
**SERVING OUR PUBLIC:
STANDARDS FOR ILLINOIS PUBLIC LIBRARIES**

Revised Edition

ILLINOIS LIBRARY ASSOCIATION 2002

Serving Our Public: Standards for Illinois Public Libraries

Additions to the Revised Edition, 1997

The ILA Public Library Forum Standards Review Committee reviewed the Revised Edition of *Serving Our Public: Standards for Illinois Public Libraries* and standards from several other states. Committee members also surveyed colleagues about use of AV collections; use of the Internet, e-mail, and electronic resources; use of workstations; and problems encountered when trying to fit technology into their buildings. The committee determined that the following additions and revisions would help public libraries more effectively plan and deliver service in these areas.

In considering standards for these areas, the committee followed the philosophy of the committee that first produced *Serving Our Public*: "The standards are not a celebration of mediocrity nor are they intended to provide a level of comfort by showing activities or statistics that represent a hypothetical average. Rather, the standards provide a path, sometimes difficult, to an idea."

ILA Public Library Forum Standards Review Committee

Mary Sue Brown, Library Administrator, Woodridge Public Library, Chair

Sharon Campbell, Library Administrator, Addison Public Library

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Assistance with **Implications of Technology on Building Design** provided by Gary Wenger,
Vice-President Information Technology, College of DuPage, Glen Ellyn, Ill.

Chapter IV - Collection Management- Electronic resources,workstations

Because of the evolving nature of electronic resources – method of delivery, content, ease of navigation – this particular format requires a higher degree of monitoring than those of the past (print, film, fiche, and CD-ROM). Today's reference librarians will need to engage in a continuous process of evaluation and refinement in the use of electronic resources within their communities. As is true for all collection management, the primary goal is to support the information needs of the community by providing accurate, useable, and timely information.

Applicable Core Standards

Core Standard 20 (Revised)

The library has a telephone, a telefaxsimile machine, photocopier, and computer with ***an Internet connection***. The library provides telephone service to its patrons with hearing disabilities through a TTY (teletypewriter), TDD (Telecommunications Devices for the Deaf) or a voice relay provided by the telephone company.

Core Standard 30 (New)

The library provides at least one computer exclusively for public access to electronic resources, including, but not limited to, the Internet.

Additional Supplemental Standards

1. At least one staff member is knowledgeable about and able to assist patrons with electronic resources.
2. The library supports ongoing training for staff in selectng and using electronic resources.

Chapter IV - Collection Management - AV Materials

Audiovisual materials account for an increasingly large percent of public library circulation. In some libraries, the figure is in excess of 35 percent. Typically, the larger and more relevant the AV collection, the higher the circulation.

During times when more than one format is known to be used by the public, librarians may need to purchase the same title in multiple formats. Short, focused surveys will reveal which formats your patrons prefer.

Appendix 4.4 Audiovisual Table

| Audiovisual Materials Collection Table | | | | | |
|---|-------------|--|--|--|--|
| | Base | Minimum | Growing | Established | Advanced |
| | | Equal to +/- 10% of book collection | Equal to +/- 15% of book collection | Equal to +/- 20% of book collection | Equal to +/- 25% of book collection |
| | | Volumes per capita plus Base. | Volumes per capita plus Base. | Volumes per capita plus Base. | Volumes per capita plus Base. |

| Population | Base | Minimum | Growing | Established | Advanced |
|-------------------|-------------|----------------|----------------|--------------------|-----------------|
| < 1,000 | 200 | 0.5 | 1.15 | 2.35 | 4.25 |
| 1,000 - 2,499 | 600 | 0.3 | 0.55 | 1.5 | 3.4 |
| 2,500 - 4,999 | 1000 | 0.175 | 0.45 | 1.1 | 2.5 |
| 5,000 - 9,999 | 2000 | 0.125 | 0.4 | 0.85 | 2.1 |
| 10,000 - 14,999 | 3500 | 0.06 | 0.35 | 0.6 | 1.75 |
| 15,000 - 24,999 | 5000 | 0.06 | 0.35 | 0.6 | 1.6 |
| 25,000 - 49,999 | 8500 | 0.05 | 0.35 | 0.6 | 1.4 |
| 50,000 - 74,999 | 12,750 | 0.05 | 0.35 | 0.55 | 1.05 |
| 75,000 - 99,999 | 15,500 | 0.04 | 0.3 | 0.5 | 1.25 |
| > 100,000 | 22,000 | 0.04 | 0.3 | 0.45 | 1 |

Example

1. Library's jurisdictional population is 30,000.
2. Library wishes to achieve the "Growing" level.
3. To the "Base" add the product of the population multiplied by the number found in the cell where the Population Category (25,000 - 49,999) and the Level (Growing) meet. $8,500 + 10,500 (.35 \times 30,000) = 19,000$.

Note: The "base" is not a level. It is only a figure used as part of the calculation.

Chapter IX - Facilities - Implications of Technology on Designing/Remodeling a Building

The pervasive use of networked computers and multimedia equipment in the work environment adds a new element of complexity when designing a new or remodeling an existing facility. Architects need to carefully integrate technology use into all aspects of the infrastructure planning for space, lighting, electrical, and HVAC.

The guiding objective when considering technology is that the solution is driven by the workflow, not by the building backbone to workstation. The design process should be employee-centered and not technology-centered.

Employees should be asked, "How do you get your work done, what kinds of spaces do you need to support that, how do you use technology in the work product?"

Planning Considerations

1. The library obtains professional assistance to ensure that all components of its voice/data system, including power are designed to work smoothly together. Large projects, typically planning and installing a new LAN should employ a registered communications distribution designer (RCDD).
2. The design emphasizes flexibility by keeping interior walls at a minimum. In addition to those areas designated as recipients of data/voice transmission, consider how data/voice could be transmitted to all areas in the building. Walls, above ceiling, under floor, and wireless all have special requirements.
3. During the design process, plan space for computers, monitors, printers, scanners, screens, and video projectors.
4. Plan the location of windows and control of outdoor light to reduce glare. Plan interior light to meet the variety of technology-related room uses.
5. Use ergonomically designed furniture to reduce stress and body strains. Modular furniture can provide for a single electrical connection to a work area.
6. Provide clean adequate electrical power and HVAC for good operation of the equipment. Environments where there is a concentration of equipment may require special attention.
7. Provide frequent locations of electrical, voice, and data outlets along walls, and through a grid pattern of flush floor boxes for large open areas. Plug mold – a strip with outlets approximately every three feet – may be the best solution for electrical outlets along walls.
8. Plan space for network communications equipment. Consider accessibility in terms of interior maintenance and distance to exterior connection.
9. Plan for space in front of and behind equipment racks to allow access for maintenance. High speed network equipment requires ample, round the clock ventilation and cooling. All digital electronics depend on clean electrical power and an uninterruptible back up supply. The location and path of wiring in walls, above ceilings, or under floors must be separated from communications cables to reduce electrical interference.

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10. Distribution closets, which house hubs and patch panels for LANs must be placed in a pattern on each floor that minimizes extreme differences in the length of cable runs. They must also be vertically aligned from floor to floor to minimize signal-degrading kinks and offsets in risers.
 11. Include screen size, room heights, size of room, rear-screen video projection equipment, and ceiling mounted projections in planning for media intensive spaces such as training labs and board meeting, and program rooms.
 12. Half height equipment racks and network and power connections may be accommodated within custom mill work enclosures or directly integrated into conference tables and desktops.
 13. Wireless networking can now provide higher speed access to information. Depending on applications, wireless can offer lower cost solutions. Wireless uses ceiling mounted access points within a facility and access cards in PCs.

Technology Terminology

Backbone: Major artery of networked systems. Smaller networks may be attached.

Conditioned Power: Electrical service that is protected from line noise, voltage surges and spikes, brownouts, and blackouts.

Distribution Closet: A room containing equipment racks filled with hubs and patch panels for arranging connections.

Hub: A passive device for splitting LAN signals and distributing them among multiple computers, servers, and other network-attached devices.

LAN: A Local Area Network, or collection of interconnected computers, servers, and hubs within an organization. Multiple LANs linked together form a WAN, or Wide Area Network.

Premises Wiring: The communications cabling within a building or individual office/tenant space.

Riser (Management): Connections from the building backbone to separate multiple departments, typically in multistory buildings.

Router: A special purpose, active switching device that links a LAN to a backbone or links multiple LANs to a WAN. Leading vendors are Cisco, Nortel, and 3Com.

Server: A computer designated as a shared resource on a LAN. Leading vendors include Gateway, IBM, Compaq, Dell, and Hewlett-Packard.

Structured Cabling: A complete system of wiring, connecting devices, and installation standards certified to deliver a specified data-transmission speed over a LAN.

System Integrator (SI): Like a general contractor for computer systems, an SI procures and installs all the structured cabling, servers, computers, and software for a LAN.

Virtual Private Network (VPN): A private network built within a public network.

WAN: Multiple LANs linked together by physical or virtual connections.

Wire Management: A system of raceways, cable trays, and/or ducts to consolidate and organize cables within and between equipment racks or office furniture.