

TRUSTEE **Talk**

Issue No. 7

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A publication for members of public library and library system boards written by the Office of Library Development in the Oklahoma Department of Libraries

Do You Measure Up?

Measuring up to the Models

Last spring the Oklahoma Public Library Directors Council completed work on a new set of guidelines for Oklahoma's public libraries, titled *Models of Public Library Service for Oklahoma*. These voluntary models were designed to:

- Show communities without libraries how to develop quality services;
- Define quality levels for communities with libraries already; and
- Describe what is necessary to pay for quality.

Since there are no national guidelines for public libraries, the Directors Council felt it was very important for communities to have a definition of what quality library service is and the support necessary to achieve that level of quality service.

Kathy Hale, the director of the Southern Plains Library System in Altus and Hollis, said "The reason I worked so hard on developing the *Models* was that if all of the public libraries in Oklahoma just reached the minimum level, we would have fantastic public library service in Oklahoma."

So how far are Oklahoma's public libraries from reaching the minimum level set forth in

the *Models*? To begin to answer that, eleven of the nineteen guidelines in the *Models* were selected. These guidelines were chosen because they could be accurately measured using annual report statistics reported to the Oklahoma Department of Libraries by libraries and library systems. The statistics represent fiscal year 2003 (from July 1, 2002 to June 30, 2003), and were reported to ODL last fall.

What can we conclude from these statistics? As you'll see, no public library in Oklahoma perfectly meets the guidelines – but that's OK. The Directors Council wanted to set guidelines that would be a stretch for all of Oklahoma's public libraries. Right now, almost every public library in Oklahoma meets or exceeds some of the recommended guidelines. The next step is for library administrators and board members to look at the guidelines that their libraries do not meet and discuss whether these guidelines are important for their communities and how to improve library services in those areas.

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Do You Measure Up?

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If you would like to see how your own library measures up to these guidelines, talk to your library director or your ODL consultant. They can also give you information about how your library compares to the other guidelines listed in the [Models](#) which are not included here. For each guideline listed below, a short explanation of the guideline is given. Then the basic or Gateway level for each size of library is shown with the percentage of libraries that meet that guideline.

Guideline 1: In-Person and Family Hours This guideline sets forth the minimum number of hours that libraries should be open to the public. Because many people in the community work or go to school during the week, the library should be open some hours after 5 p.m. on week-nights, on Saturdays and maybe even on Sunday so that everyone in the community has the opportunity to use the library. These evening and weekend hours are called “family hours”, and a percentage for family hours is recommended for each size library.

| Size of Library | Recommended Guideline for Gateway Level | Percentage of Libraries that Meet Recommended Guideline |
|---|---|--|
| Libraries serving under 2,500 | 20 hours / week 15% family hours | 71% open at least 20 hours per week. 54% have at least 15% family hours. |
| Libraries serving from 2,501 to 4,999 | 30 hours / week 20% family hours | 100% open at least 30 hours per week. 37.5% have at least 20% family hours. |
| Libraries serving from 5,000 to 9,999 | 40 hours / week 20% family hours | 87.5% open at least 40 hours per week. 50% have at least 20% family hours. |
| Libraries serving from 10,000 to 24,999 | 54 hours / week 25% family hours | 35% open at least 54 hours per week. 70.5% have at least 25% family hours. |
| Libraries serving from 25,000 to 99,999 | 60 hours / week 25% with Sunday hours in at least one location | 100% open at least 60 hours per week. 87.5% have at least 25% family hours. 12.5% with Sunday hours. |
| Libraries serving from 100,000 to 750,000 | 60 hours / week 30% with year round Sunday hours in multiple locations | 100% open at least 60 hours per week. 40% have at least 30% family hours. 40% with year round Sunday hours. |

Guideline 2: Building and Community Meeting Space Libraries have to have enough space to attractively house their collections and to provide workspace for staff, reading and study areas for the community, and space for community meetings and library programs. Square feet for each size of library are recommended in this guideline.

| Size of Library | Recommended Guideline for Gateway Level | Percentage of Libraries that Meet Recommended Guideline |
|---|---|--|
| Libraries serving under 2,500 | 3,500 sq. feet | 15% have at least 3,500 square feet in their library. |
| Libraries serving from 2,501 to 4,999 | 5,000 sq. feet | 33% have at least 5,000 square feet in their library. |
| Libraries serving from 5,000 to 9,999 | 6,600 sq. feet | 50% have at least 6,600 square feet in their library. |
| Libraries serving from 10,000 to 24,999 | 0.7 sq. feet per resident | 41% have an average of at least 0.7 square feet per resident. |
| Libraries serving from 25,000 to 99,999 | 0.6 sq. feet per resident | 62.5% have an average of at least 0.6 square feet per resident. |
| Libraries serving from 100,000 to 750,000 | 0.6 sq. feet per resident | 40% have an average of at least 0.6 square feet per resident. |

Guideline 4: Internet Access With so much information now available through the internet, libraries must have a dedicated telecommunications line capable of providing fast and reliable access to the internet by multiple users, both staff and the public.

| Size of Library | Recommended Guideline for Gateway Level | Percentage of Libraries that Meet Recommended Guideline |
|---|---|--|
| Libraries serving under 2,500 | Dedicated T-1, DSL, ISDN or cable | 44% of libraries have a dedicated T-1, DSL, ISDN or cable line. |
| Libraries serving from 2,501 to 4,999 | Dedicated T-1, DSL, ISDN or cable | 37.5% of libraries have a dedicated T-1, DSL, ISDN or cable line. |
| Libraries serving from 5,000 to 9,999 | Dedicated T-1, DSL, ISDN or cable | 62.5% of libraries have a dedicated T-1, DSL, ISDN or cable line. |
| Libraries serving from 10,000 to 24,999 | Dedicated T-1, DSL, ISDN or cable | 83% of libraries have a dedicated T-1, DSL, ISDN or cable line. |

Guideline 4: Internet Access (Continued)

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|---|-----------------------------------|--|
| Libraries serving from 25,000 to 99,999 | Dedicated T-1, DSL, ISDN or cable | 87.5% of libraries have a dedicated T-1, DSL, ISDN or cable line. |
| Libraries serving from 100,000 to 750,000 | Dedicated T-1, DSL, ISDN or cable | 100% of libraries have a dedicated T-1, DSL, ISDN or cable line. |

Guideline 5: Web Services A library web site can enable its customers to renew books, place holds, register for programs, check the availability of books, or browse the catalog. Interactive web sites can also offer such services as online reference, book discussion groups, homework help, and gateways to partner organizations and special interest sites.

| Size of Library | Recommended Guideline for Gateway Level | Percentage of Libraries that Meet Recommended Guideline |
|---|---|---|
| Libraries serving under 2,500 | Library web site | 36.5% of libraries have a web site. |
| Libraries serving from 2,501 to 4,999 | Library web site | 42% of libraries have a web site. |
| Libraries serving from 5,000 to 9,999 | Library web site | 62.5% of libraries have a web site. |
| Libraries serving from 10,000 to 24,999 | Interactive web site | 35% of libraries have an interactive web site. |
| Libraries serving from 25,000 to 99,999 | Interactive web site | 87.5% of libraries have an interactive web site. |
| Libraries serving from 100,000 to 750,000 | Interactive web site | 100% of libraries have an interactive web site. |

The L-Files

Despite our tongue-in-cheek title, this is a very down-to-earth website for Trustees to visit. It's here you will find professional statements, Oklahoma laws and other documents related to libraries and library development.

Visit ODL's L - Files at <http://www.odl.state.ok.us/servlibs/l-files/index.htm>

Guideline 6: Library Staff Qualifications This guideline sets a basic level of one full time employee (FTE) for every 2,000 residents in the community. An FTE is a 40 hours per week staff position, so for example two staff members who each work 20 hours per week would equal one FTE

| Size of Library | Recommended Guideline for Gateway Level | Percentage of Libraries that Meet Recommended Guideline |
|---|---|---|
| Libraries serving under 2,500 | 1 FTE per 2,000 residents | 75% of libraries have an average of 1 FTE per 2,000 residents. |
| Libraries serving from 2,501 to 4,999 | 1 FTE per 2,000 residents | 58% of libraries have an average of 1 FTE per 2,000 residents. |
| Libraries serving from 5,000 to 9,999 | 1 FTE per 2,000 residents | 37.5% of libraries have an average of 1 FTE per 2,000 residents. |
| Libraries serving from 10,000 to 24,999 | 1 FTE per 2,000 residents | 23.5% of libraries have an average of 1 FTE per 2,000 residents. |
| Libraries serving from 25,000 to 99,999 | 1 FTE per 2,000 residents | 37.5% of libraries have an average of 1 FTE per 2,000 residents. |
| Libraries serving from 100,000 to 750,000 | 1 FTE per 2,000 residents | No libraries have an average of 1 FTE per 2,000 residents. |

Guideline 11: Meeting Requests Residents ask libraries for specific titles, information, community referrals and other kinds of resources. This guideline represents the percentage of requests that libraries can fill through their collections, systems, interlibrary loan and other resources.

| Size of Library | Recommended Guideline for Gateway Level | Percentage of Libraries that Meet Recommended Guideline |
|---------------------------------------|---|---|
| Libraries serving under 2,500 | 75% | 49% of libraries could fill at least 75% of resources upon the request of customers. |
| Libraries serving from 2,501 to 4,999 | 75% | 42% of libraries could fill at least 75% of resources upon the request of customers. |
| Libraries serving from 5,000 to 9,999 | 75% | 50% of libraries could fill at least 75% of resources upon the request of customers. |

Guideline 11: Meeting Requests (continued)

| | | |
|---|-----|---|
| Libraries serving from 10,000 to 24,999 | 75% | 76% of libraries could fill at least 75% of resources upon the request of customers. |
| Libraries serving from 25,000 to 99,999 | 75% | 62.5% of libraries could fill at least 75% of resources upon the request of customers. |
| Libraries serving from 100,000 to 750,000 | 75% | 100% of libraries could fill at least 75% of resources upon the request of customers. |

Guideline 12: Use of Materials Outside the Library This guideline is an average of the number of books, CDs, videos and other materials checked out by residents of the community. For example, a 5.0 guideline means that, on average, every member of the community checked out five books or other materials from the library during the last year.

| Size of Library | Recommended Guideline for Gateway Level | Percentage of Libraries that Meet Recommended Guideline |
|---|---|---|
| Libraries serving under 2,500 | 4.4 | 44% of libraries checked out an average of at least 4.4 items per resident per year. |
| Libraries serving from 2,501 to 4,999 | 5.0 | 46% of libraries checked out an average of at least 5.0 items per resident per year. |
| Libraries serving from 5,000 to 9,999 | 6.0 | 50% of libraries checked out an average of at least 6.0 items per resident per year. |
| Libraries serving from 10,000 to 24,999 | 6.3 | 47% of libraries checked out an average of at least 6.3 items per resident per year. |
| Libraries serving from 25,000 to 99,999 | 4.0 | 37.5% of libraries checked out an average of at least 4.0 items per resident per year. |
| Libraries serving from 100,000 to 750,000 | 4.8 | 60% of libraries checked out an average of at least 4.8 items per resident per year. |

Guideline 13: Check Outs of Children’s Materials This measures the average number of children’s books, videos, CDs and other materials checked out during one year. For example, a 7.0 guideline means that on average every child in the community checked out seven children’s books or other materials during the year.

| Size of Library | Recommended Guideline for Gateway Level | Percentage of Libraries that Meet Recommended Guideline |
|---|---|---|
| Libraries serving under 2,500 | 6.0 | 46% of libraries checked out an average of at least 6.0 children’s materials per child per year. |
| Libraries serving from 2,501 to 4,999 | 7.0 | 29% of libraries checked out an average of at least 7.0 children’s materials per child per year. |
| Libraries serving from 5,000 to 9,999 | 8.0 | 37.5% of libraries checked out an average of at least 8.0 children’s materials per child per year. |
| Libraries serving from 10,000 to 24,999 | 8.5 | 35% of libraries checked out an average of at least 8.5 children’s materials per child per year. |
| Libraries serving from 25,000 to 99,999 | 9.0 | 37.5% of libraries checked out an average of at least 9.0 children’s materials per child per year. |
| Libraries serving from 100,000 to 750,000 | 9.5 | 40% of libraries checked out an average of at least 9.5 children’s materials per child per year. |

Guideline 14: Up-to-Date Materials Up-to-date materials are materials that are less than five-years-old. This guideline is used because many people prefer to read new books. More importantly, many nonfiction books older than five years have inaccurate information that should no longer be on the shelf. Medical books are a good example of the importance of up-to-date library materials.

| Size of Library | Recommended Guideline for Gateway Level | Percentage of Libraries that Meet Recommended Guideline |
|-------------------------------|---|---|
| Libraries serving under 2,500 | 12% | 75% of libraries have collections with at least 12% of materials newer than 5 years. |

Guideline 14: Up-to-Date Materials (continued)

| | | |
|---|-----|---|
| Libraries serving from 2,501 to 4,999 | 15% | 62.5% of libraries have collections with at least 15% of materials newer than 5 years. |
| Libraries serving from 5,000 to 9,999 | 15% | 50% of libraries have collections with at least 15% of materials newer than 5 years. |
| Libraries serving from 10,000 to 24,999 | 15% | 59% of libraries have collections with at least 15% of materials newer than 5 years. |
| Libraries serving from 25,000 to 99,999 | 15% | 75% of libraries have collections with at least 15% of materials newer than 5 years. |
| Libraries serving from 100,000 to 750,000 | 20% | 100% of libraries have collections with at least 20% of materials newer than 5 years. |

Guideline 15: Program Opportunities for Children Per Week Children’s programs foster an ongoing interest in books and reading and teach children that the library is a source of enjoyment, learning and support. Activities may take place in the library or in the community and may be provided by staff, volunteers or community partners.

| Size of Library | Recommended Guideline for Gateway Level | Percentage of Libraries that Meet Recommended Guideline |
|---|---|--|
| Libraries serving under 2,500 | 2 | 7% of libraries offer an average of at least 2 programs for children per week. |
| Libraries serving from 2,501 to 4,999 | 2 | 12.5% of libraries offer an average of at least 2 programs for children per week. |
| Libraries serving from 5,000 to 9,999 | 4 | No libraries offer an average of at least 4 programs for children per week. |
| Libraries serving from 10,000 to 24,999 | 6 | 6% of libraries offer an average of at least 6 programs for children per week. |
| Libraries serving from 25,000 to 99,999 | 8 | 25% of libraries offer an average of at least 8 programs for children per week. |

Guideline 15: Program Opportunities for Children Per Week (continued)

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|---|----|--|
| Libraries serving from 100,000 to 750,000 | 12 | 100% of libraries offer an average of at least 12 programs for children per week. |
|---|----|--|

Guideline 17: Opportunities for Youth and Adults Per Month. Opportunities for youth and adults refer to library-sponsored activities that serve a community need or request. Activities may take place in the library or in the community and may be provided by staff, volunteers or community partners.

| Size of Library | Recommended Guideline for Gateway Level | Percentage of Libraries that Meet Recommended Guideline |
|---|---|--|
| Libraries serving under 2,500 | 1 | 15% of libraries offer an average of at least 1 program for adults or teens per month. |
| Libraries serving from 2,501 to 4,999 | 2 | 21% of libraries offer an average of at least 2 programs for adults or teens per month. |
| Libraries serving from 5,000 to 9,999 | 3 | 12.5% of libraries offer an average of at least 3 programs for adults or teens per month. |
| Libraries serving from 10,000 to 24,999 | 4 | 12% of libraries offer an average of at least 4 programs for adults or teens per month. |
| Libraries serving from 25,000 to 99,999 | 5 | 62.5% of libraries offer an average of at least 5 programs for adults or teens per month. |
| Libraries serving from 100,000 to 750,000 | 6 | 100% of libraries offer an average of at least 6 programs for adults or teens per month. |

Choices for a Dynamic Future: Models of Public Library Service for Oklahoma

If you would like to see the entire Models document, you can find it on ODL's website. The 25 page document includes graphics and photographs, and has been separated into three parts to facilitate downloading. See your choices at <http://www.odl.state.ok.us/vision>

Worth a Visit

Some communities build brand new buildings for their public libraries. But other public libraries function very well in buildings that were originally built for other purposes. For this issue of Trustee Talk, four public library buildings are featured that started out as an elementary school, a bank, a store and a high school.

Recycling older buildings can work effectively if the building has enough room for the library's activities and resources, if it is located where people can easily find and access the building, if the building can be made accessible for people with disabilities, and if the city provides the funding and support necessary to transform the building into a library. Remodeling older buildings can be expensive, sometimes costing as much as new construction.

You can see that these four public library buildings vary greatly. However, in all four cases, the communities have put time, effort and financial support into their libraries and have benefited with greatly improved library service.



The first building (the elementary school) is home to the [Jay C. Byers Memorial Library](#) in Cleveland. Located at 215 East Wichita Avenue, the library serves a community of 3,265 and is open from 10 a.m. to 6 p.m. on Monday and Thursday, from 10 a.m. to 5 p.m. on Tuesday, Wednesday and Friday, and from 9 a.m. to noon on Saturday. Eligible for inclusion in the National Register of Historic Places, the Cleveland library provides both traditional library services and modern technology in a beautiful setting.

The [Pawnee Public Library](#) increased its size from 930 sq. ft. to 3,600 sq. ft. when it moved into this former store located at 653 Illinois. Open from 9 a.m. to 5:30 p.m. Monday through Friday, and from 8:30 a.m. to 2 p.m. on Saturday, the library serves a community of 2,218. The library now has enough room for its collection, comfortable seating, attractive displays and fifteen computers.



Formerly a bank, the [Shattuck Public Library](#) at 101 S. Main is open from 10 a.m. to 6 p.m. on Monday and Thursday, and from noon to 5 p.m. on Tuesday and Wednesday, and serves a population of 1,247. From a beautiful tin ceiling to restored windows and a new circulation desk, the Shattuck library preserves its historic beauty, but also meets present telecommunications needs with a wireless computer network.



Below, an old high school with a new addition houses the [Stillwater Public Library](#) in great style. Located at 1107 South Duck, the library is open from 9 a.m. to 9 p.m. on Monday through Thursday, from 9 a.m. to 6 p.m. on Friday and Saturday, and from 1 p.m. to 5 p.m. on Sunday, and includes numerous meeting rooms of varying sizes, well designed spaces for staff to work, and very attractive spaces for library users to study, select materials and use the internet.



Tulsa In the Springtime

And a Conference Besides

The Oklahoma Library Association's Annual Conference will be held in downtown Tulsa this spring at the Adams Mark Hotel. The dates of the conference are Wednesday, April 14th to Friday, April 16th, and over 600 library administrators, staff, trustees and friends are planning to attend. Here are just a few of the many programs to consider:

Success Stories from the Grassroots: Where We are Winning the Information Access Battles

Enjoy lunch and hear Miriam Nisbet, Legislative Counsel for the American Library Association's Washington Office, discuss legislative issues on which we are enjoying success at federal and state levels and those areas where we face continuing battles.

*Thursday, April 15th
from noon to 1:30 p.m.*

Table Talk – One Book, One Conference

Enjoy a discussion of the 2004 Oklahoma Reads Oklahoma book selection, The Honk and Holler Opening Soon by Billie Letts.

*Thursday, April 15th
from noon to 1:30 p.m., or
Friday, April 16th
from 12:30 to 2:00 p.m.*

Should Citizens Be Concerned About Their Information Rights?

Miriam Nisbet, Legislative Council for the ALA Washington Office, and staff representatives from the offices of each

(continued on next page)

Tulsa in the Springtime

(continued from previous page)

member of the Oklahoma Congressional Delegation will address a set of questions on federal legislation and activity.

Thursday, April 15th

from 1:45 to 2:45 p.m.

Why Ethics Matter More Than Ever: Pressing Demands and Crucial Choices

Robert Hauptman, author of *Ethics and Librarianship*, will discuss ethical issues that arise in every library at some time.

Thursday, April 15th

from 3:00 to 4:00 p.m.

It's Perfectly Normal: 10 Lessons from Montgomery County

Jerilynn A. Williams, Director of the Montgomery County Memorial Library System in Texas, engaged the community and protected her patrons' right

Trustee Talk is a publication of the Oklahoma Department of Libraries designed specifically for public library trustees. Because Oklahoma's public libraries serve diverse communities, Oklahoma's library boards can be either a governing or an advisory board and may serve a large system, a metropolitan area, or a rural community. Therefore, some information in Trustee Talk may not be useful to you and your library. However, we hope that everyone will find something useful in each issue.

If you have questions on anything you have read, please contact your regional consultant at the Oklahoma Department of Libraries. If you would like to suggest topics for future issues, please contact Ginny Dietrich, editor, at ODL, 800-522-8116 or

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Check out ODL's website at:
www.odl.state.ok.us

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to read. She will share an overview of what happened during the Montgomery County book controversy and present 10 strategies to help others to prepare for, or to work through, a similar challenge.

Thursday, April 15th

from 4:30 to 5:30 p.m.

Attention Board/Director Teams: What's YOUR Score?

Customer complaints, Aging facilities, Not enough revenue, Ignored by civic leaders... Sound familiar? If your library suffers from any of these problems, it's time to look to the top. What's your board/director team's job? How well are you doing it? Ellen Miller will conduct a highly participative, two-part workshop to help you improve your team's effectiveness in serving your community, improving revenues and partnerships, and positioning your library with leaders and voters. Ellen Miller has served for eight years as a trustee of the Johnson County (Kansas) Library, is the founding president of the Kansas Library Trustee Association, and was named to the ALA-ALTA National Advocacy Honor Roll in 2000.

Friday, April 16th

from 8:30 to 10:45 a.m.

Annual Conference Banquet

Tulsa historian, Jack Frank, is the Emmy award-winning producer of the "Oklahoma Memories" video series. These videos provide historic enjoyment on Tulsa's days gone by. This evening Jack will show some films, talk about how he does research and what his films show about Tulsa.

Friday, April 16th

from 7:00 to 9:30 p.m.

For more information about the conference, go to www.tulsalibrary.org/OLA/ and click on Conference Information and then Preview. Or call Kay Boies, OLA's Executive Director, at 405-348-0506.