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

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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
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.

AOA Checklist for Existing Facilities - For Accreditation purposes.
These files to help with Accreditation Standard 180.

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.
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 polices provide a framework for delivery of services
4 Elements of a Policy

- 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

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<th>Director’s Role</th>
<th>Staff Role</th>
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<td>▪ Understands the broader implications</td>
<td>▪ Brings policy review to the board’s attention</td>
<td>▪ Understand the policy development process</td>
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<td>▪ Ensures legal compliance</td>
<td>▪ Drafts new policies for new issues</td>
<td>▪ Make suggestions for improvements, changes, ask questions</td>
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<td>▪ Ensures ethical compliance</td>
<td>▪ Acts as technical advisor to the board</td>
<td>▪ Explain and implement the policies</td>
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<td>▪ Approves policy statement and regulations</td>
<td>▪ Shares policies with the staff and ensures that policies are upheld</td>
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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
  o Family and Medical Leave Act
  o Insurance
  o Retirement plan
  o Travel expenses
  o Vacations and leaves
  o Worker’s compensation

• Salaries and Position Classifications
  o Job descriptions
  o Organization chart
  o Salary schedules and information

• Personnel Procedures
  o Appointment
  o Disciplinary procedures
  o Grievance procedure
  o Performance evaluation
  o Personnel records
  o Promotions and demotions
  o Recruitment
  o Resignation and dismissals
  o Retirement
  o Staff development and training
  o Staff dress code
  o Staff on-the-job conduct
  o 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


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
The Schedule Ahead

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Thanks For Joining Us!