARY SERVICE LEVELS

Gateway	Fewer than 500 people
Linking	500 - 1,000 people
Service Center I	1,000 - 2,500 people
Service Center II	2,500 - 10,000 people
Major Service Center I	10,000 - 25,000 people
Major Service Center II	25,000 - 100,000 people
Major Resource Center	More than 100,000 people

These standards relate to levels of service and are not limited by population.  
Population ranges serve as a guideline only.

The Kansas Public Library Standards are intended to help libraries measure their current level of library service, and to help them improve programs, collections and information access. The standards are also meant to be used as a planning tool for future development in Kansas public libraries.

The Kansas Public Library Standards contain goals for libraries that reflect high, but reasonable and attainable, levels of library service, while recognizing the contributions that public libraries currently make to the lives of Kansas citizens and to the vitality of Kansas communities.

*The standards presented here were developed with normal operating conditions in mind. For guidance on library services during a pandemic, libraries should contact their regional library system.*

The Kansas Public Library Standards Committee:  
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## **LIBRARY SERVICE LEVELS**

The Kansas Public Library Standards identify library service levels corresponding to service populations. Population serves as a guideline only; libraries should strive to provide the highest service levels feasible in their communities, regardless of population. The standards are intended to apply to legally established libraries. At each level of service, the library should provide a sufficient number of personnel trained to meet the educational, recreational, and informational needs of the library's patrons and aligned with the services provided.

Gateway	Fewer than 500 people
Linking	500 - 1,000 people
Service Center I	1,000 - 2,500 people
Service Center II	2,500 - 10,000 people
Major Service Center I	10,000 - 25,000 people
Major Service Center II	25,000 - 100,000 people
Major Resource Center	More than 100,000 people

A GATEWAY Library provides an access point with trained personnel where users can be connected to information services meeting their personal and professional needs. Emphasis is placed on supplying recreational reading needs through current materials, public access to online information resources, and regional resources. It also provides direct access by library users to an online catalog of the library's collection.

A LINKING Library provides an access point with trained personnel where users can be linked to information services meeting their personal and professional needs. Linking Libraries provide increased hours of service, a stronger locally owned collection of current materials, and direct access by library users to an online catalog of the library's collection.

A SERVICE CENTER I Library provides substantially expanded hours of service including hours convenient to all members of the community, and popular, high interest resources to meet the educational, recreational and informational needs of community residents. Services are provided by a well-trained library staff with a high school diploma, at minimum. The library's collections should reflect broad subject coverage with materials in a variety of formats, including digital resources. The library provides a significant level of information technology, including direct remote access by library users to an online catalog of the library's collection.

A SERVICE CENTER II Library provides additional hours of service convenient to the public, including substantial evening and weekend hours, well-trained library staff with significant academic education, an enhanced level of information technology including direct remote access to an online library catalog, and popular, high interest resources to meet the educational, recreational and informational needs of community residents in an extended service area. A Service Center II Library's collections should reflect broad subject coverage, with materials in a variety of formats, including digital resources.

A MAJOR SERVICE CENTER I Library provides modern library resources, service programs, extensive hours of service, and a professionally trained library administrator and other staff to meet the educational, recreational and informational needs of the community and the surrounding county or multi-county area. A Major Service Center I Library should provide broad subject coverage of informational and popular materials in a variety of formats, including digital formats for persons of all ages, and a significant level of information technology, including direct remote access by library users to an online catalog of the library's collection and to regional and statewide resources.

A MAJOR SERVICE CENTER II Library provides extensive library resources, service programs, and a professionally trained library administrator and other staff to meet the educational, recreational and informational needs of the community and the surrounding county or multi-county area. The library provides professionally trained staff, expanded hours of service, and a more extensive array of technology-related services, including direct remote access by library users to an online catalog of the library's collection and to regional and statewide resources. A Major Service Center II should provide broad subject coverage of informational and popular materials in a variety of formats, including digital formats for persons of all ages.

A MAJOR RESOURCE CENTER LIBRARY is one of the principal libraries in Kansas, providing in-depth collections and services on a regional and statewide basis. A Major Resource Library has a professionally trained library administrator and extensive staff, and provides a broad range of services that are actively marketed to all segments of the community. The library has a broad array of technology services, including extensive public computing facilities, training programs, and direct remote access by library users to an online catalog of the library's collection and to regional and statewide resources. The library facility, which may include branch library locations, provides ample space for a strong library collection, especially digital resources, and for extensive public meeting and training spaces.

*Approved by State Library of Kansas Board, September 18, 2020*

**The following library standards should be reviewed periodically by the library board.**

**The yes/no columns are intended to give an easy visual method to assess the progress towards goals.**

**For all references to Kansas Statute, visit the Kansas Office of Revisor of Statutes at: <https://www.ksrevisor.org/ksa.html>**

## **Structure and Governance**

Yes No

- \_\_\_ \_\_\_ 1. The library is governed by an appointed or elected library board exercising the authorities provided in state statutes, including but not limited to maintaining the library board's legal status as a body corporate and politic with authority to adopt library policies and regulations; employ and set compensation of a librarian; accept and administer, and invest grants and gifts received; pay out funds collected for operation of the library, and other board authorities as provided in statutes.
- \_\_\_ \_\_\_ 2. The library board operates under appropriate budget and financial procedures:
- ✓ The treasurer of the board is bonded as required by KSA 12-1226.
  - ✓ Financial reports are provided to the board at each board meeting.
  - ✓ Statutory requirements for auditing of library accounts are followed.
  - ✓ Appropriate procedures for internal financial controls are implemented. Such procedures require that at least two persons examine and approve payments from library funds.
- \_\_\_ \_\_\_ 3. The library board employs a paid library director and delegates management of the library to the library director within the policies and budget approved by the library board.
- \_\_\_ \_\_\_ 4. The library board approves and implements a written personnel policy. Hiring rates or ranges and job descriptions are determined for all library staff. The library director implements and manages personnel policies and procedures.
- \_\_\_ \_\_\_ 5. Liability insurance for the library is maintained by the library board or the library's parent government body (city, township or county), and a copy of the current insurance policy is on file at the library.
- \_\_\_ \_\_\_ 6. Library financial records are maintained on file at the library and are available in accord with Kansas Open Records Act requirements.

Yes No

\_\_\_ \_\_\_ 7. The library board has adopted and has available written bylaws and policies on all of the following topics. Check below for the topics ~~that~~ for which the library board has approved policies:

- |   |                          |
|---|--------------------------|
| ___ Selection/Collection Management             | ___ Public Services      |
| ___ Building/ Meeting Room Use                  | ___ Intellectual Freedom |
| ___ Personnel                                   | ___ Budget and Finance   |
| ___ Confidentiality of Patron & Library Records | ___ Equipment Use        |
| ___ Gifts                                       | ___ Patron Behavior      |
| ___ Appropriate Use of Online Services          | ___ Capital Improvements |
| ___ Continuing Education                        | ___ Surplus Property     |
| ___ Emergency Preparedness/Disaster Recovery    | ___ Trustee Bylaws       |

\_\_\_ \_\_\_ 8. Copies of bylaws and policies are provided to every member of the library board, the library director, and the library staff. All library board members annually read and review bylaws and policies.

\_\_\_ \_\_\_ 9. The library board participates in at least one continuing education activity annually. This activity may be:

- ✓ Part of a regularly scheduled board meeting with materials and/or a presentation provided by the library system or other resource
- ✓ Attendance at continuing education activities provided by the library system and/or other continuing education providers
- ✓ Other continuing education activities, including viewing and discussion of online or recorded presentations

\_\_\_ \_\_\_ 10. New library trustees participate in an orientation upon appointment to the library board.

\_\_\_ \_\_\_ 11. A designated library representative or alternate attends the meetings of their regional library system board.

\_\_\_ \_\_\_ 12. The library provides a current membership in the Kansas Library Association and Kansas Library Trustee Association for all members of the library board.

## Planning, Marketing and Community Engagement

Yes No

- \_\_\_ \_\_\_ 13. The library board has a current written plan, updated at least every three years and developed with input from members of the broader community (not just library users) in addition to the library staff and library board. The plan includes all of the following steps. (Check all that have been completed):
- \_\_\_ Assessment of community demographics and needs
  - \_\_\_ Vision and/or mission statements
  - \_\_\_ Goals and objectives
  - \_\_\_ Action steps
  - \_\_\_ A process to monitor implementation of the plan

Assistance with library planning is available from the Regional Library Systems of Kansas.

- \_\_\_ \_\_\_ 14. The library board annually reviews the library plan.
- \_\_\_ \_\_\_ 15. The library evaluates the needs of their community and then offers services to meet those needs through community engagement, events, or programs that acquaint citizens with library services, staff and facilities. Examples include educational and cultural programs, small business resources, or homebound delivery.

## Library Funding and Budget

- \_\_\_ \_\_\_ 16. The library board annually reviews the types of funds used by the library before beginning budget preparation. These include the general tax fund, grants, donations, endowments, and various types of miscellaneous income. Libraries could also utilize a separate employee benefit tax fund and may create and use a legally established capital improvement fund. Contact your regional library system for resolution examples for creating employee benefits and capital improvement funds.
- \_\_\_ \_\_\_ 17. The library board, or a committee thereof, and director develop and present a budget to the library board for discussion and approval. An adequately funded public library meets the following funding levels:
- ✓ Salaries and Benefits – minimum 65% of total operating expenditures from all income sources, excluding capital fund expenditures
  - ✓ Materials and Resources target – 12% of total operating expenditures from all income sources, excluding capital fund expenditures
  - ✓ Technology – Variable see appendices B & C
  - ✓ Library Operations – Variable; including utilities, insurance, Internet, etc.

Yes No

- \_\_\_ \_\_\_ 18. The library board presents the approved budget to the local governing body. This budget should be reflected on the municipal budgets as a separate library fund rather than as a line item in the municipal budget. Municipal governments are charged with funding operational budgets created and recommended by local library boards (K.S.A. 12-1220).
- \_\_\_ \_\_\_ 19. The library board and library director review all portions of the local official budget related to the library, and copies are retained on file at the library to comply with the Kansas Open Records Act.
- \_\_\_ \_\_\_ 20. All checks issued by the library require two signatures – the president and the secretary of the library board. Any additional signatures are optional. The statutory basis for this is K.S.A. 10-803. See also K.S.A. 12-1226.
- \_\_\_ \_\_\_ 21. The library board treasurer and the library director develop a monthly financial statement for the library board. This monthly financial statement and all financial motions are included in the library board minutes. (K.S.A. 79-2927). The monthly financial statement includes:
- ✓ a list of current monthly expenditures
  - ✓ year-to-date, expenditure-to-budget comparison
  - ✓ a list of current monthly income
  - ✓ year-to-date income-to-budget comparison
- \_\_\_ \_\_\_ 22. The library board and library director comply with the audit requirements for the size of library budget. K.S.A. 75-1122 requires a library to have an audit performed by a licensed municipal accountant or certified public accountant when library "aggregate gross receipts" are in excess of \$500,000 or general obligation or revenue bonds are in excess of \$500,000. This statute applies to public libraries in cities of the first and second class and some 3rd class cities, townships and library districts. Library boards of libraries not required to have an annual audit must approve a GAAP waiver annually. An example of a GAAP waiver may be found here: <https://tinyurl.com/y9plfy9j>

### **Library Services and Resources**

- \_\_\_ \_\_\_ 23. The library is open each week, including some hours after 5:00 p.m. or hours on Saturday and/or Sunday. The hours appropriate for each level of service can be found in Appendix C. Library hours are scheduled to meet community needs.
- \_\_\_ \_\_\_ 24. The library participates directly in the statewide interlibrary loan system.
- \_\_\_ \_\_\_ 25. The library has a continuous weeding program. A minimum of 3% of the materials in the collection is withdrawn annually.

Yes No

\_\_\_ \_\_\_ 26. The library annually expends not less than 12% of its total operating expenditures from all income sources, excluding capital fund expenditures, on purchase of library materials or access to electronic content.

\_\_\_ \_\_\_ 27. The library annually adds items to its collection equal to but not less than 4% of the total collection.

\_\_\_ \_\_\_ 28. The library purchases access to electronic content as part of its collection. Content purchased should best address local community needs and might include eBooks, video, etc. Libraries are encouraged to participate in regional system and/or statewide electronic content cooperative arrangements in order to purchase such materials.

\_\_\_ \_\_\_ 29. The library provides materials and programming to children and youth as stated in the ‘Kansas Public Library Youth Services Guidelines’ which can be found in Appendix D.

### **Automation and Technology**

\_\_\_ \_\_\_ 30. The library has various types of communication available to patrons, including telephone and electronic communications.

\_\_\_ \_\_\_ 31. The library provides a wireless Internet access point 24/7.

\_\_\_ \_\_\_ 32. The library provides free public access to the number of computers appropriate for the library’s level of service, with an Internet connection with bandwidth sufficient to provide high-speed Internet access. Required bandwidth should be sufficient to meet community needs but in no circumstances less than the minimum level of bandwidth for the library’s level of service in Appendix B of these standards.

\_\_\_ \_\_\_ 33. The library has an integrated library automation system that at a minimum provides circulation control and online public access catalog (OPAC) functions, with patron remote Internet access to the OPAC. The system must be able to import and export records in full US MARC format and meet standards for interoperability with the statewide resource sharing network. Those standards include z39.50 server and client compatibility, and NCIP and/or SIP2 patron authentication compatibility.

\_\_\_ \_\_\_ 34. The library has an Internet web page and/or social media site that is actively maintained and that contains current information about library services and programs.



Yes No

\_\_\_ \_\_\_ 35. The library has a current technology plan including a 3-to-5-year computer replacement schedule and planning for new technologies.

\_\_\_ \_\_\_ 36. The library provides assistance and training for community members on the use of library computer applications and the Internet.

### **Library Personnel**

\_\_\_ \_\_\_ 37. The library employs sufficient staff to meet service needs. That staff includes a paid library director. Appendix C provides the minimum hours of paid staffing by library service level. At least 2 hours per week is paid time for the library director for administrative duties.

\_\_\_ \_\_\_ 38. Library personnel pursue an ongoing program of continuing education activities, including technology training.

The library pays registration, salary and travel expenses for attendance to approved continuing education activities. The library board provides appropriate incentives and recognition for completion of approved continuing education goals.

\_\_\_ \_\_\_ 39. The library maintains and pays for a personal membership for the library director in the Kansas Library Association.

\_\_\_ \_\_\_ 40. The library director has completed a state and/or system approved program of library training after appointment.

\_\_\_ \_\_\_ 41. All employees are paid no less than the minimum wage as required in the Fair Labor Standards Act, and other provisions of the FLSA are complied with. Employees are paid for all hours worked; failure to do so is a violation of federal law and may result in fines.

\_\_\_ \_\_\_ 42. The library expends a minimum of 65% of its annual budget for library personnel compensation. Compensation includes salaries and wages, as well as employee benefits that will include Social Security and Medicare, and may include KPERS or other retirement programs, medical, dental, life, disability, worker's compensation insurance, Kansas unemployment compensation, and other employee benefits.

Yes No

\_\_\_ \_\_\_ 43. The starting salary for the library director is at or above the minimum salary level identified for the appropriate service level and educational background. Minimum salary rates are provided as Appendix A of these standards. Library boards should consider the following factors:

- ✓ These are entry level salaries; library boards are urged to consider prior experience, education, and skills in setting actual salaries.
- ✓ In applying these rates to current library directors, library boards should also consider the library director's length of service and performance.

\_\_\_ \_\_\_ 44. The library board annually conducts a written evaluation of the library director's performance.

\_\_\_ \_\_\_ 45. An annual salary increase is provided to the library director, subject to the annual performance evaluation. Factors that library boards are encouraged to consider in setting salary increases include but are not limited to:

- ✓ The quality of the library director's performance
- ✓ Success in meeting goals established by the library board
- ✓ The library director's length of service in the position
- ✓ Attainment of major continuing education goals and accomplishments
- ✓ Increases in the cost of living

\_\_\_ \_\_\_ 46. The library director or appropriate administrative staff annually conducts a written evaluation of the performance of all other library employees. The library director annually recommends to the library board salary increases for other library employees.

### **Physical Facilities**

\_\_\_ \_\_\_ 47. Librarians immediately order building repairs when needed. Every two years, the librarian, a board member and city representative conduct a maintenance review of the library building. A maintenance checklist is on the Regional Library Systems' Website. (needs a link) Repairs should be completed within 3 months of the review. If the local government (city, township or county) provides building maintenance services, the library informs local government of maintenance needs.

Yes No

\_\_\_ \_\_\_ 48. The librarian and board periodically (i.e., every 3 to 5 years) compare the community's current and future needs with the current building to determine needs for refreshing or renovating of the current building or construction of a new building. This exercise is useful even when the money for renovation or construction is not currently available. When planning for renovation or construction, the library utilizes the advice of a professional architect and provides adequate space for future library services and staff. Contact the State Library of Kansas or your regional library system for more information.

\_\_\_ \_\_\_ 49. A significant expansion of the library building should include a meeting room, if the library does not already have one.

\_\_\_ \_\_\_ 50. The library facility, if constructed or renovated after January 1, 2002, meets the requirements of the Americans with Disabilities Act (ADA) and the Public Library Standards for Kansas.

## Appendix A

### Base Library Director Salary Ranges

These are minimum entry level compensation rates; library boards are urged to consider prior experience, education, and skills in setting actual starting salaries. In applying these rates to current library directors, library boards should also consider the library director's length of service and performance.

It is important for library boards to also consider compensation rates of local municipal positions. How does the library director position compare to municipal positions with similar work expectations?

### Entry Level Minimum Salaries \*

Service Level	Minimum Entry Level Pay Rate	State or System Training	State or System Training And Bachelor's Degree	State or System Training And Master's in Library Science (MLS)
Gateway Library	\$9.50	\$10.50	\$12.00	
Linking Library	\$12.00	\$13.50	\$15.00	
Service Center I	\$14.00	\$15.50	\$18.00	
Service Center II	\$15.00	\$17.00	\$18.50	\$20.00 (\$41,600/year)
Major Service Center I				\$22.50 (\$46,800/year)
Major Service Center II				\$30.00 (\$62,400/year)

Entry level salaries for library directors in categories not specified in this guide should be at levels appropriate to their responsibilities and qualifications.

\* Formulation of entry level minimum salary recommendations considered the Kansas Public Library Salary Survey data -- <https://kslib.info/1131/Statistical-Data-Reports>. The figures listed here apply to 2020; library boards may wish to consider cost-of-living adjustments (COLA) in subsequent years.

## Appendix B

### Recommended Internet Bandwidth

Internet Computers	Minimum*	Short Range Optimum
1-5	10	25
6-10	15	30
11-15	20	45
16-25	35	60
26-40	45	80
41-55	60	100
56-100	75	150
101-150	150	300
151-200	200	350
>200	250	400

\* Minimum Download Speeds in Megabytes per Second (Mbps)

- ✓ Upload speeds should be a minimum of 9 Mbps.
- ✓ There is a strong correlation between the number of Internet computers in a library and that library's size, population served and staff. The number of computers is used here as a simplified proxy for those factors.
- ✓ While the speed that is advertised is often not the speed that is seen at the library, it should be reasonably close. You can check your actual speed by going to [www.speedof.me](http://www.speedof.me) to find out exactly what bandwidth you are seeing in real conditions in your library. If that speed is several Mbps less than what you are paying for, work with your ISP to get it closer to advertised speed.
- ✓ Libraries, as community institutions which foster entrepreneurship, must include upstream bandwidth in their planning to promote the creation, as well as the consumption, of information. The National Broadband Initiative suggests a minimum speed for libraries.

## Appendix C

### Chart of Library Standards by Service Level

Standards Category	Gateway Library	Linking Library	Service Center I	Service Center II	Major Service Center I	Major Service Center II	Major Resource Center
Population	<500	500-1,000	1,000-2,500	2,500–10,000	10,000-25,000	25,000-100,000	>100,000
Total Hours Open	12-16	18-30	32-50	45-60	55-65	55-65	Varies. Consult with your regional library system.
Hours after 5 p.m.	Some Combination				At least 5 hours per week		
Weekend hours					At least 4 hours Sat. or Sun.		
Director paid 2 hrs/wk for Administrative Duties	YES	YES	YES	YES	YES	YES	
Public computers or laptops (minimum #)	3	4	6	8	12	18	
Internet Bandwidth (minimum megabits per second)	10 mbps	10 mbps	15 mbps	15 mbps	20 mbps	35 mbps	
Wireless Internet 24/7	YES	YES	YES	YES	YES	YES	
Automation (ILS/OPAC)	YES	YES	YES	YES	YES	YES	
KLA Membership	YES	YES	YES	YES	YES	YES	
ALA or Other Memberships					YES	YES	
Paid Staff Hours	16	20	34	80	150	400	
Education of Director	State-wide and/or System Training	State-wide and/or System Training	State-wide and/or System Training	Bachelors and Statewide and/or System Training	MLS and Statewide and/or System Training	MLS and Statewide and/or System Training	
Education of Other Staff						MLS	
Meeting Room(s)	YES	YES	YES	YES	YES	YES	
Technology Staff (minimum)				YES	5 FTE	10 FTE	
Computer Classes	YES	YES	YES	YES	YES	YES	

## **Appendix D**

### **KANSAS PUBLIC LIBRARY YOUTH SERVICES GUIDELINES**

# KANSAS PUBLIC LIBRARY YOUTH SERVICES GUIDELINES

State Library of Kansas  
Capitol Building  
300 SW 10th Avenue  
Topeka, KS 66612-1593

Reviewed and updated July 31, 2019. Approved by the  
State Library Advisory Commission, June 8, 2001.

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## Vision Statement

Youth will experience a sense of joy and wonder by  
exploring the world through their library.

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## Mission Statement

Libraries will provide dynamic and creative approaches to  
serving youth, families and communities in a welcoming and  
accepting atmosphere.



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## **INTRODUCTION**

As librarians, whether living in urban or rural communities, we recognize and value children and young adults and actively advocate library services to youth in our libraries, communities, and state. In public libraries children's needs are considered to be of equal value to those of adults. These guidelines underscore the importance of recognizing the library's commitment to serve youth.

Youth services librarianship is a noble and brave undertaking. We are often the child's first teacher. We have an important role in children's cognitive growth and educating family members on the importance of literacy. We unlock the doors to a lifelong love of reading, books, and learning.

The vision and mission statements of this document can serve as goals for those who work with and support library services to children and young adults.

These guidelines divide services to youth into eight categories:

1. Administration (subdivided into Planning and Evaluation, Funding, and Staffing)
2. Facilities
3. Collections
4. Reference and Readers' Advisory Services
5. Technology resources
6. Programming
7. Community Partnerships and Outreach
8. Public Relations

Each of these sections begins with a definition of that aspect of library service for youth. The definitions and accompanying checklists provide a working description of library services that will guide libraries in serving youth. The checklists can be used by librarians to evaluate their progress toward providing excellent youth services, and to note ideas for possible service development. While each section of this document is complete within itself, it is recommended that the entire document be reviewed, as service areas are interconnected.

These guidelines serve as a tool for libraries and youth services personnel to evaluate where service levels are now and where they may be in the future. Library staff, library boards, and governing bodies need a total vision of library service to youth so that they may understand the need for providing those services. Therefore, it is important to keep in mind the mission and goals of each individual library as these guidelines are used. Library directors may use these guidelines as a tool for working with staff in developing a long-range plan for youth services. Library boards and library friends groups may use these guidelines to advocate for library services to youth in their communities, especially to governing bodies or funding sources. Continuing education, library workshops, and conference topics are also addressed within these guidelines.

The goal of these guidelines is to enhance library service for youth throughout Kansas, leading to better lives for children and their families. The guidelines are designed to complement the myriad visions and missions developed by Kansas libraries and their communities.

## Notes:

Throughout this document, the term “youth” is used to include children and young adults. Youth services are intended for children and young adults and for people who work with youth, such as parents, family members, educators, and child care providers. While individual libraries may define the age range for “youth” differently, many libraries consider children and youth to be individuals ages birth through 17 years.

It is recognized that larger libraries have staff members who work specifically in youth services. Smaller libraries may have one or more librarians who work in all areas of their library. These guidelines may be applied to public libraries of all sizes. The guidelines refer throughout to “staff or volunteers working with youth.”

Libraries are urged to consult with the State Library of Kansas and their Regional Library System as they use these guidelines to develop and enhance youth services.

These guidelines are based on Youth Services Guidelines, Oregon Library Association, 1998.

These guidelines were prepared by the Children and Youth Services Guidelines Committee and approved by the State Library Advisory Commission in 2001.

### Committee Members:

Marquita Boehnke, Children’s Consultant, Central Kansas Library System

Bruce Flanders, Director, Lawrence Public Library (Chair)

Jean Hatfield, Program Services Manager, Johnson County Library

Barbara Stransky, Library Services Coordinator, Northeast Kansas Library System

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### State Library Liaison

Shannon Roy, Director of Library Development, State Library of Kansas

*[2004 Update information has been eliminated]*

*[2011 Update information has been eliminated]*

*[2016 Update information has been eliminated]*

### *Reviewed and updated July 2019 by*

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## **ADMINISTRATION**

### *Planning and Evaluation*

Planning is an ongoing process in which staff and Library Board members gather and analyze information pertinent to their community in order to assess needs and determine necessary services. Planning includes setting priorities and determining goals and measurable objectives.

Staff or volunteers working with youth are actively involved in developing the long-range and short-term plans that define overall goals and objectives for the library. With these goals and objectives in mind, written plans for youth services specify desired accomplishments, set priorities, and include activities that reflect those priorities. These written plans will evolve and change as the community changes.

Evaluation is a systematic, ongoing assessment of the community's response to library services and programs. Evaluation methods vary and may include recording program attendance, conducting formal and informal interviews and surveys, and gathering materials usage data, community demographics, and anecdotal information.

### **Checklist: Administration – Planning and Evaluation**

*(System Consultants provide consulting and training in youth services.)*

- An ongoing analysis of community needs is carried out in regards to youth services. Services are prioritized based on this analysis.
- Staff or volunteers working with youth are involved in developing the library's strategic plan.
- Written youth services goals, objectives, and strategies parallel the directions set for the library as a whole in its strategic plan.
- Youth services goals and objectives are reviewed with staff and volunteers and updated regularly. The specific needs and interests of infants, toddlers, preschool age, elementary school age and teens of middle school and high school age are considered.
- Staff or volunteers working with youth collect and report statistics and information required by the local library, the library system, the municipal governing body, and the State Library of Kansas.
- Staff or volunteers working with youth evaluate programming, services and collections on an ongoing basis.
- Staff or volunteers working with youth keep the director, library trustees, and other staff apprised of local and national trends that may have budget or program implications or affect community use of the library.
- Staff or volunteers working with youth participate in local planning for library services to youth.

## *Funding*

In addition to being responsible for the allocation and expenditure of funds for materials and programming, staff or volunteers working with youth will collect data and prepare reports on materials usage and program participation. This information may be used as a tool to influence the allocation of the library's revenues. Expenditure of funds will be in keeping with a community needs assessment and collection development plan, based on the overall mission and goals of the library. All youth services fund-raising efforts are coordinated with the library as a whole and support the objectives in the library's plan. Grant writing is an important skill in obtaining private and public funds for the library and for implementing youth services programs and activities. These gifts and grants do not take the place of local tax support for library services but supplement local revenues.

### **Checklist: Administration – Funding**

- ❑ The library allocates funding/budgets money for youth services based on usage statistics, local demand, and the library's strategic plan.
- ❑ The library adequately funds purchase of materials for youth based on:
  - The size of the youth population in the service area
  - The need to maintain a current collection
  - The need to correct deficiencies in the youth collection
  - The need to develop and maintain special collections
  - The need to identify and reach underserved youth populations
- ❑ The library provides adequate funds to replace lost, worn, outdated, and damaged materials, and to purchase additional copies as needed.
- ❑ Accurate and current data on usage and needs is gathered and reports are prepared as necessary in order to affect youth services budget allocation discussions.
- ❑ Youth services programming is supported by a separate line item in the library's budget.
- ❑ Gifts and grants for youth services programs and activities supplement but not replace the library's budget allocated for youth services.

## *Staffing*

Library administration is responsible for developing and maintaining a staff who is committed to providing equal, high-quality service to users of all ages including children and young adults. Administration supports and encourages continuing education and training, mentoring, community networking, and staff involvement in professional organizations on local, statewide, regional, and national levels.

### **Checklist: Administration – Staffing**

- ❑ In its policies and procedures related to recruitment and hiring, the library seeks people with an affinity for working with children, enthusiasm, a willingness to learn, and who demonstrate interpersonal skills when serving youth, family members, educators, and community.
- ❑ Staff or volunteers working with youth receive salaries and benefits commensurate with other library employees and other positions that require similar knowledge, skills, and abilities, and that recognize the unique knowledge, skills, and abilities necessary to effectively interact with children.
- ❑ Staff or volunteers working with youth have clear, written position descriptions and annual evaluations.
- ❑ The library annually provides continuing education opportunities for each employee in youth services. Opportunities for continuing education may be provided by regional/urban library systems, the Kansas Library Association, Kansas Association of School Librarians, State Library of Kansas, city or county government, higher education, local library in-service, etc. This training may include:
  - Evaluation techniques
  - Management skills, including needs assessment, planning, and budgeting
  - Age-appropriate reference interview and readers' advisory techniques
  - Children's and young adult literature and resources
  - Child and adolescent development, and developmentally appropriate practices
  - Instructional techniques, learning styles, and learning differences
  - Collection development
  - Social issues affecting children and adolescents
  - Programming skills
  - Intellectual freedom
  - Emergency procedures
  - Collaboration and networking
  - Grant writing techniques
  - Emerging technologies

**Checklist: Administration – Staffing (continued)**

- ❑ The library financially supports continuing education, conference attendance, and professional opportunities for staff or volunteers working with youth, including paid work time and travel costs for attendance.
- ❑ Library staff not assigned to youth services annually participate in continuing education about the unique service needs of children and adolescents.

## **FACILITIES**

The youth services area should be a comfortable, convenient, enjoyable environment with an inviting appearance. It should include access to a quiet study area and a program area. Flexible furnishings should provide ample table space and sufficient seating. Appropriate storage capacity and adequate display spaces are also necessary. Youth service areas should provide size-appropriate accommodations, and furnishings that promote library services. For example, picture book shelves should be shorter to allow for easy browsing by younger children, and display shelving should be arranged for some face-out display of books.

Visibility, safety, and ease of supervision are important considerations in the design and furnishing of youth services areas.

### **Checklist: Facilities**

- The library is a friendly, welcoming public facility for youth.
- The library has a specific area for youth services.
- Youth service areas comply with the Americans with Disabilities Act.
- Adequate space for housing and displaying the youth collection exists.
- The youth programming area is equipped with:
  - Shelving
  - Adequate furniture and equipment for a variety of activities
  - Storage
  - Sufficient electrical outlets
  - Adequate, flexible lighting
  - Floor surface chosen to reflect room use
  - Infrastructure in place to meet technology demands
  - Adequate heating and cooling
  - Soundproofing as needed for good acoustics
  - Clocks
  - Drinking fountains
  - Seating for children and adults
  - Access to appropriately furnished areas for mothers who are nursing



## Checklist: Facilities (continued)

- ❑ When space is available, the following special facility components should be considered:
  - Age-appropriate rest room fixtures and drinking fountains
  - A diaper changing station in all restrooms
  - Age- and size-appropriate furnishings
  - Shelving for the storage and display of non-traditional materials, such as toys, games, multi-media materials and other special collections
  - Service desk
  - Computer work areas
  - Reading tables
  - Study areas
  
- ❑ Safety is a paramount concern with any youth-serving area, as shown by:
  - Child-proof electrical outlets
  - Sturdy, secured shelving and storage
  - Well-maintained, visible entrances and exits
  - All areas as visible as possible from staff areas and youth services desk
  - Stairways, balconies, railings designed for children
  - Manageable doors
  - Safety glass
  - Rounded edges, soft furniture
  
- ❑ The youth services areas are designed to adapt to the demands of changing technology.
  
- ❑ The library includes an area for displays of interest to youth.
  
- ❑ The library includes appropriate directional signs and instructions for the use of the youth services collections, catalogs, and other services.
  - Signage is simple, concise, highly visible, and easily maintained.
  - Signage is consistent in color, font, and size.
  - Signage complies with Americans with Disabilities Act guidelines.
  - Signage indicates service areas and collection features.
  - Signage for non-English special collections are in the language of that collection.
  
- ❑ The library includes an adequate non-public work area and storage space for youth services staff.
  
- ❑ A specific area for young adults, and young adult services, separate from and typically not adjacent to the children's room, is included in the library.

## **COLLECTIONS**

As the basis of a youth services collection, the library provides a wide range of materials for use by and with youth. It serves current as well as anticipated needs and reflects a diverse and multicultural society. A variety of formats, including print, audiovisual, and digital, are present in collections for youth to help meet their educational, informational, and recreational needs. Selection, evaluation, maintenance, and organization of materials are all combined to offer a dynamic and diverse collection in a wide range of learning levels, and continually developed and maintained through ongoing planning and evaluation.

Staff or volunteers working with youth recognize the rights of children and young adults to free and unrestricted access to information and materials by the adoption of ALA's Bill of Rights and the Freedom to Read Statement. They advocate the rights of youth to library resources and services through written policies, everyday procedures, and staff training.

### **Checklist: Collections**

- ❑ The library has a regularly reviewed and approved written collection policy for youth print, non-print collections, and age appropriate access to electronic information based on the library mission and goals.
- ❑ Staff or volunteers working with youth have responsibility for input into the development of the youth services collection.
- ❑ The collection policy covers:
  - Materials selection
  - Collection evaluation
  - Retention, replacement, and withdrawal of materials
  - Access for youth to materials in a variety of formats
  - Policies, procedures and relevant forms used in handling complaints about library materials
  - Handling of gifted materials
- ❑ All youth materials are evaluated on a regular basis for retention, replacement, or withdrawal based on accuracy, timeliness, condition, popularity, and usefulness.
- ❑ The library's youth collection:
  - Includes print, audiovisual, and digital formats
  - May include non-traditional materials, such as toys, games, puzzles, etc.
  - Represents diverse points of view and interests
  - Meets and anticipates community needs
  - Includes current information
- ❑ The library adequately funds purchase of materials for youth based on:
  - The size of the youth population in the service area
  - The need to maintain a current collection
  - The need to correct youth collection weaknesses
  - The need to develop and maintain special collections including bilingual or non-English language.

### **Checklist: Collections (continued)**

- ❑ The library provides adequate funds to replace lost, damaged, worn, and outdated materials.
- ❑ Library staff seek input about selection from the community, especially youth in the community.
- ❑ Library staff use standard and alternative review and bibliographic sources for selection.
- ❑ Collection development is enhanced through cooperation and communication with schools and community organizations and agencies.
- ❑ Staff or volunteers working with youth extend awareness of collections and materials through outreach services.
- ❑ Staff or volunteers working with youth regularly evaluate the collection.

## **REFERENCE AND READERS' ADVISORY SERVICES**

Library staff provide information services to all youth requesting assistance in the areas of reference services, reader's advisory services, and library skills instruction. All staff members should recognize their obligation to meet the needs of youth.

The library provides resources and assistance for educational, informational, and recreational needs and requests. The library is a source for education of all youth, laying a foundation for lifelong learning. The library serves an increasingly diverse citizenry, contacting and maintaining liaisons with the many groups composing the local community. Strong liaisons with local educators are a priority.

### **Checklist: Reference and Readers' Advisory Services**

- Youth have access to respectful, unbiased, trained, knowledgeable staff.
- Youth have access to library information resources and services, according to written library policies.
- Information services are effectively provided to:
  - Children ages birth to school entry
  - Child care providers
  - Primary- and elementary-aged youth
  - Middle-school- and high-school-aged youth
  - Children with special needs
  - Parents, family members, teachers, and caregivers
  - Home-schooled youth and their families
  - Youth and families for whom English is a second language
- Trained staff use reference-interviewing skills that are appropriate to the age and development level of the patron.
- Reference resources for youth are age and grade appropriate.
- Reference resources for youth are current and reviewed annually.
- Materials are available to support information needs in a variety of formats.
- Information on community resources and services for families and youth is available and up-to-date.
- Access to the Internet is provided, according to written and displayed Internet policies.
- Computer stations with developmentally appropriate educational and recreational resources are available for use within the library.
- Readers' advisory services are provided by trained staff during all hours the library is open.

### **Checklist: Reference and Readers' Advisory Services (continued)**

- Access to current bibliographies on a variety of subjects is available.
- Access to high-quality online resources on a variety of subjects is available.
- Readers' advisory service is offered to youth to promote reading for fun and information.
- Readers' advisory service is offered to adults to promote the use of quality materials with youth.
- Library skills instruction for library resources is available to youth.
- Group tours and classes on the use of library resources are promoted.
- Individual instruction and assistance on the use of library resources is available for youth, parents, family members, educators, child care providers, and other adults who work with youth to keep them informed of library resources and facilities available to children and teens.
- The library catalog is available and conveniently located for use by youth.
- Book displays, bulletin boards, and other promotional graphics are developed and maintained on a regular and frequent basis for the youth services areas.
- Recommended reading lists, bookmarks, or flyers are available in print or digital format in youth services areas.

## **TECHNOLOGY RESOURCES**

Technology resources are invaluable tools in serving the youth who use our libraries. In order for youth to obtain the greatest benefit possible, staff or volunteers working with youth are proactive in making technology resources available. A youth services perspective in planning for and selecting technology resources is important.

Staff or volunteers working with youth select technology resources for youth following collection development criteria and ensure access to technology resources in keeping with the library's materials access policies. Staff or volunteers working with youth know and understand their library's policies and procedures regarding access to technology resources.

### **Checklist: Technology Resources**

- ❑ Staff or volunteers working with youth participate in planning for technology including:
  - Designing facilities to adapt to the demands of changing technology
  - Providing input into budget allocation in keeping with the library's mission
  - Selecting and replacing hardware and software
  - Creating policy for youth consistent with the library policies as a whole
  - Maintaining awareness of current/pending laws affecting technology access
  
- ❑ Staff or volunteers working with youth participate in the planning and development of the library's technology resources, including:
  - The online catalog
  - Internet access for staff members and patrons
  - Reference and circulation technologies
  - Subscription databases
  - Technology resources for patrons for whom English is a second language
  - Adaptive technology
  - E-content
  
- ❑ Staff or volunteers working with youth are familiar with and provide access or referrals to community agencies that offer information in digital format for youth, their parents, family members, educators, and caregivers, including:
  - Schools
  - Municipal agencies
  - County agencies
  - State agencies
  - Private agencies

### **Checklist: Technology Resources (continued)**

- ❑ Staff or volunteers working with youth participate in ongoing training in the library's technology resources, including:
  - Newly acquired resources
  - Updates or refreshers for established resources
  - Updates on digital resource developments
  - Workshops provided by the State Library of Kansas and regional/urban library systems
  
- ❑ Staff or volunteers working with youth participate in planning and carrying out instruction to the public in the legal use of technology resources in the library.
  
- ❑ Technical support is available through local support or system consultants to keep all technology resources operational.

## **PROGRAMMING**

Programming for youth is an essential part of library service and is designed to help fulfill the informational, recreational, cultural, and educational needs of youth, their families, and those who work with them. Year-round programming contributes to the visibility of the library, enhances community support, promotes life-long learning, and increases circulation and library use. Programming should reflect community needs and available resources.

### **Checklist: Programming**

- Youth services library programs are free of charge.
- Reasonable accommodations are available upon request to enable persons with special needs to participate in programs.
- The availability of accommodations for persons with special needs is noted in program announcements.
- Based on community needs, the library provides developmentally-appropriate programming such as story times, summer reading programs, infant and toddler programs, young adult programs, family programs, other reading incentives, class visits, tours, visits to schools, and special events.
- Staff or volunteers working with youth design, promote, execute, and evaluate programs for youth of all ages, based on their developmental needs and interests, and the goals of the library.
- Library youth programs are regularly evaluated for changes and improvement.
- Youth services programs are supported by a separate line item in the budget.
- The library provides access to an area that can be used to conduct youth programming.
- The library promotes and markets its programs through various means to reach community members.
- Scheduling of programs reflects the variety of lifestyles in the community and the developmental needs of different youth age groups.
- The library works cooperatively with local agencies and organizations to provide programming for youth outside of the library setting as outreach opportunities.
- Family programming facilitates the inclusion and engagement of a significant adult in a child's life.



## **COMMUNITY PARTNERSHIPS AND OUTREACH**

Partnerships between libraries and community agencies serving youth are essential. Development of cooperative relationships between community organizations and libraries provide a broader base of service to youth.

Outreach services provide an extension of library services outside the confines of the library building. These outreach services may address special needs and attract new users. The following types of outreach services may result from partnerships: cooperative collection development projects, wider circulation of bibliographies on specific issues, sharing of and access to electronic information and technology resources, promotion of literacy, training of people who work with youth in the use of library resources, book talks and storytelling in schools and child care centers, and in-house and off-site programming to meet special needs. Strong liaisons with local educators are a priority.

Youth services should be targeted to all individuals in the community, including those who are not traditionally library users, and those who are not able to come to the library independently.

### **Checklist: Community Partnerships and Outreach**

- Active partnerships between the library and community youth-serving agencies are in place.
- Community needs are assessed on an ongoing basis.
- Staff or volunteers working with youth are provided time to implement community partnerships and outreach.
- Alliances and goals are developed with:
  - The early child care and education community
  - Schools and community agencies that serve elementary-age children
  - Schools and community agencies that serve young adults
  - Parents, family members, schools, and community agencies that serve youth with special needs
  - Agencies serving at-risk and disadvantaged youth
  - Juvenile correction facilities
  - Local school media staff and teachers
  - Home school families
- Staff or volunteers working with youth participate in the evaluation of its partnership and outreach activities.
- The library cooperates with other community service agencies to seek funding for projects that benefit youth.
- The use of bookmobiles and deposit collections to provide outreach service.

## **PUBLIC RELATIONS**

A library's public relations efforts build awareness of library resources and services, and youth services can positively influence both internal and external public relations. Youth services public relations may include multimodal communications to advertise, promote, market, create awareness, and advocate for youth services, programming, collections and facilities. Internally, youth services staff contribute to positive public relations by keeping library staff current on youth services information. Youth services staff also participate in event planning for the library calendar. Positive internal public relations by youth services staff engenders a welcoming environment for youth greeted by all library staff.

On a larger scale, external public relations can reach diverse segments of the community. Media can assist in reaching underserved and nonusers while thoughtfully produced brochures, posters and social media may reach similar, targeted audiences. It will benefit youth services staff to be familiar with community constituents, such as political office holders, school faculty, school administrators, social service agencies, municipal departments, non-profit organizations and media personnel.

### **Checklist: Public Relations**

- Staff or volunteers working with youth recognize that friendly, knowledgeable, and welcoming service is an important aspect of public relations
- Staff or volunteers working with youth provide consistent internal communications.
- Staff or volunteers working with youth contribute to the library calendar of events.
- Staff or volunteers working with youth are aware of various public service methods.
- Staff or volunteers working with youth develop and implement marketing strategies to reach nonusers, underserved and target groups.
- Staff or volunteers working with youth participate in external public awareness efforts with schools, community organizations, businesses, public officials, and the media.
- Staff or volunteers working with youth participate in evaluations of public relations services.
- Staff or volunteers working with youth maintain contacts with the media.