



**Utah State Library**

Division



Utah Department of  
**Heritage & Arts**

# STANDARDS FOR UTAH'S PUBLIC LIBRARIES



01 / 01 / 2015

LIBRARY CERTIFICATION

<http://library.utah.gov/certification>

# STANDARDS FOR UTAH’S PUBLIC LIBRARIES

## CREATING THE FUTURE FOR UTAH LIBRARIES

Dear Utah Public Library Directors, Staff, and Board Members:

The *Standards for Utah’s Public Libraries* have been developed by Utah State Library (USL) staff in consultation with a committee of Utah Public Library Directors to ensure that all Certified Utah Public Libraries offer the most current of library services, follow the law, and follow best practices. This edition includes updated procedures that have been approved by the State Library Board. Any future benchmark revisions will go through the Directors Committee.

**Section I – Basic Certification Standards (Required)** lists 18 standards. These must be followed to ensure compliance with state law and accepted library practices.

**Section II – Key Statistical Benchmarks (Required)** lists the Benchmarks or targets related to “Library Support by the Community” and “Library Support by the City / County.” In the Spring of each year, after all the City and County public library statistics have been submitted to the State Library, the benchmarks are updated. At that point, libraries should calculate whether or not they meet or exceed each benchmark. State Library consultants assigned to each public library are available to assist with these calculations. Certified libraries “should meet or exceed the benchmark in at least 6 of the 10 categories.”

**Section III – Application for Quality Library Designation (Optional)** is the opportunity to be recognized as a Quality Library. Libraries that meet 5 of the 9 criteria will not have to go through the recertification process the following year.

The appendices include information that will be helpful in the Certification or Recertification process. Appendix A is the *Application for Initial Certification* and Appendix B includes *References to Utah Code*. The online version of this document includes links to Utah Code.

Certified Public Libraries are eligible for Community Library Enhancement Funds. The process in this book will guide public libraries in their work to maximize the taxpayer investment in library services.

Warm Regards,

Donna



**DONNA JONES MORRIS,  
STATE LIBRARIAN**

## AUTHORITY

Utah Code Annotated (UCA) §9-7-205 (1) (n)

## PURPOSE

The *Standards for Utah's Public Libraries* outline the minimum levels for quality library services in the state. The Standards provide libraries with leverage to encourage sustainable levels of support in the community and determine the library's eligibility to receive funds from the State of Utah. The certification renewal process also recognizes those libraries that provide exemplary library service. Libraries in Utah serving legal service areas of 50,000 or less are subject to the certification renewal process. Libraries serving legal service areas over 50,000 people are exempt from the certification renewal process.

## WHAT IS A PUBLIC LIBRARY?

The Utah Code declares that a public library is established and maintained by a city governing body or a county legislative body (UCA §9-7-401, 501). In addition, for certification purposes, the State Library defines a public library as follows –

An entity that is established under state enabling laws or regulations to serve a community, district, or region, and that provides at least the following:

1. An organized collection of printed or other library materials, or a combination thereof.
2. Paid staff.
3. An established schedule in which services of the staff are available to the public.
4. The facilities necessary to support such a collection, staff, and schedule.
5. Is supported in whole or in part with public funds.

## NEW PUBLIC LIBRARY CERTIFICATION APPLICATION (SEE APPENDIX A)

All Utah public libraries are eligible to apply for initial certification after they have been established by a city or county governing body for at least three years. The window for submitting an application for new library certification is open year-round. The city, county, or the library's governing body should submit an Application for Initial Certification to the Director of the Utah State Library Division (USL) and follow the Application Process, Certification Checklist, and Successful Conditions & Practices, outlined in Appendix A.

## CERTIFICATION RENEWAL REQUIREMENTS & BENEFIT

The *Standards for Utah's Public Libraries* consists of three parts:

1. Section I – Basic Certification Standards (Required)
2. Section II – Key Statistical Benchmarks (Required)
3. Section III – Application for Quality Library Designation (Optional)

**Section I – Basic Certification Standards.** These represent a baseline for public library services in the areas of governance, administration, funding/finances, personnel, access and services, materials and resources, and technology. The library must fill out an online form certifying compliance with each standard. The library must compile evidence of their compliance (e.g. copies of reports, policies, etc.) and share these with a State Library consultant during a site visit.

**Section II – Key Statistical Benchmarks.** These benchmarks are calculated by the State Library using the data from the statistical annual report. There are 10 benchmarks set at the level that 90% of Utah’s certified libraries currently meet or exceed. The library must meet at least 6 of the 10 benchmarks.

**Section III – Application for Quality Library Designation.** This section is optional. Libraries choosing to pursue the designation of Quality Library, must complete the online form and meet at least 5 of the 9 quality criteria.

Libraries that successfully meet the requirements of Section I and II will receive a letter of certification from the State Library and become eligible to receive funds from the State of Utah through the Community Library Enhancement Fund (CLEF).

## CERTIFICATION RENEWAL PROCESS

The certification of a public library is valid for the period of July 1 through June 30 and must be renewed annually. The certification renewal process includes the following timeline:

### May 1 – May 31

- The library completes the online version of Section I – Basic Certification, compiles evidence of compliance with each standard, and submits the documents to the State Library.

### June 1 – June 30

- A consultant from the State Library will meet with the library director to review the Section I – Basic Certification Standards, Section II – Key Statistical Benchmarks, and the documents submitted by the library as evidence of compliance with each standard.
- The consultant makes a recommendation to the State Librarian for issuing the official letter of certification or probation:
  - A. Certification – The library successfully meets the requirements of Section I – Basic Certification Standards and Section II – Key Statistical Benchmarks and is certified for the next period of July 1 through June 30.
  - B. Probation – The library did not meet the requirements of Section I – Basic Certification Standards and Section II – Key Statistical Benchmarks.

## PROBATION STATUS

When a library fails to meet the requirements of Section I or Section II, the library receives a letter of probation. Depending on which Section failed, the library must do the following to continue to receive the CLEF benefit:

### **Failure to meet standards in Section I – Basic Certification Standards**

If the library failed to meet one or more standards in Section I:

- The library will be placed on Probation Status.
- The library will be eligible to receive the State of Utah funds during the next CLEF benefit distribution.
- The library will present to the State Library, within 30 days of receiving the letter of probation, a plan to address and fix the deficient standards in Section I.
- The library will work the plan and fix the deficient standard by May 1, when the next certification renewal process begins.
- The library will participate in the next certification renewal process:
  - If the library meets the requirements of Section I and Section II the library is fully certified once more.
  - If the library fails to meet the requirements of Section I and Section II, the library becomes de-certified and must apply for certification like a new library (see Appendix A).

### **Failure to meet standards in Section II – Key Statistical Benchmarks**

If the library failed to meet at least six of the ten benchmarks in Section II:

- The library will be placed on Probation Status, Year 1 of 2.
- The library will be eligible to receive the State of Utah funds during the next CLEF benefit distribution.
- The library will present to the State Library, within 30 days of receiving the letter of probation, a plan to address and fix the deficient benchmarks in Section II. It is understood that the library may NOT be able to solve these deficiencies by May 1, when the next certification renewal process begins.
- The library will participate in the next certification renewal process:
  - If the library meets the requirements of Section I and Section II the library is fully certified once more.
  - If the library fails to meet the requirements of Section I and Section II, the library continues to work the plan and fix the deficient benchmarks.
- The library will be placed on Probation Status, Year 2 of 2.
- The library will be eligible to receive the State of Utah funds during the following CLEF benefit distribution.
- The library will participate in the next certification renewal process:
  - If the library meets the requirements of Section I and Section II the library is fully certified once more.

- If the library fails to meet the requirements of Section I and Section II, the library's certification is suspended and the library is not eligible to receive the CLEF benefit.
  - The certification suspension can be in effect no longer than two years.
  - The library can regain certification during the next certification renewal process provided it meets the requirements of Section I and Section II.
  - If the library is not able to regain full certification within two years of having its certification suspended, the library becomes de-certified and must apply for certification like a new library (see Appendix A).

A library may appeal the de-certification decision by the State Librarian to the State Library Board within 30 days of receipt of the letter, specifying the reasons why they believe they are qualified for certification. The decision of the State Library Board of an appeal is final.

## QUALITY LIBRARY DESIGNATION

During the certification renewal process, a library may seek the *Quality Library Designation* by completing the application in Section III of the certification standards and meeting five or more of the quality library criteria. A benefit of receiving this designation is that the library will not have to go through the certification renewal process the following year. After the application is received, a team of consultants at the State Library will review the information and make a final recommendation to the State Librarian. Notification to applicants of the team's final recommendation will be done by July 31.

## REVIEW OF CERTIFICATION STANDARDS

These standards will be reviewed annually by a committee of public library directors and State Library staff prior to the certification renewal process.

## SECTION I – BASIC CERTIFICATION STANDARDS (REQUIRED)

### APPLICABLE TO LIBRARIES WITH LEGAL SERVICE AREAS UNDER 50,000 PEOPLE

#### GOVERNANCE

##### STANDARD #1

The Library's Board of Directors has five to nine current members.

Yes      No

##### STANDARD #2

The Library has a current policy that implements and is in compliance with Utah's Open Meetings Law, UCA §52-4-201, which includes the following requirements:

- Board Meetings are open to the public
- Announcements of meetings with agendas are posted in accordance with the above section
- Written minutes are taken at each meeting
- Each Board meeting is recorded, with the recording being made available to the public within three days
- If the library intends to have some or all of its board meetings online or by phone, the library or governing entity must have in place a rule governing electronic meetings.

Yes      No

##### STANDARD #3

The Board has approved and is operating under a long-range plan (minimum three years) that contains:

- Provision for replacement and enhancement of library technology
- Specific and quantifiable goals

Yes      No

##### STANDARD #4

Internet Access Policy – The library has an Internet and Online Access Policy in accordance with UCA § 9-7-215 and 216, and Utah Administrative Rule R458-2

Yes      No

##### STANDARD #5

All Board members have had formal training and / or orientation within the last three years; this training was provided by the library director or local government representative, or through attendance at relevant Utah Library Association workshops, or by a consultant from the Utah State Library. Training topics should include (but are not limited to): Legal responsibilities of the library board, Utah's Open Meetings Law, Online Access Policy, Code of Ethics, Finances, Advocacy, and roles of the Board & Library Director.

Yes      No

## ADMINISTRATION

### STANDARD #6

All board members include publicly available contact information on their directory listing, available at a service desk or on the website.

Yes                       No

### STANDARD #7

The Library has submitted the following:

- a. Statistical Annual Report  
 Yes                       No
- b. CLEF Expenditure Report  
 Yes                       No
- c. Summer Reading Program Evaluation Report  
 Yes                       No
- d. Triennial Internet and Online Access Policy, and letter affirming the policy is in compliance with UCA §9-7-215 and 216  
 Yes                       No

## FUNDING / FINANCES

### STANDARD #8

**Maintenance of Effort Compliance** – The library jurisdiction complies with Maintenance of Effort (MOE) funding support for the library (decrease of less than 10%). MOE is defined as follows: the percentage of increase (decrease) in operational expenditures from average of past three fiscal years to the previous fiscal year. Automated entry.

- Prior Fiscal Year Operating Expenditures (local government funds only) \_\_\_\_\_
- 2nd Year Prior Fiscal Year Operating Expenditures (local government funds only) \_\_\_\_\_
- 3rd Year Prior Fiscal Year Operating Expenditures (local government funds only) \_\_\_\_\_
- MOE = %. \_\_\_\_\_

### STANDARD #9

Local Government Support Compliance – 65% of operating revenues come from jurisdictional tax revenues.

Yes                       No

**PERSONNEL**

**STANDARD #10**

Qualifications of the Director / Staff

- The Library Director has an ALA accredited library degree or has received formal training in the management of libraries or related institutions.
  
- The Library Director has acquired (or will acquire within the next three years) training in the management of libraries through the State Library's UPLIFT program.  
*Newly appointed directors must complete the State Library's Director Orientation within 6 months of date of hire.*

**STANDARD #11**

Training of Director and Staff – Training in areas that enhance work abilities.

- Libraries with less than 1 FTE: Library Director received at least 23 contact hours of training in the most recent year.
  
- Libraries serving less than 25,000 with 1 FTE or more: Library staff and Director combined received at least 50 contact hours of training in the most recent year.
  
- Libraries serving 25,000 or more: Library staff and Director combined received at least 100 contact hours of training in the most recent year.

**ACCESS AND SERVICES**

**STANDARD #12**

Circulation System – The library operates an automated circulation system, or participates in a consortium that operates an automated circulation system.

- Yes                      No

**STANDARD #13**

Internet Presence – The library maintains a website, which provides:

- a. Contact information for the library director  
Yes                      No
  
- b. A schedule of programs at the library  
Yes                      No
  
- c. A catalog of materials that allows the public to place holds and renew materials online  
Yes                      No
  
- d. Online resources available through Pioneer: Utah's Online Library  
Yes                      No
  
- e. A way for library users to contact library staff to obtain reference information or assistance  
Yes                      No

**STANDARD #14**

Operating Non-duplicated hours. Non-duplicated hours means that only one library in a system is counted for each time period. Evening / weekend hours means service hours after 5 PM on weekdays, Saturday, and Sunday (30% of minimum open hours for population category).

- Libraries serving less than 2,500: 23 non-duplicated hours per week. At least 7 evening / weekend hours. Posted Weekly Hours \_\_\_\_\_
- Libraries serving between 2,500 and 5,000: 25 non-duplicated hours per week. At least 8 evening / weekend hours. Posted Weekly Hours \_\_\_\_\_
- Libraries serving between 5,000 and 25,000: 38 non-duplicated hours per week. At least 11 evening / weekend hours. Posted Weekly Hours \_\_\_\_\_
- Libraries serving between 25,000 and 50,000: 52 non-duplicated hours per week. At least 16 evening / weekend hours. Posted Weekly Hours \_\_\_\_\_

**MATERIALS AND RESOURCES**

**STANDARD #15**

The Library has a collection development policy approved by the Library Board.

- Yes                      No

**TECHNOLOGY**

**STANDARD #16**

Libraries serving more than 5,000 people have wireless internet access available for their users.

- Yes                      No

**STANDARD #17**

The Library has skilled technical support, either provided by city / county or through private contractor, to provide troubleshooting and maintenance.

- Yes                      No

**STANDARD #18**

Internet connection speeds exceed 2mbps (download).

- Yes                      No    Indicate actual connection speed (download): \_\_\_\_\_

## SECTION II – KEY STATISTICAL BENCHMARKS (REQUIRED)

### BASED ON THE MOST RECENT STATISTICS PROVIDED BY LIBRARIES WITH LEGAL SERVICE AREAS UNDER 50,000 PEOPLE

The Benchmark for each of the categories below is set at the level that 90% of Utah's certified libraries currently meet or exceed. A certified library should meet or exceed the benchmark in at least 6 of the 10 categories. Your consultant will provide you with a table indicating where your library stands against the Benchmarks (see the example on page 10).

To do your own calculation, follow this example:

Library Visits – 1) Multiply the Benchmark indicated below by your library's service population; that is your library's Benchmark number. 2) Compare this number with your actual number of visitors in your most recent statistical year. 3) If your actual number of visitors is higher than the Benchmark number, you have passed that category.

For your convenience, we have also provided a figure for calculating the level of an "average" library (the 50<sup>th</sup> percentile) and an "above-average" library (the 70<sup>th</sup> percentile) in each category.

**NOTE: The benchmarks shown in pages 10 and 11 will be updated in the Spring of 2015 using the most current statistics of public library services at which time this note will be removed.**

#### LIBRARY SUPPORT BY THE COMMUNITY

- Library Visits** - Number of visitors  
Benchmark: 4 visits per capita  
50<sup>th</sup> Percentile: 6      70<sup>th</sup> Percentile: 8
- Circulation** - Number of items circulated  
Benchmark: 7 circulation items per capita  
50<sup>th</sup> Percentile: 11      70<sup>th</sup> Percentile: 13
- Technology Access** - Number of internet computer users  
Benchmark: .6 internet / computer users per capita  
50<sup>th</sup> Percentile: 1.2      70<sup>th</sup> Percentile: 1.5
- Programming** - Number of program attendees  
Benchmark: .2 program attendees per capita  
50<sup>th</sup> Percentile: .5      70<sup>th</sup> Percentile: .8
- Turnover Rate**  
Benchmark: .50  
50<sup>th</sup> Percentile: 1.51      70<sup>th</sup> Percentile: 2.75

## LIBRARY SUPPORT BY THE CITY / COUNTY

- Collections Budget** - Expenditures for Collections (books, magazines, audio, video media, online digital media, and resources)  
 Benchmark: 8% of Total Expenditures  
 50<sup>th</sup> Percentile: 13%      70<sup>th</sup> Percentile: 17%
- Local Operating Expenditures**  
 Benchmark: \$13 per capita  
 50<sup>th</sup> Percentile: \$25      70<sup>th</sup> Percentile: \$31
- Staffing Levels** - Number of paid FTE  
 Benchmark: .0003 per capita  
 50<sup>th</sup> Percentile: .0005      70<sup>th</sup> Percentile: .0007
- Technology Access** - Number of public internet workstations  
 Benchmark: .0005 Internet workstations per capita  
 50<sup>th</sup> Percentile: .0016      70<sup>th</sup> Percentile: .0027
- Programming** - Number of programs  
 Benchmark: .010 programs per capita  
 50<sup>th</sup> Percentile: .0018      70<sup>th</sup> Percentile: .022

## SAMPLE LIBRARY BENCHMARK PAGE

### PUBLIC LIBRARY BENCHMARKS 2014

Library: CEDAR CITY PUBLIC LIBRARY		Visitors	Items Circulated	Internet Terminals	Internet Terminal Use	Library Programs	Programs Attendance	Staff FTE	Local Operating Expenditures	Collections Budget	Turnover Rate	Population of Legal Service Area
Reported for FY2013	248,939	306,225	45	65,411	303	6,807	9.45	460,552	14%	3.0	29,118	
Benchmarks* 10th Percentile	109,391	193,706	15	16,829	289	6,018	8.21	377,005	8%	0.5		
50th Percentile	175,357	317,503	46	34,103	535	13,588	14.17	723,861	13%	1.5		
70th Percentile	219,849	375,604	79	45,074	652	22,510	19.30	900,992	17%	2.8		

\* Note: The benchmarks represent the 10th percentile per capita. The peer group includes all certified city and county libraries with a legal services area under 50,000 people.

GREEN represent values equal to or above the 70th percentile

RED represent values below the 10th percentile

## SECTION III – APPLICATION FOR QUALITY LIBRARY DESIGNATION (OPTIONAL)

During the certification renewal process, a library may seek the **Quality Library Designation** by completing this application and meeting five or more of the quality library criteria. A benefit of receiving this designation is that the library will not have to go through the recertification process the following year. After the application is received, a team of consultants at the State Library will review the information and make a final recommendation to the State Librarian. Notification to applicants of the final recommendation will be done by July 31.

### CRITERION #1

**The library reaches beyond its physical space to provide collections or services to community organizations.**

**Check at least one of the following:**

- Service to home-bound users (an advertised formal library service available to all residents unable to visit the library)
  - Description of service \_\_\_\_\_
  - Number of persons using the service \_\_\_\_\_
- Deposit collections at external community locations (an advertised formal library service available to users of community organizations and agencies)
  - Description of service \_\_\_\_\_
  - Number of persons using the service \_\_\_\_\_
- Library programs presented at external community locations
  - Description of service \_\_\_\_\_
  - Number of persons using the service in \_\_\_\_\_
- Other library services provided at external community locations
  - Description of service \_\_\_\_\_
  - Number of items circulated \_\_\_\_\_
  - Number of persons using the service \_\_\_\_\_

### CRITERION #2

**The library meets or exceeds the 70th percentile of five or more key statistical measures.**

- Yes – List the measures that the library meets or exceeds the 70<sup>th</sup> percentile

### CRITERION #3

**Online Experience – The Library’s website includes the following:**

- Access to downloadable e-books and audiobooks on the front page
- Social media links (at least 3) from the front page (Facebook, Twitter, Forum, RSS Feeds, Flickr)
- Dynamic content on front page (changing news, features)

### CRITERION #4

**The Library is proactive in obtaining materials for users based upon their requests for items not currently in the library’s collections and/or is an active lender in the Utah library community. The library must meet at least one of the following criteria:**

- The library is a member of OCLC and lends materials to other libraries
- The library exceeds the median number of ILL requests from its users, as provided by the Utah State Library
- Providing extra effort to obtain materials
  - The library provides an online form for patrons to request materials not currently in the library’s collection
  - The library purchases materials based on patron requests
    - Number of requests received for materials not in the library’s collection \_\_\_\_\_
    - Number of purchases made in response to these requests \_\_\_\_\_

### CRITERION #5

**The Library encourages all staff to participate in Utah’s library community.**

- The Library pays Utah Library Association dues for at least the Board Chair and 50% of full-time employees.

### CRITERION #6

**The Library participates in Literacy Experiences – The Library provides ongoing training for parents on emergent literacy skills (for example, Utah Kids Ready To Read) or otherwise works with local schools as a collaborative partner to provide sustained programs and services that emphasize literacy.**

- Describe specific literacy efforts by the Library. Do not include work from an affiliated Literacy Center that may be housed in the library. May include: Amount of funds allocated for specific literacy efforts, ongoing emergent literacy activities, UKRTR affiliation, school or literacy organization.

**CRITERION #7**

**Training / workshops for patrons – The Library must meet both of the following criteria:**

- Library staff has expertise using Pioneer: Utah's Online Library. The library has 1 FTE or 25% of its public service staff, whichever is greater, that provide at least 12 workshops / programs annually about Public Pioneer and the use of other internet resources.
- The Library provides at least 50% of the funds and staff resources for at least 12 workshops annually on topics of interest to the community  
List workshops\_\_\_\_\_

**CRITERION #8**

**Engaged in a collaboration with another library to provide services, resources, or programs to the community.**

The other library can be any type of library.

- a. The collaboration must include active, substantial participation by both libraries (e.g. contributes 40% of the funding or active participation by library staff).
- b. The collaboration must be ongoing or be a multi-faceted collaboration.
- c. The collaboration must have resulted in significant public participation.

*Describe the collaboration, and include evidence of each of the requirements.*

**CRITERION #9**

**Engaged in a collaboration with another community organization or local experts to provide services, resources, or programs to the community.**

- d. The collaboration must include active, substantial participation by both partners (e.g. contributes 50% of the funding or active participation by staff).
- e. The collaboration must be ongoing or be a multi-faceted collaboration.
- f. The collaboration must have resulted in significant public participation.

*Describe the collaboration, and include evidence of each of the requirements.*

# APPENDIX A – APPLICATION FOR INITIAL CERTIFICATION

- Date of Application \_\_\_\_\_
- Official Name of Public Library \_\_\_\_\_
- Library Director \_\_\_\_\_
- Board of Trustees Chair \_\_\_\_\_

## I. APPLICATION PROCESS

1. The formal **Application for Initial Certification as a Public Library** is a letter submitted to the Director, Utah State Library Division, signed by the library director, the library board chairperson, and a member of the city / county or governing body requesting an Initial Certification Review. The application must be accompanied by a packet of relevant documentation in print and in electronic format to support the library’s request, and as evidence of being qualified for certification. The window for submitting an application for new library certification is open year-round. A public library must have been established by a city or county governing body for at least three years to qualify for certification.
2. A consultant from the State Library will meet with the library director, the library board chairperson, and a member of the city / county or governing body to review the Certification Requirements and conduct an initial certification review.
3. Based on the results of this initial certification review, the consultant will recommend one of two categories for the library:
  - A. **Full Certification** – if the library meets all certification requirements at the time of the evaluation, the library will be certified and eligible for benefits starting in the following fiscal year.
  - B. **Not Ready for Certification** – if the library does not meet all certification requirements.
4. The State Library Director will appoint a review panel of State Library staff to evaluate the application. This panel may include external experts as well. The review panel will recommend one of the two categories based on their assessment of the documentation contained in the application, and will forward their recommendation to the Director within 60 days of receiving the application. This process may include a site visit by panel members.
5. The State Library Director will review the consultant’s and the review panel’s recommendations and make a final decision. The library will be notified of the State Library Director’s decision by letter within 90 days of receipt of the application.
6. Libraries may appeal a certification decision of the State Library Director to the State Library Board within 30 days of receipt of the letter, specifying their reasons why they believe they are qualified for certification status.
7. The library must meet requirement in **Section I – Basic Certification Standards** and **Section II – Key Statistical Benchmarks** at the time of certification application.

## II. CERTIFICATION CHECKLIST (DOCUMENTS & EVIDENCE)

An application packet for initial certification should include, but is not limited to, the following documentation. Official documents:

1. Official establishment of the library by the jurisdiction
  - Officially constituted library board
  - Library board by-laws
  - Current population data for all jurisdictions considered part of the “legal service area”
  - City and library budgets, and history of maintenance of effort (MOE) demonstrating that a stable history of adequate funding from jurisdiction tax sources exists, as well as adequate staffing, collection development expenditures, upgrading and supporting technology, and operation and maintenance of facilities
  - Plans for library physical facility improvement, or expansion over time
  
2. Other essential documents and policies, including:
  - Strategic or long-range plan covering three years
  - Technology plan (part of the strategic or long-range plan)
  - Collection development policy and evidence of integration with long-range plan goals
  - Internet access policy (UCA §9-7-215 & 216)
  
3. Evidence of other certification standards, including:
  - Library’s telephone number listed in the community directory, and numerous other places within the community (Legal Service Area)
  - Photographs of the library facility showing signage, ADA compliance, etc.
  - Published hours of operation
  - Evidence that the library is capable and willing to participate in inter-library loan activities
  - Information about the automated circulation system, cataloging standards used, and evidence of access to technical support
  - Website URL, and patron access to electronic resources
  - Library director’s qualifications, and evidence of interest in continuing education
  - Library staffing full time equivalence (FTE) level, and shared duties
  - Orientation for new Library board members
  - Library advocacy activities by the director and board members
  - Library outreach programs, such as summer reading program, as evidence of the library’s broader contributions to the community

### III. SUCCESSFUL CONDITIONS & PRACTICES

1. Successful public libraries must demonstrate the attributes and conditions that are the hallmark of a library with potential for long term success, including:
  - Evidence of long term support from jurisdiction officials
  - Evidence of a library board that understands and executes its legal and fiduciary responsibilities for guiding the library's operation long term
  - Evidence of a well-developed, professional working relationship between library board members and director
  
2. Successful public libraries must have substantial community support, including:
  - Evidence of substantial (based on population) community support for the library in terms of gate count, circulation, attendance at programs
  - Evidence of support from volunteers, or a well-established, productive *Friends of the Library* organization
  - Evidence of financial and material support from community donors
  
3. Successful public libraries must be staffed with experienced and knowledgeable staff, including:
  - A library director with some formal library experience
  - Library staff that demonstrates some knowledge of library operations
  - Ability to assess community needs and implement innovative library programming

## APPENDIX B – REFERENCES TO UTAH CODE

- Utah Code Annotated §9-7-205 (1) (n)
- Utah Code Annotated §9-7-215 and §9-7-216 (Internet and Online Access Policy in accordance with Administrative Rule R458-2)
- Utah Code Annotated §9-7-401 (Public Libraries)
- Utah Code Annotated §9-7-501 (County Libraries)
- Utah Code Annotated §52-4-201 (Utah's Open Meetings Law)
- Utah Code Annotated §52-4-207(2) (Requirements Governing Electronic Meetings)