2016 STANDARDS FOR KANSAS PUBLIC LIBRARIES

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. The population serves 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 2016 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.

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 Library 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.

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. 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 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 an extensive professionally trained 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, _____

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 toward the goal.

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.

___ ___   7. The library board has adopted and has available written bylaws and policies on all of the following. Check those 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 Library Records   ___Equipment Use
___Gifts   ___Patron Behavior
___Appropriate Use of Online Services   ___Capital Improvements
___Continuing Education   ___Surplus Property
___ Emergency Preparedness/Disaster Recovery ___Trustee Bylaws

Yes No

___ ___ 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 and pays for 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

___ ___ 13. The library board has a current written plan, updated at least every three years and developed with input from members of the community 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

Yes No

___ ___ 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. Detailed information and sample resolution wording for creation of an employee benefit fund can be found at {link to be added}.   Detailed information and a sample resolution for creation of a capital improvement fund can be found at {link to be added}.

___ ___ 17. The library director develops and presents 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

___ ___ 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 (K.S.A. 12-1226). More detailed information on facsimile signatures can be found at {link to be added}.

___ ___ 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

Yes No

___ ___ 22. The library board and library director comply with the audit requirements for their 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. Frequently asked questions of the Municipal Services Office can be fiound [here](#).

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 on 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.

___ ___ 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 at the Regional Systems Website at {link to be added}.

Automation and Technology

Yes No

___ ___   30. The library has a telephone, telephone answering machine or service, and provides public FAX or scanning service.

___ ___   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 meets 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.

___ ___   35. The library has a current technology plan including a 3 – 5 year computer replacement schedule and planning for new technologies.

___ ___   36. The library provides assistance and training for community members on 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 as discussed in the WebJunction Core Competencies Resource Page http://is.gd/SdhWFK. The library pays registration, salary and travel expenses for attendance at approved continuing education activities. The library board provides appropriate monetary or other incentives and recognition for completion of approved continuing education goals.

Yes No

___ ___ 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, workers compensation insurance, Kansas unemployment compensation, and other employee benefits.

___ ___ 43. The base (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. 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.

___   48. The librarian and board periodically, i.e., every 3 to 5 years, compare community's current and future needs with the current building to determine needs for refreshing or renovation 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.

Entry Level Minimum Salaries

Service Level				
	Minimum Entry Level Pay Rate	State of System Training	State of System Training *And* Bachelor's Degree	State of System Training *And* Master's in Library Science (MLS)
Gateway Library	$9.35	$10.30	$11.30	
Linking Library	$10.70	$11.75	$12.90	
Service Center I	$11.95	$13.20	$14.50	
Service Center II	$13.30	$14.60	$16.10	$18.80 ($39,104/year)
Major Service Center I			17.40	$20.25 ($42,120/year)
Major Service Center II				$22.10 ($44,970/year)

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

Appendix B

Recommended Internet Bandwidth

Minimum Download Speeds in Megabytes per Second (Mbps)

Internet Computers	Minimum	Short Range Optimum	
1-5	10	20	
6-10	15	25	
11-15	20	30	
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	

Upload speeds should be a minimum of 3 Mbps or 33% of download speed, whichever is faster.

There is a strong correlation between the number of Internet computers in a library and that library's size, population served and staff. 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 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 suggested 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		18-30	32-50	45-60	55-65	55-65	
Hours After 5pm	Some combination			At least 5 hours per week			
Weekend Hours				At least 4 hours Sat. or Sun.			
Director – Full-time hours				32-40 hours minimum			
Director paid 2 Hrs/Wk for Administration Duties	YES	YES	YES	YES	YES	YES	
Public computers or laptops (Minimum number)	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	Under development
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	