



STATE LIBRARY OF IOWA

INFORMATION • CONSULTATION • DESTINATION
WWW.STATELIBRARYOFIOWA.ORG

Prepping For Accreditation 2021 Series August 2021–January 2022

**Facilitated by State Library Staff:
District & Des Moines Consultants**

The Setup

For libraries on the February 2022 reporting cycle—for FY23

For anyone looking to increase their library's Tier status

Fourth Tuesday of the month August—January
(two sessions in January)

10:00-11:00AM each time

Drop in, no registration required

Brief explanations of specific standards / accreditation tasks

Ample Q&A time

C.E. credit is not awarded for this purpose

The Schedule

Date	Topic
August 24	Planning Part 1
September 28	Planning Part 2
October 26	Board-Related Standards
November 23	ADA Checklist
December 28	Personnel Standards
January 18	Policy Standards
January 25	Application & Submission Process

<https://www.statelibraryofiowa.gov/index.php/libraries/search/accred-stand>

Accreditation and Standards

The Standards and Accreditation Program exists to encourage the ongoing development of high quality public library services in Iowa. *In Service to Iowa: Public Library Standards* is the manual for the State Library of Iowa's standards program. Iowa's voluntary public library standards program was established to give public libraries a tool to identify strengths and areas for improvement. It is also used to document the condition of public library service in Iowa, to distribute Direct State Aid funding, and to meet statutory requirements.

Accreditation Impacts Related to COVID-19

See a [list of Accreditation impacts related to COVID-19](#). In general, services suspended because of COVID-19 will not affect your accreditation status as long as they are restarted once the crisis has passed. Click on the above link to see a list of Accreditation issues related to the COVID-19.

Accreditation Application for FY22 - application cycle has ended

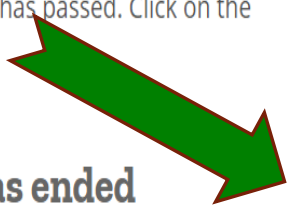


Public Library Standards

In Service to Iowa, 6th edition is the manual for the State Library Standards and Accreditation Program for public libraries. It documents the condition of public library service in Iowa, determines the formula for State Aid funding, and meets statutory requirements.

The link opens a PDF version of the manual. *In Service to Iowa* is no longer printed in paper format. This document may be updated on a frequent basis, and was updated on 9/13/2019. **Please discard all previous drafts or editions.**

[Read the Public Library Standards](#)



Application Files

Online Application Form - FY22

Online application forms are now locked for FY22. Contact **Scott Dermont** for more information.

Verification requirements for new standards - FY22

Use this file to help determine what you will need to gather and submit to support your application.

Supporting Documentation Checklist - FY22

This checklist is an aid to ensure all supporting documentation is submitted. This document is also included in the Print Application Form.

Signature Page - FY22

All libraries submitting an application must also submit a Signature Page to certify accuracy. This document is also included in the Print Application Form.

Print Application Form - FY22

Use the print application form as an offline aid only. All applications must be filed using the online form listed above.

DA Checklist for Existing Facilities - For Accreditation purposes.

Use these files to help with Accreditation Standard #80.

Other Helpful Files

Help Videos for new Bibliostat Collect online software interface

These five short videos give an overview of the new Bibliostat Collect software. This software is used for the Accreditation Application form, the public library annual survey, the Direct State Aid report, and the Open Access report.

New Standards Overview

This was the handout for Scott Dermont's standards presentation at the 2016 Town Meetings.

Accreditation and Tier Status - FY21

Accreditation and Tier Status of all public libraries as of July 1, 2020 through June 30, 2021.

Prepping for Accreditation recordings and presentations - FY22

Recordings and presentations from the Summer/Fall 2020 Prepping for Accreditation online sessions.



Scott Dermont

Standard #7

[Tier 1] The library board adopts four required written policies – circulation, collection development, personnel, and Internet use. Required policies are reviewed at least every three years.

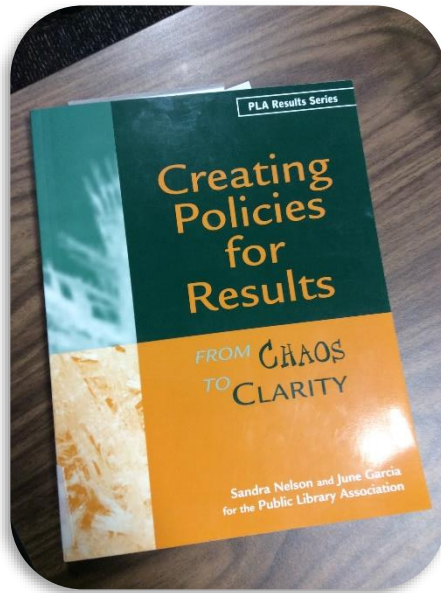
Standard #9

The library board has additional written policies, as deemed appropriate for the library, and reviews them at least every three years. All policies are available to all staff members and for public inspection. Check any additional policies adopted. Do not report the four policies listed in standard #7 above. At least two additional policies are required to meet this standard.



Policies

- help define the values of the organization, and they help managers and staff translate those values into service priorities
- establish a standard for services that can be understood by users of the service and providers
- ensure equitable treatment for all, and policies provide a framework for delivery of services



Policy Statement

Regulations

Procedures

Guidelines

First Element: Policy Statement

- Answers the “why” behind a program or service
- Written from the customers’ point of view
- Must be approved by the library board

Second Element: Regulations

- Answers “what: “what do patrons need to know in order to use library services and/or take part in library programming
- Specific, written “rules of the road” keeping logic and customer service front-and-center
- Must be approved by the library board

Third Element: Procedures

- Also answers “what:” but what does the staff need to know and do in order to provide services and programming
- Written, step-by-step instructions detailing the tasks the staff should perform to support the service
- Written by management & staff
- Procedures should not be reviewed or approved by the board

Fourth Element: Guidelines

- Speaks to “best practice”
- Leads the staff in finding the most efficient and effective ways to implement the policy in all its parts
- Keeps customer service front-and-center
- Guidelines can be shared with the board, but do not need to be approved by the board

Policy Involvement

Board's Role	Director's Role	Staff Role
<ul style="list-style-type: none">▪ Understands the broader implications▪ Ensures legal compliance▪ Ensures ethical compliance▪ Approves policy statement and regulations	<ul style="list-style-type: none">▪ Brings policy review to the board's attention▪ Drafts new policies for new issues▪ Acts as technical advisor to the board▪ Shares policies with the staff and ensures that policies are upheld	<ul style="list-style-type: none">▪ Understand the policy development process▪ Make suggestions for improvements, changes, ask questions▪ Explain and implement the policies

Four Required Policies

- Circulation (Including the Right to Privacy)
- Collection development
- Personnel
- Internet use

Circulation

- Borrowers' responsibilities
- Registration: Eligibility and requirements
- Confidentiality-cite CODE OF IOWA 22.7: EXAMINATION OF PUBLIC RECORDS (OPEN RECORDS), CONFIDENTIAL RECORDS)
- Custodian of record
- Equipment use
- Interlibrary loan services
- Participation in state and national networks
- Protocols and procedures
- Fines and Fees
- Loan periods/Renewals
- Lost and damaged materials
- Open Access
- Overdue materials-cite CODE OF IOWA, CHAPTER 714.5, THEFT OF LIBRARY MATERIALS AND EQUIPMENT and CHAPTER 808.12, DETENTION AND SEARCH IN THEFT OF LIBRARY MATERIALS AND SHOPLIFTING
- Reserves/Holds
- Suspension of privileges
- Use of online resources

Collection Development

- Collection Maintenance including: cataloging, withdrawal
- Evaluation of collection
- Gifts and donations including requests for appraisals and disposal of unwanted donations
- Challenges/Reconsideration form
- Intellectual Freedom: include appendix
 - Bill of Rights, Freedom to Read, Freedom to View
- Purchase
- Purpose of collection
- Requests
- Selection criteria, tools and procedures
- Staff responsibilities

Personnel

Primary Considerations: Union Contract / City Policy

- Benefits
 - Family and Medical Leave Act
 - Insurance
 - Retirement plan
 - Travel expenses
 - Vacations and leaves
 - Worker's compensation
- Salaries and Position
 - Classifications
 - Job descriptions
 - Organization chart
 - Salary schedules and information
- Personnel Procedures
 - Appointment
 - Disciplinary procedures
 - Grievance procedure
 - Performance evaluation
 - Personnel records
 - Promotions and demotions
 - Recruitment
 - Resignation and dismissals
 - Retirement
 - Staff development and training
 - Staff dress code
 - Staff on-the-job conduct
 - Vacancies

Internet Use

- Confidentiality of records
- Prohibit downloading and viewing of illegal materials such as child pornography (consistent with any applicable state or local law)
- Personal devices (staff help)
- Responsibilities of Users/Disclaimer of Risk
- Terms of use
- Violations and appeals
- Wireless

ADDITIONAL POLICIES

Bulletin board and displays
Customer conduct in the library
Customer service
Disaster preparedness and recovery
Emergencies and evacuation
Food and beverage
Friends groups
Gaming
Gifts and donations
Hours including holiday and weather closings
Interlibrary Loan
Library foundation
Meeting rooms

Proctoring
Programs for youth and adults
Public access computers
Citizen input at board meetings
Public relations
Reference and readers' advisory services
Sex offender
Social Media
Tablet checkout
Unattended children
Volunteers
Wireless use

Is it Enforceable?

- Policies must comply with current statutes and case law.
- Policies must be reasonable (and all penalties must be reasonable).
- Policies must be clear (not ambiguous or vague).
- Policies must be applied without discrimination.
- Consult with your city attorney

Policy Implementation & Review

- Implementation
 - Staff training
 - Public
- Review
 - Policy audit
 - Strategic plan
 - Who needs to be involved
 - Put it on a calendar

Resources

ALA Library Policy Development - <https://libguides.ala.org/librarypolicy>

WebJunction: Policies - <https://www.webjunction.org/explore-topics/policies-procedures.html>

Wisconsin Public Library Policy Resources - <https://dpi.wi.gov/pld/boards-directors/policy-resources>

CLiC Public Library Policy Collection - <https://www.clicweb.org/extras/innovations-initiatives/publiclibrarypolicycollection/>

State Library of Iowa

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Thanks For Joining Us!