ILHB Taskforce on Public Library Standards
Thursday, June 26, 2014
Monroe County Public Library, Ellettsville Branch

Notes

Members Present: Beth Booth Poor, Kathryn Gerber, Kelly Currie, Don Crankshaw, Andrea
                    Ingmire, Ruth Frasur, Cheryl Wright, Patty Stringfellow, David Eisen,
                    Mary Emmrich, David Sams, Terry Rensberger, Laurel Setser (Chair),
                    Christine Sterle, Stephanie Davis, Nick Schenkel
Guests Present: Alexis Caudell, Mitchell Community Public Library, Sara O'Sha, Jill
                    Stange, Bill Anderson, Shauna Borger, Ginger Rogers, Sara Laughlin
On the phone: Gabrielle Carr
Not present: Michelle Bradley, Nancy Knochel

Laurel Setser called the meeting to order at 10:10 am. Due to technical issues, the telephone
connection did not work for the first ten minutes of the meeting.

Five sample discussion documents we distributed along with a list showing the frequency of
standards issues amount the libraries that are currently out of standards. The taskforce held a
general discussion of top standards that libraries do not comply with. The taskforce asked why
libraries can't comply with all of the standards. Wendy Knapp answered, in many cases because
they don't choose to. The taskforce wanted to know if there was a correlation between the
population and the libraries who do not meet standards, and if the library patrons were going
elsewhere if their library doesn't meet standards or if there was a high PLAC card usage in those
areas? ISL will investigate.

The group consensus was that standards were intended to support libraries in serving their
communities. Nick Schenkel recommended that we focus on the majority, not the exceptions.
Other recommendations:
- The percentage of population served should be a goal or objective rather than a requirement.
- There is a lot of confusion and discussion on the collection development percentage question
  in the annual report. There appeared to be a consensus that more training and outreach
  efforts on the annual report and standards would be welcome, as would the inclusion of
  different ebook platforms in this number.
- Recommended changing the wording from "collections" to "resources".
- There was also a strong consensus on dropping the exceptional and enhanced levels from the
  standards. The determination should be meets standard or does not meet standard.

- There was a discussion on the use of objectives in the standards. The consensus was that objectives explained "why" and the standards explained "how".
- There were questions about how to calculate the number recommended in a standard for the number of computers, INfoExpress delivery days, etc. Should it be based on percentage? Population?
- Comments were repeatedly made about keeping the standards simple and not including objectives or long descriptive words

The taskforce began doing a point by point review of Discussion Draft #2: Standards without enhanced or exceptional levels, making the following [notes] and **changes**:
- 590 IAC 6-1-4 (a) (2): "The Indiana Library and Historical Department Law under IC 4-23-7. [The group noted that the instructions need to make it clear that this citation includes the legislation covering PLAC].
- 590 IAC 6-1-4 (b): "The library board is responsible for hiring and *evaluating annually* a full-time library director *position* with the ..."
- 590 IAC 6-1-4 (f): "The **library shall take advantage of orientation materials provided by the Indiana State Library for** new library board trustees and training materials to all library trustees and directors annually. The library board shall adhere to the principles discussed in approved and current Indiana state library publications for library trustees."
- 590 IAC 6-1-4 (g): "The library **board** shall have written bylaws that state its purpose and its operational procedures. The bylaws shall specifically state rules governing conflicts of interest issues and nepotism. The bylaws shall be reviewed by the board of trustees at least every *three (3) years*. A copy of the bylaws shall be submitted to the Indiana state library within 60 days of their adoption. All amendments to the bylaws that have been adopted by the board in each year shall be submitted with the library's annual report."
  - o [Move this section with the other board policies, and group with the rest of the policies]
  - o [There was a discussion of whether a three year cycle is correct for this standards, but no resolution]
- 590 IAC 6-1-4 (h): "With the advice and recommendation of the library director, the library board shall adopt the following written plans and policies:
  - o [Group together and put in table format the following plans and policies, along with required frequency of review:
    - Bylaws
    - Collection development
    - Internet Policy
    - Long Rang Plan
    - Non-Resident fee
    - Principles of access
    - Technology plan
      - [There was a question as to whether this plan needs to be a separate plan or if it could be a subset of the long range plan. ISL is checking ERate requirements.]
- 590 IAC 6-1-4 (h) (4) (G): Delete line "An automation plan that conforms to national cataloging standards."
- 590 IAC 6-1-4 (k) (2): Delete line "Availability of general collections to the public during

regular library hours of operation."

- 590 IAC 6-1-4 (k) (3): "A library expending at least seven and five-tenths percent (7.5%) of its actual operating fund expenditures for library collections shall meet basic standards for collection expenditures."
- 590 IAC 6-1-4 (k) (4): The library shall provide **multiple means of communicating with the public during and after hours, including a minimum of two of the following**:
    - (A) A telephone listed in the library's name.
    - (B) An answering machine, voice mail, or other similar technology to provide operating hours of the library.
    - (C) An e-mail address or a means of electronic contact for the library listed on the library's website.
- 590 IAC 6-1-4 (NEW): [Services]
    - (D) A means to provide copies to the public at each location. A fee may be charged not to exceed a fee established by Indiana state law.
    - (E) Technology available to transmit documents electronically or through phone lines, for example, a fax machine.
- 590 IAC 6-1-4 (k) (5): A **publically discoverable** website that must include **links** the following:
    - Hours of operation
    - Physical address or addresses,
    - A map for each fixed service location
    - Phone number
    - E-mail **or other electronic communication form**
    - **Links to** electronic resources provided free of charge to the citizens of Indiana by the state of Indiana, for example, INSPIRE.
    - Public service policies including, but not limited to, circulation policies, fees, and Internet use, adopted by the library board.
    - The library's online public access catalog.
    - A calendar **or list of public** events and programs, which shall be updated at least monthly.
- 590 IAC 6-1-4 (k) (6):
    - "Interlibrary loan is free of **service** charge within Indiana **to valid library card holders** (other than reimbursement for actual direct photocopy and postage costs).
    - Each public library shall lend materials **at no charge to other Indiana Libraries (other than reimbursement for actual direct photocopy and postage costs)**
    - **Public libraries** shall participate in at least one (1) of the following **resource sharing programs**:
        - Statewide reciprocal borrowing program.
        - OCLC Resource Sharing.
        - Evergreen Indiana consortium.
        - Local reciprocal borrowing with at least one (1) other public library district within the library district's county or an adjacent county.

- 590 IAC 6-1-4 (k) (7): "Participate in the statewide delivery service provided by the Indiana

state library with the following frequency from a single fixed location within the library district."

- o [Change standard from based upon size to based upon population or volume of use]
- 590 IAC 6-1-4 (k) (8,9 & 10):
    - o (A) Programs and reference services offered by a qualified individual holding the appropriate librarian certificate."
        - ▪ [Rewrite. Needs to be clearer.]
        - ▪ [Move this section to Service area]

Discussion tabled until next meeting.

Andrea Ingmire suggested that we make it clear that these changes to the standards would be effective in 2016 since that is when the admin code will be enacted.

During the audience input period, Sara Laughlin recommended the use of goals and outcome measures, as she helped to shape in the Mississippi standards. She also stressed that the standards needed to reflect 21st century realities rather than 19th century output measures.

Steven Schmidt asked the taskforce to consider one additional issue as they review the standards. Indiana has a small group of "volunteer" libraries. These libraries are not incorporated under PL 36-12, receive no tax support and occasionally extend service to areas covered by other libraries. LDO would like some advice on how the state library should treat these libraries in relation to providing services and subsidies.

Meeting was adjourned at 2 p.m.

The next meeting is scheduled for August 7, 10:00 AM - 3:00 PM, at the Pulaski County Public Library, 121 S. Riverside Dr. Winamac, Indiana. 46996.