

**Library of Michigan
Quality Services Audit Checklist**

HUMAN RESOURCES APPENDIX A

Below are suggested topics for library personnel policies.

- Affirmative action
- Anti-harassment
- Classification schedule
- Conduct at work
- Continuing education
- Disciplinary actions
- Discharge procedures
- Equal employment opportunity provision
- Emergency closing
- Employment at Will statement
- Evaluation procedures
- Grievance procedures
- Health benefits
- Hiring practices
- Hours of work and Overtime
- Job descriptions
- Leave of absences, paid and unpaid (Vacation, Family leave, Sick leave, Holidays, Jury duty, Compassionate leave, Administrative leave)
- Life insurance
- Nepotism
- Organizational chart
- Personnel records
- Probationary period
- Promotion
- Recruitment
- Retirement
- Salary schedule
- Staff development and training
- Travel expenses
- Volunteers
- Worker's compensation
- Working conditions and standards

Samples of many policies can be found at the following Web sites:

<http://www.pla.org/cfapps/archive.cfm?path=resources/practices.html>

<http://www.mrsc.org/subjects/infoserv/publiclib/libpolicy.aspx?r=1>

<http://www.statelibrary.state.pa.us/libraries/cwp/view.asp?a=15&Q=50578>

Note: All employee information guides or personnel policies should be reviewed by the library's attorney.

HUMAN RESOURCES APPENDIX B

Aside from the specifics of the particular job, an orientation programs contains the following items:

- Introduction to the library's mission statement, philosophy, goals, and services;
- Instruction on how the employee's position fits into the above;
- If applicable, explanation on how the library works with other branches of government;
- Customer training sessions;
- Library policies and procedures
- Organizational chart;
- Tour and map of the physical facility;
- Introduction to other staff;
- Telephone system training;
- Emergency and security policies including emergency telephone numbers
- Work schedule;
- Parking;
- Training in specific job duties, including training to assist patrons in the use of available electronic resources.

Some libraries assign a more experience employee, a "buddy," to a new employee for the first month of service.

GOVERNANCE/ADMINISTRATION APPENDIX A

Listed below are suggested topics for library policies.

See the Public Library Association's Best Practices in Public Libraries at <http://www.ala.org/ala/pla/resources/bestpractices.htm>.

Collection Development: See Collection Development Appendix A

Facilities:

- Acquisition and ownership
- American Disabilities Act compliance
- Bookmobiles, see <http://eagle.clarion.edu/%7Egrads/csrl/bookmobi.htm>
- Bulletin boards
- Disaster, recovery plans for facilities and equipment
- Distribution of outside materials
- Inventory of capital assets
- Maintenance
- Site selection

Human Resources: See Human Resources Appendix A and B

Intellectual Freedom: See Collection Development Appendix A

Management:

- Association for Trustees and Advocates Statement on Ethics, <http://www.ala.org/ala/alta/altapubs/PDFaltaethicsstatement.pdf>.
- Budget
- Disaster recovery plans for materials
- Financial Plan
 - Acceptance and management of gifts, endowments and gifts, see <http://www.ala.org/ala/pla/resources/policyconsiderations.htm>.
 - Competitive bid process
 - Comprehensive general liability
 - Credit card use
 - Errors and omissions
 - Fiduciary liability public employee blanket bond
 - Investment of funds
 - Insurance
 - Inventory
 - Procurement plan
 - Public officer blanket bond
 - Travel expenses
 - Workers' compensation
- Security
- Trustee conflict of interest
- Use of library equipment and vehicles

Outside Cooperation: Sharing of resources and establishing of networks

Local chamber of commerce

Local schools

Regional library cooperative

Personnel: See Human Resources Appendices A and B

Public Relations: See Public Relations Appendix A

Public Services:

Adult Services

Programming

Artwork

Bookmobile stops

Children's Services

Programming

Circulation

Borrowers' eligibility

Borrowers' responsibilities

Equipment use

Fees [for materials, nonresident]

Fines

Loan periods

Lost and damaged materials

Number of items loaned

Privacy [Michigan Library Privacy Act]

Renewals and reserves

Closing the building procedures

Displays and exhibits

Fire, Tornado, Severe weather and other emergencies

Hours of service

Inter-library loan and reciprocal borrowing

Fees (if any)

Protocols and procedures

Internet access

Meeting rooms

Outreach services

Handicapped

Homebound

Institutional

Problem behavior

Reader's Advisory

Reference Services

Homework assignments

Online searches

- Reference interview
- Rules of patron conduct
- Unattended children
- Young Adults
- Programming

Technology: See Technology Appendix A

Volunteers: Services and support of individuals and groups who help the library.

- Duties and any limitations
- Friends groups
- Recognition and awards
- Recruitment and selection
- Roles and responsibilities

SERVICES APPENDIX A

Useful statistics to maintain:

- Author/title and subject fill rates
- Browsing fill rates
- Circulation
- Circulation per capita
- Collection Sizes
- Community demographics
- Library Registrations
- Library Visits
- Reference transactions
- Reference transactions per capita
- Program Attendance
- Program Attendance per capita
- Turnover rates
- Visits
- Visits per capita

COLLECTION DEVELOPMENT APPENDIX A

Recommended collection development policies may include:

- Community profile and clientele description to determine library's customers

- Library mission and purpose

- Challenges to library materials

- Copyright

- Disaster and recovery plan

- Collection parameters

 - Subject areas to be covered and in what depth

 - Media formats

 - Patron requests

- Collection purposes, what are the program and patron needs to be met

- Collection priorities

 - Multiple copies

 - Local materials

 - Gifts and donations

 - Cooperative collection development

 - Method used to obtain material not owned

- Conservations and preservation

- Copyright

- Disaster and recovery plan

- Intellectual freedom

 - American Library Association Freedom to Read,

 - <http://www.ala.org/alaorg/oif/freeread.html>, (see also

 - http://www.ala.org/alaorg/oif/coping_inf.html)

 - American Library Association Freedom to View,

 - <http://www.ala.org/alaorg/oif/freedomtoview.html>

 - American Library Association Library Bill of Rights,

 - <http://www.ala.org/work/freedom/lbr.html>, and,

 - <http://www.ala.org/work/freedom/interp.html>

- Selection

 - Criteria and Schedule

 - Responsibility

 - Methods and Procedures

 - Evaluation

- Weeding Criteria and Schedule

Some collection development policies also include:

- Breakdown of collection by classification number and fiction genre with accompanying narrative addressing scope and weeding schedule

- Breakdown of media collection by format with accompanying narrative addressing scope and weeding schedule

A review of any collection development plan includes an analysis of collection usage to determine its effectiveness, based on the goals, priorities and/or roles called for in the library's strategic plan.

TECHNOLOGY APPENDIX A

The Universal Service Fund (USF) checklist for technology plans is below and can also be found (along with an excellent appendix, [Technology Planning: Questions to Consider](#) at the Web site: <http://www.sl.universalservice.org/apply/step2.asp#appb>.

- The plan establishes clear goals and a realistic strategy for using telecommunications and information technology to improve education or library services.
- The plan has a professional development strategy to ensure that staff knows how to use the new technologies to improve education or library services.
- The plan includes an assessment of the telecommunication services, hardware, software, and other services that will be needed to improve education or library services.
- The plan provides for a sufficient budget to acquire and maintain the hardware, software, professional development, and other services that will be needed to implement the strategy for improved education or library services.
- The plan includes an evaluation process that enables the school or library to monitor progress toward the specified goals and make mid-course corrections in response to new developments and opportunities as they arise.

PUBLIC RELATIONS APPENDIX A

A library's public relations policy contains references to:

- Attitude toward media, other governmental units, users, and non-users;
- Public relations authority and responsibility, especially who is media spokesperson;
- Distribution of print and non/print public relations materials;
- Handling of complaints, suggestions for improvement, and compliments;
- Use of publicity choices listed below, their scope and emphasis;
- Participation of staff and trustees in promoting positive public relations.

PUBLIC RELATIONS APPENDIX B

Means of communicating with the public include:

Newsletter
General Information brochure
Newspaper article or column
Annual report
Posters, flyers, bookmarks
Presentations to community groups, businesses, and institutions
Exhibits, displays, bulletin board
Community resource directory
Web page
Electronic bulletin board
Videocassette
Commercial and/or cable TV
Radio,
Participation in community events such as fairs and parades
Advertising items
Direct mail promotion
Billboard

PUBLIC RELATIONS APPENDIX C

Sample Library Image Audit (Thank you Sandy Scherba, former director of the Cromaine District Library)

Completing this type of checklist requires walking through the library, clipboard in hand. Don't try to fill this out at your desk! Having board members, patrons, or cooperative staff fill it out may result in more useful feedback. Don't be discouraged when you find areas that are less than pleasing, finding problems to correct is the purpose of this exercise. You may find other topics on which to evaluate your library's image. This is just a start.

Physical Building & Grounds

- Is it attractive? Welcoming?
- Are there windows? Are they clean?
- Are window treatments clean?
- Are exterior displays easy-to-read and frequently changed?
- Is there landscaping? Is it maintained? Living?
- Is the grass cut regularly?
- Is your exterior sign visible? Easy-to-read? Even at night?
- Are your mailbox, book drop and flagpole in decent shape?
- Is there enough parking? Are the spaces clearly marked? Are they clean?

Entrance

- Is it clearly identified?
- Is your first impression positive? Safe?
- Is the door covered with tattered signs?
- Is this where your store empty boxes, snow shovels, yard tools?
- Is there a glass case that is empty? Or holding the same display for decades?
- Can the user orient him or her self easily?

Interior

- Is your overall impression positive?
- Is it well organized? Clean? Inviting?
- Is there a clear flow of traffic? Are the service desks in their most logical place?
- Is the furniture decrepit? Are the chairs stained or losing their padding?
- Does the wood furniture need to be dusted? Oiled?
- Is the shelving dusted? If painted, is it chipped?
- Is it cluttered? Does the circulation desk resemble a rummage sale?
- Is the color scheme pleasing?
- Are the walls clean? Do they need to be repainted?
- Is the flooring clean? Does it need to be replaced?
- Is there enough lighting? Or does it seem dim?
- Is it too noisy?
- Is the temperature comfortable?

Are the restrooms easy to find? Are they clean? Well-stocked?
Do the aisles accommodate strollers and wheelchairs?

Signs

Are the hours visible from the outside of the building?
Are directional signs inside easy to read? Professional looking? Consistent in size and font?
Are the signs understandable or full of library jargon?
Are they still accurate?

Collection

Is it up-to-date and relevant to your community?
Is the collection regularly weeded? (Be honest, now)
Are the books leaning? Sitting at the edge of the shelf? Too crowded?
Is there a logical pattern to the way books are shelved?
Are there books on the top and bottom shelf?
Do the books on the shelf look ratty and tatty? Do most have plastic or paper jackets?
Can you read the spine labels?
Are the paperbacks in decent shape? Are their racks functioning?

Displays and Bulletin Boards

Are the boards orderly or so cluttered you can't read anything?
Is the material timely? Regularly updated?
Are displays filled with books? Are patrons allowed to take the books?
Are the displays visibly noticeable in prime locations?

Publicity Materials

Are the materials colorful and appealing? Up-to-date?
Do they look professional? Typing neat? Print clear? Font consistent?
Is the library's logo, slogan, hours, address, and phone number on each item?
Are they well-organized and displayed neatly?

Staff

How are staff and volunteers dressed?
Are their expressions and body-language positive? Friendly? Helpful?
Are patrons greeted as they enter the library or approach a desk?
Do staff point to shelves or accompany patrons to the material?
Do staff routinely offer interlibrary loan?
Are you satisfied by the impression created at the circulation desk? (This is where most libraries are judged.)
How are patrons with fines and lost books treated?
Is help available? Do they know how to listen? Conduct a reference interview?
How does staff react to noisy children? To any child?
Do children and teens receive the same quality of service as adults?

Does the staff person or recording answering the phone sound like they have a smile on their face? Can they be easily understood?

Does staff smile at patrons?

QSAC Appendices.doc