Creating More Effective Public Library Systems – Part 3

THE STANDARDS

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Creating More Effective Public Library Systems

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Overview

- Welcome to the System Standards recording.

- This brief introduction will provide an overview of why the services standards were developed; a quick look at the standards as well as the next steps in the process.

Intended outcome from the process

"Recommendations and action steps to address concerns about and barriers to system reconfigurations, as well as addressing how systems remain effective in meeting the member library needs into the future"

Background

- The statuary language that shapes the services of Wisconsin's public library systems has existed since the 1970s.

- While part of the language has changed over time the basic framework has stayed the same.

- With technology innovations that increased the ability of libraries and library systems to share materials and collaborate more effectively, it was the desire of the committee to provide a framework for public library systems to be innovative and continue to meet the evolving needs of member libraries and the citizens of Wisconsin.

Background

- The committee after reviewing information from survey responses from the library community as well as input from the planning retreat held in February 2013 developed a series of recommendations and proposed service standards for public library systems.

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Background

- While it may seem that many of the standards can't be accomplished by any one system, it was the intention of the committee for some of these standards to be accomplished by increased cooperation and/or consolidation between systems.

The preliminary standard recommendations

Service Standards

- The service standards focus on these key areas:
  - Advocacy and Promotion including marketing
  - Collaborative Services
  - Continuing Education
  - Delivery
  - Integrated Library System or ILS
  - Interlibrary Loan—outside of the shared ILS
  - Non-traditional Library User Services
  - Technology
  - Youth Services

Administrative Standards

- A series of standards that guide the administration of a system.

Advocacy and Promotion Standards

- The library system has a responsibility to provide its member libraries with services and training related to advocacy and promotion. The library system may provide these services directly to its member libraries with its own staff, or it may contract or collaborate with other library systems or vendors to assist it in meeting these service standards.

Collaborative Services Standards

- The library system optimizes the services that it provides to its member libraries by collaborating with others. Collaborative services within, between, and/or among systems can result in more and better services at less financial cost and less duplication of effort.

Continuing Education Standards

- The library system has a responsibility to provide continuing education and training opportunities to its member libraries. The library system may provide these services directly to its member libraries with its own staff, or it may contract or collaborate with other library systems or vendors to assist it in meeting these service standards.

Delivery Standards

- Because the physical delivery of library materials is an essential element for effective resource sharing, the library system has a responsibility to provide a delivery service that connects libraries within the system and around the state. The library system may provide these services directly to its member libraries with its own staff, or it may contract or collaborate with other library systems or vendors to assist it in meeting these service standards.

Integrated Library System (ILS)

- The library system has a responsibility to provide its member libraries with access to an affordable, shared integrated library system (ILS). Participation in a shared ILS is an essential element in each Wisconsin's public library's ability to provide modern and effective library service to its patrons, and the library system play a key role in ensuring that its member libraries can participate in a shared ILS. The library system may provide an ILS and related services directly to its member libraries with its own staff, or it may contract or collaborate with other library systems or vendors to assist it in meeting these service standards.

Interlibrary Loan Standards

- Wisconsin's public library systems recognize that the sharing of material between libraries is an integral and vital element in the provision of library service and believe it to be in the public interest to encourage such exchanges. Interlibrary loan (ILL) is intended to complement local collections, and should not be used as a substitute for good library collections which meet the routine needs of users. **While ILL can be defined as any exchange of materials between libraries, this standard is intended to address only those exchanges that occur outside of a shared ILS.**

Non-Traditional Library User Services Standards

- The library system has a responsibility to assist its member libraries with the services they provide to non-traditional library users. The library system may provide these services directly to its member libraries with its own staff, or it may contract or collaborate with other library systems or vendors to assist it in meeting these service standards.

Technology Standards

- The library system has a significant role in leadership and training in discovering and implementing new technology, in facilitating technology infrastructure, and in providing local technology support. The library system may provide these services directly to its member libraries with its own staff, or it may contract or collaborate with other library systems or vendors to assist it in meeting these service standards.

Youth Services Standards

- The library system has a responsibility to assist its member libraries in meeting the literacy and learning needs of youth and young adults. Specifically, the library system provides education, information, and assistance to member libraries so they have the means to encourage youth, and their parents or caregivers, to use the library and increase their literacy skills. The library system may provide these services directly to its member libraries with its own staff, or it may contract or collaborate with other library systems or vendors to assist it in meeting these service standards.

Administrative Standards

- **Governance**
  - Public library system trustees are public officers and as such are legally responsible for the governance of the library system and the conducting of its operations in accordance with local, state, and federal laws. The library system has a responsibility to meet the following standards relating to governance.

Administrative Standards

- **Management**
  - The library system's administrators and staff use sound library management practices to apply the policies and statutory obligations of the governing board to the daily operations of the library system. The library system has a responsibility to meet the following standards relating to management and administration.

Administrative Standards

- **Planning**
  - Library system trustees and staff have a continuing obligation to assess the changing service needs of member libraries. Conscientious planning will help the library system in its efforts to anticipate and respond to the member library's needs. The library system has a responsibility to meet the following standards relating to planning.

Administrative Standards

- **Finance**
  - Library system trustees and staff have a continuing obligation to operate the library system in a fiscally sound, efficient, and prudent manner. The library system has a responsibility to meet the following standards relating to finance.

Next Steps

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- The standards as part of a larger along report are currently available for comment by the library community.

- Once the comment period closes the committee will be reviewing the feedback and modifying the report prior to submission to System and Resource Library Directors more commonly known as SRLAAW for their approval in August 2013.

- A summary of the feedback and other suggested changes will be provided to SRLAAW as part of the August meeting.

Next Steps

- If the report is approved by SRLAAW, the committee hopes that library systems would immediately begin the voluntary implementation of these standards with full implementation by 2017.

How can you get involved?

Feedback

- While the committee tried to create appropriate standards based on the feedback of public libraries in the state, we recognize that not all of these standards may be relevant to all libraries and that some important standards may be missing from this draft.

- As you review the document, please consider your own library or library system and let the committee know your thoughts. Visit the 2013 System Services Discussion Process page at http://www.srlaaw.org/2013Process/process.asp to learn more about the process or provide your feedback.

The Committee

- Sue Cantrell, MWFLS

- Jim Gingery, MCFLS

- Rick Krumwiede, OWLS

- Jessica Macphail, Racine PL

- Rebecca Petersen, MCLS

- Steve Platteter, ALS

- Krista Ross, SWLS

- Marla Sepnafski, WVLS

- John Thompson, IFLS

- David Weinhold, ESLS

Thank You for Attending!

THANK YOU FOR PARTICIPATING IN THE REVIEW PROCESS AND SHARING YOUR INSIGHTS.