MISSISSIPPI PUBLIC LIBRARY SYSTEM ACCREDITATION PROGRAM

Services Measures

LEVEL I

GOVERNANCE, ADMINISTRATION, FUNDING

Governance:

1. G1. The library system is established and maintained according to the provisions of state law.

2. G2. One legally appointed and constituted administrative board of trustees governs the operation of the library system. The library system board has complete authority, within legal limits, over the library system's budget and over all gifts, bequests, and donations.

3. G3. The library system is operated according to all local, state, and federal statutory requirements.

4. G4. The library system serves at least one (1) county and provides service on a county-wide basis.

Administration:

5. A1. The library system administrative board properly advertises, and meets at least once in each quarter, with the library system director in attendance, at a time and place convenient for the board and the community and in accordance with the state's open meetings law.

6. A2. Upon joining the library system administrative board, new board members are provided access to the Mississippi Trustees Handbook by the library system director.

7. A3. The library system board has written bylaws that outline purpose and operational procedures. These bylaws are reviewed at least every five (5) years.

8. A4. The library system board adopts written policies for operations, collection development and management, personnel, and Internet use. Policies are consistent with principles of intellectual freedom and the right of privacy as found in such documents as the U.S. Constitution and the Mississippi Code

1972 Annotated. The board reviews all policies at least every three (3) years. All policies are available to staff and to the public.

9. A5. The library system administrative board employs the library system director and delegates active management of the library system, including personnel administration, to the library system director.

Funding:

10. F1. The library system is supported in whole or in part by public funds.

11. F2. The director prepares a proposed annual budget reflecting the library system's priorities.

12. F3. Library system administrative board reviews, modifies as necessary, and approves the proposed annual budget developed by library director and reflecting board-approved priorities and goals before submission to local funding entities.

13. F4. The library system administrative board submits an annual proposed budget to local funding authorities. The director and administrative board are available to make budget presentations to local funding entities.

14. F5. The library system administrative board reviews and adopts a final annual budget reflecting library goals and priorities and funding commitments.

15. F6. The library system director provides written financial and statistical reports for review at library system administrative board meetings and regularly communicates on matters that affect policy.

16. F7. The library system follows statutory and Library Commission requirements as to fiscal year, audits, and budgeting, and makes annual and other reports to funding authorities and the Mississippi Library Commission.

17. F8. Local funding for the library system is maintained at a level equal to or greater than the second preceding year, or the Board requests and is granted a Maintenance of Effort (MOE) waiver.

STAFFING

18. S1. The library system has a permanent, paid, full-time director who has, or will have within three (3) years of hire, a Master's Degree in Library Science from a school accredited by the American Library Association.

19. S2.   The library system employs additional staff to provide services and oversee programs.

20. S3.   Every new staff member, with the exception of custodial, maintenance, and student workers, has a minimum education of a high school diploma or a General Educational Development (GED).

21. S4.   Every staff member is provided with a written job description and responsibilities.

22. S5.   Every staff member is provided with access to a copy of the library system's policies and procedures.

23. S6.   Every staff member is provided with access to a personnel handbook.

COLLECTIONS

24. C1.   The library system has a written collection development and management policy.

25. C2.   The library system allocates funds for purchasing materials in all appropriate formats based on its collection development and management policy, community needs, and current usage.

SERVICES

26. P1.   The library system provides materials in accordance with the library system's policies and procedures.

27. P2.   Using all available resources, library locations provide reference and readers advisory services. Questions that cannot be answered locally are forwarded to the next appropriate level until resolved.

28. P3.   Library locations offer public access Internet computers located in public areas and designated for public use.

29. P4.   The library system provides year-round programming for the community, including a summer library program for children.

PATRONS AND COMMUNITY

30. M1.   The library system maintains a registration file of patrons.

31. M2.   The library system determines the number of people coming into library locations each year and then compares the number of patrons with the service area population.

ACCESS

32. X1.   Service hours of each library location are fixed, posted, and based on patron needs.

33. X2.   All library system branches and headquarters have telephones with the numbers publicly available.

34. X3.   A book return is provided and available at all hours in at least one library location in each county.

35. X4.   The library system has a catalog of holdings that is easily accessible to patrons and staff.

36. X5.   The library system provides a website that includes contact information, hours, and service location(s) information.

LEVEL II

GOVERNANCE, ADMINISTRATION, FUNDING

Governance:

1. GG1.   The library system administrative board adopts a process for developing a strategic plan.

2. GG2.   The library system director is a member of the Mississippi Library Association.

Administration:

3. AA1.   The library system director provides an orientation for each new board member based on the Mississippi Trustees Handbook.

4. AA2.   The library system has written procedures that implement board-approved policies.

5. AA3.   The library system administrative board conducts an annual performance review of the director.

Funding:

6. FF1.   The director and administrative board seek alternative sources of funding.

STAFFING

7. SS1.   Every staff member receives formal orientation and training to implement the library system's policies and procedures.

8. SS2   The library system trains staff on and promotes the usage of MAGNOLIA.

9. SS3.   The library system provides staff with the opportunity for training related to job duties.

10. SS4.   In addition to the director, one or more staff members hold membership in at least one professional association.

11. SS5.   The library system reviews and updates job descriptions as needed, or at least every three (3) years.

COLLECTIONS

12. CC1.   The library system evaluates the collection at least every three (3) years to determine its usefulness according to the library's collection development and management policy.

13. CC2.   The library system continually uses collection analysis and statistical data to identify strengths and weaknesses and allocates resources accordingly.

SERVICES

14. PP1.   The library system analyzes usage, including reference transactions, public internet sessions, and participation data as part of strategic planning.

15. PP2.   The library system provides programming in response to community needs.

16. PP3.   The library system offers outreach and extension services based on community analysis.

PATRONS AND COMMUNITY

17. MM1.   The library system keeps patron registrations current. Registration records are updated at least every three (3) years to ensure patron information is current and to provide an accurate count of active library users.

18. MM2.   The library system conducts a community analysis at least every five (5) years as part of an ongoing planning process.

19. MM3.   The library system provides a variety of opportunities for feedback from the public.

20. MM4.   The library system promotes its collections and services by using three or more approaches to publicity, including use of social media.

ACCESS

21. XX1.   One or more library locations in each county within the library system is open until at least 6:00 p.m. or later at least one day a week, or offers weekend hours.

22. XX2.   Each library location is well-lighted and utilizes appropriate signage.

23. XX3.   Patrons can access library services remotely—ask a question, place a hold, renew an item, and find the location and hours of library facilities and programs.

24. XX4.   The library system's website meets the standards of ADA compliance and is updated regularly.

25. XX5.   The library system conducts an annual needs assessment of facilities, equipment, and access.

26. XX6.   The library system makes information available via the state VUC/ILL system.

<center>**LEVEL III**</center>

GOVERNANCE, ADMINISTRATION, FUNDING

Governance:

1. GGG1.   The library system administrative board adopts a strategic plan to guide the library system, which is revised and updated at least every five (5) years, and which is aligned with the library system's community analysis, needs assessment plan, technology plan, collection development and management plan, staff development plan, and marketing plan.

2. GGG2.   The library system administrative board members are individual members of the Mississippi Library Association.

Administration:

3. AAA1.   The library system administrative board members participate in board training every year.

4. AAA2.   The library system administrative board evaluates its performance annually.

5. AAA3.   The library system administrative board retains a board attorney.

Funding:

6. FFF1.   The library system administrative board actively pursues establishment or increase of millage or increased funding to support the library system's strategic plan.

7. FFF2.   The library system administrative board and director develop advocates and partnerships.

STAFFING

8. SSS1.   The library system employs paid staff at a minimum of .5 Full Time Equivalents (FTE) per 2,000 population served.

9. SSS2.   Any new employee hired to manage a library location (branch) serving a municipal population (defined as the population of the actual incorporated municipality) of 10,000 or greater must have a minimum of a bachelor's degree.

10. SSS3.   Every staff member receives a written annual job performance review.

11. SSS4.   Every library system has a staff development plan aligned with its strategic plan.

12. SSS5.   The library system has an ongoing process of cross training.

COLLECTIONS

13. CCC1.   The library system updates its collection development and management policy at least every five (5) years based on its current strategic plan.

14. CCC2.   The library system uses community and collection analysis data to make measurable changes based on its strategic plan.

15. CCC3.   The library system completes a physical collections inventory at least every five (5) years.

16. CCC4.   The library system provides electronic collections for patrons, individually or through consortia agreements, to supplement MAGNOLIA or other statewide databases.

SERVICES

17. PPP1.   The library system employs staff dedicated to outreach and extension services.

18. PPP2.   Based on its strategic plan, the library system uses results of data analysis to improve services and programs.

19. PPP3.   The library system provides enhanced programming for its patrons, and includes programming for special populations.

PATRONS AND COMMUNITY

20. MMM1.   The library system uses community analysis data, data from library operations, and feedback from members of the public to improve services and programs.

21. MMM2.   The library system has a marketing plan based on its strategic plan.

22. MMM3.   The library system identifies community support groups and establishes partnerships.

ACCESS

23. XXX1.   In each county, the library system provides a minimum of forty (40) unduplicated hours of public service per week, including morning, afternoon, evening, and weekend hours to meet community preferences.

24. XXX2.   Directional signs are placed at key locations in each community to guide people to the public library.

25. XXX3.   The library system uses needs assessment data, as part of the strategic plan, to provide facilities, equipment, and access appropriate to support library services and programs.

26. XXX4.   The library system maintains a responsive, mobile-friendly website, which is updated regularly.