1. FACILITIES

The library’s facilities encompass the community needs for the safe, efficient use of the physical space, ease of access to the space and resources, including hours available, and the extension of access through a sustainable technology infrastructure.

Table of Contents for Facilities

1.1. Facilities: Physical Space ................................................................. 10
1.2. Facilities: Facility Plan and Energy Efficiency ................................. 12
1.4. Facilities: Access ........................................................................... 16
  1.4.1. Facilities: Access: Hours .......................................................... 16
  1.4.2. Facilities: Access: Parking ....................................................... 17
  1.4.3. Facilities: Access: Signage ....................................................... 17
1.5. Facilities: Technology Infrastructure .................................................. 18
1.6. Facilities: Internet Connectivity ....................................................... 20
1.7. Facilities: Food .............................................................................. 21
1.8. Facilities: Resources ..................................................................... 22
1.1. Facilities: Physical Space

Library space meets the needs of the current service population while maintaining flexibility to meet the future needs of the community.

**BENCHMARK:** Library space is designed to support the current and future needs of the community.

<table>
<thead>
<tr>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ The library provides adequate space to accommodate current community and technology needs.</td>
</tr>
<tr>
<td>☐ Space is provided or can be modified to meet the needs of the different groups the library serves.</td>
</tr>
<tr>
<td>☐ Space is available for members of the community to meet.</td>
</tr>
<tr>
<td>☐ A public restroom is provided.</td>
</tr>
<tr>
<td>☐ The library assesses space needs as part of a community needs assessment process every three years.</td>
</tr>
<tr>
<td>☐ The library meets the <strong>Essential</strong> Square Foot per Capita benchmark for its population size.</td>
</tr>
</tbody>
</table>

**Benchmark:** "Essential"

<table>
<thead>
<tr>
<th>Population Groups, Towns/Cities</th>
<th>Up to 5,000</th>
<th>5,000 to 10,000</th>
<th>10,000 to 17,000</th>
<th>17,000 to 25,000</th>
<th>25,000 to 50,000</th>
<th>Over 50,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Feet Per Capita</td>
<td>1</td>
<td>0.9</td>
<td>0.8</td>
<td>0.8</td>
<td>0.7</td>
<td>0.6</td>
</tr>
</tbody>
</table>

(See note at the end of this section)

<table>
<thead>
<tr>
<th>Enhanced</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Meets <strong>Essential</strong> level.</td>
</tr>
<tr>
<td>The library:</td>
</tr>
<tr>
<td>☐ Provides open, flexible space designed to accommodate current and future community and technology needs.</td>
</tr>
<tr>
<td>☐ Continually evaluates its space and implements <a href="#">flexible space design features</a> to meet the needs of unique user groups.</td>
</tr>
<tr>
<td>☐ Takes advantage of community spaces to enhance the library experience and expand programming opportunities beyond the walls of the library.</td>
</tr>
<tr>
<td>☐ Conducts an annual Community Needs Assessment to ensure that needs for flexible space are identified.</td>
</tr>
<tr>
<td>☐ Meets the <strong>Enhanced</strong> Square Foot per Capita benchmark for its population size.</td>
</tr>
</tbody>
</table>

**Benchmark:** "Enhanced"

<table>
<thead>
<tr>
<th>Population Groups, Towns/Cities</th>
<th>Up to 5,000</th>
<th>5,000 to 10,000</th>
<th>10,000 to 17,000</th>
<th>17,000 to 25,000</th>
<th>25,000 to 50,000</th>
<th>Over 50,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Feet Per Capita</td>
<td>1.5</td>
<td>1.25</td>
<td>1.25</td>
<td>1.25</td>
<td>1</td>
<td>0.8</td>
</tr>
</tbody>
</table>

(See note at the end of this section)
Exemplary

- Meets Enhanced level.
  - The library:
  - Continually assesses its needs for flexible space and expedites the implementation of changes within its reach.
  - Engages the services of a design consultant to evaluate and plan for flexible space needs.
  - Develops a redesign/construction plan that meets and/or exceeds the Connecticut State Library’s Library Space Planning Guideline.
  - Meets the Exemplary Square Foot per Capita benchmark for its population size.

Benchmark: "Exemplary"

<table>
<thead>
<tr>
<th>Population Groups, Towns/Cities</th>
<th>Up to 5,000</th>
<th>5,000 to 10,000</th>
<th>10,000 to 17,000</th>
<th>17,000 to 25,000</th>
<th>25,000 to 50,000</th>
<th>Over 50,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Feet Per Capita</td>
<td>2.5</td>
<td>2</td>
<td>1.7</td>
<td>1.7</td>
<td>1.5</td>
<td>1.3</td>
</tr>
</tbody>
</table>

(See note at the end of this section)

Note regarding library square footage:
The difference between the square footage in this Best Practices document and the square footage in the Library Space Planning document is intentional. The Best Practices square footage is based on the current square footage of the library, whereas the Library Space Planning square footage is based on future square footage needs of the library.
1.2. Facilities: Facility Plan and Energy Efficiency

Library facilities are maintained to ensure cleanliness and safety. A well-maintained building provides a pleasant environment for the community and staff. A regular maintenance schedule provides a clean, safe place for library activities.

**BENCHMARK:** The library meets facilities maintenance standards to ensure a clean and safe interior and exterior for community and staff.

**Essential**
- The library assigns staff to supervise facilities maintenance.
- The library maintains a current list of building maintenance/repair vendors.
- In cases where the municipality provides building maintenance, the library and municipality cooperate to ensure attention to building issues.
- The library establishes a maintenance schedule for daily, weekly and yearly cleaning priorities.
  - A daily schedule includes cleaning of public spaces.
  - A weekly schedule includes cleaning of high traffic areas with special attention to children’s spaces, public computers, meeting rooms, seating and tables.
  - An annual schedule includes, but is not be limited to, carpet cleaning, window cleaning and sanitizing public computers and children’s furniture and equipment.
- A walkthrough of the library is conducted on a weekly basis to identify potential building issues, lighting to be replaced and other potential hazards.
- The library interior is painted when funds are available.
- The library engages staff in the overall awareness of building maintenance issues and creates a reporting system for those issues.
- Lighting levels are in compliance with standards issued by the *Illuminating Engineering Society of North America*.

**Enhanced**
- Meets Essential level.
- The building and its furnishings are maintained pursuant to a specific budgetary line item derived from a written strategic plan for ordinary and capital maintenance.
  - The library:
    - Conducts an annual energy audit with the assistance of an outside consultant or municipal buildings manager.
    - Actively seeks energy efficiency grants offered by local, state or federal agencies for solar energy-efficient lighting.
    - Uses *non-toxic natural cleaning* materials for maintenance of facilities.
    - Conducts inspections of its facilities twice weekly.
Employs a person or service regularly assigned and accountable to the library that is responsible for routine inspections of facilities for issues needing attention. This person or service makes necessary arrangements for routine interior and exterior maintenance.

The building interior is painted every three to five years.

**Exemplary**

- Meets Enhanced level.
- The library actively seeks renovations/new building design to incorporate LEED energy efficiency design.
- The library incorporates use of natural light in building redesign or renovation.
- The building has an HVAC system that maintains an average temperature varying by no more than five degrees within the building or day to day (unless different temperatures are needed for programs and/or collections).
- The library maintains relative humidity levels at 50 - 60% year-round.
- Library furnishings are refreshed and/or replaced every 10 years or more frequently if necessary.

The library provides safe and convenient access for patrons to use and engage in library services. The library develops emergency preparedness plans for use in the event of natural or man-made disasters.

**BENCHMARK:** The library provides safe, convenient and easy access to library services.

**Essential**
- The library:
  - Provides a well-lighted exterior with signage that clearly identifies the building from the street.
  - Provides a safe, well-lighted parking area located near or adjacent to the facility.
  - Meets current local, state and federal safety and fire codes.
  - Is accessible to all members of the community, conforming to the Americans with Disabilities Act (ADA).
  - Conducts a risk assessment on an annual basis to identify and remediate potential hazards including building design flaws.
  - Conducts periodic emergency preparedness drills during hours when it is open.

**Enhanced**
- Meets Essential level.
- On a quarterly basis the library conducts a risk assessment to identify and remediate potential hazards including building design flaws.

**Exemplary**
- Meets Enhanced level.
- The library exceeds ADA standards such that both library services and the building are fully accessible.
- The library implements universal design principles to meet the needs of its community.
- Data from the library’s risk assessment is incorporated into a building redesign or renovation with the understanding that “the library as a refuge” is a critical role it can play in the community.
- The library has installed and maintains a permanently wired generator system for emergency use.
☐ The library maintains a standing Emergency Preparedness Committee to review its emergency/evacuation plan and conducts appropriate training to implement the plan.
☐ The library assigns a liaison to the municipal emergency committee and/or public safety departments.
1.4. Facilities: Access

The library offers the community a compelling invitation to explore, gather and engage and ensures equitable access to resources.

**BENCHMARK:** Library facilities provide convenient, safe and easy access to library services.

1.4.1. Facilities: Access: Hours

<table>
<thead>
<tr>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>The library:</td>
</tr>
<tr>
<td>□ Provides a convenient method to return materials 24 hours a day.</td>
</tr>
<tr>
<td>□ Establishes a service target for hours open including morning, afternoon, evening and weekend hours based on community needs.</td>
</tr>
<tr>
<td>□ Maintains minimum fixed hours of service according to its population:</td>
</tr>
<tr>
<td>Benchmark: &quot;Essential&quot;</td>
</tr>
<tr>
<td>Population Groups, Towns/Cities</td>
</tr>
<tr>
<td>Hours Open in a Typical Week</td>
</tr>
<tr>
<td>□ Hours are posted prominently in the building, on the website and in printed information.</td>
</tr>
<tr>
<td>□ To ensure the safety and security of the building, staff and patrons, the library has a minimum of two paid staff members on the main floor or service area plus one staff member on each additional floor or public service area during all hours the library is open.</td>
</tr>
<tr>
<td>□ The public access catalog, website and virtual resources are available at all times.</td>
</tr>
<tr>
<td>□ Telephone service provides access to library staff during hours when the library is open.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Enhanced</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Meets Essential level.</td>
</tr>
<tr>
<td>□ The library continually assesses its community needs to ensure that ease of access, hours and staffing levels are above the minimum requirements.</td>
</tr>
<tr>
<td>□ The library meets the Enhanced benchmark for hours open in a typical week.</td>
</tr>
<tr>
<td>Benchmark: &quot;Enhanced&quot;</td>
</tr>
<tr>
<td>Population Groups, Towns/Cities</td>
</tr>
<tr>
<td>Hours Open in a Typical Week</td>
</tr>
</tbody>
</table>
Exemplary

- Meets Enhanced level.
- Patrons have access to voice mail when they call the library after hours.
- Patrons have virtual access to library staff during hours when the library is open.
- The library provides other community service points beyond the walls of its building.
- The library meets the Exemplary benchmark for hours open in a typical week.

<table>
<thead>
<tr>
<th>Benchmark: &quot;Exemplary&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population Groups, Towns/Cities</td>
</tr>
<tr>
<td>Hours Open in a Typical Week</td>
</tr>
</tbody>
</table>

1.4.2. Facilities: Access: Parking

Essential

- The library offers sufficient well-lighted parking located near or adjacent to the facility. Sufficient parking is defined as meeting local codes and providing an adequate number of ADA-compliant parking spaces.

Enhanced

- Meets Essential level.
- The library has additional parking to accommodate staff and those using meeting rooms and attending programs. This means one parking space for each staff member scheduled per shift plus one-half the number of adult seats in the building.
- The library continually assesses parking needs based on current usage.

Exemplary

- Meets Enhanced level.
- The library has employee parking near the employee entrance sufficient for normal staffing needs.

1.4.3. Facilities: Access: Signage

Essential

- The library provides signage clearly identifying the library visible at all times from the street.
- Hours of library service are posted at each entrance to the building.
- Interior signage is current and accurately identifies areas of the collection and service points where patrons can receive assistance.
- Signage meets ADA requirements.

Enhanced

- Meets Essential level.
- The municipality has current and accurate signage to direct people to the library.
Exemplary

- Meets Enhanced level.
- "Virtual" signage on the library, town and school websites provides the location of and directions to the library.

1.5. Facilities: Technology Infrastructure

An up-to-date, stable technology infrastructure is vital for providing equitable access to resources and ensuring inclusive community participation.

**BENCHMARK:** Library facilities support the implementation of changing technologies to assure that community members experience robust, secure and sustainable technology services.

**Essential**

The library:

- Provides and sustains a technology infrastructure to support and integrate with statewide, regional and other resource-sharing services, initiatives and consortia.
- Provides, sustains and refreshes its technology infrastructure for appropriate support of library operations and services.
- Offers a sufficient number of computers or devices such that patrons need not wait more than one hour to access a computer.
- Offers a sufficient number of computers or devices such that patrons are offered at least one hour of uninterrupted computer use.
- Meets the Essential benchmark for number of computers per 1,000 population.

Benchmark: "Essential"

<table>
<thead>
<tr>
<th>Population Groups, Towns/Cities</th>
<th>Up to 5,000</th>
<th>5,000 to 10,000</th>
<th>10,000 to 17,000</th>
<th>17,000 to 25,000</th>
<th>25,000 to 50,000</th>
<th>Over 50,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computers Per 1,000 Population</td>
<td>1.2</td>
<td>1</td>
<td>0.7</td>
<td>0.7</td>
<td>0.5</td>
<td>0.5</td>
</tr>
</tbody>
</table>

**Enhanced**

- Meets Essential level.
- Based on current industry standards, the library has sufficient devices and bandwidth to build, stimulate and accommodate user demand.
- The library offers a sufficient number of computers or devices such that patrons do not have to wait to access a computer.
- The library offers a sufficient number of computers or devices such that patrons are offered at least two hours of uninterrupted computer use.
- The library meets the Enhanced benchmark for number of computers per 1,000 population.
Benchmark: "Enhanced"

<table>
<thead>
<tr>
<th>Population Groups, Towns/Cities</th>
<th>Up to 5,000</th>
<th>5,000 to 10,000</th>
<th>10,000 to 17,000</th>
<th>17,000 to 25,000</th>
<th>25,000 to 50,000</th>
<th>Over 50,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computers Per 1,000 Population</td>
<td>2</td>
<td>1.3</td>
<td>1.2</td>
<td>1.1</td>
<td>0.8</td>
<td>0.7</td>
</tr>
</tbody>
</table>

Exemplary

- Meets Enhanced level.
  - The library:
  - Considers new technologies for connectivity and telecommunications when planning new or remodeled facilities.
  - Offers a sufficient number of computers or devices such that patrons are offered uninterrupted computer use with no time limits.
  - Meets the Exemplary benchmark for number of computers per 1,000 population.

Benchmark: "Exemplary"

<table>
<thead>
<tr>
<th>Population Groups, Towns/Cities</th>
<th>Up to 5,000</th>
<th>5,000 to 10,000</th>
<th>10,000 to 17,000</th>
<th>17,000 to 25,000</th>
<th>25,000 to 50,000</th>
<th>Over 50,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computers Per 1,000 Population</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>1.5</td>
<td>1.5</td>
</tr>
</tbody>
</table>
1.6. Facilities: Internet Connectivity

Constant changes in access to resources and information demand that libraries be in the forefront for appropriate connectivity. This requires ongoing evaluation of connectivity issues.

**BENCHMARK:** The library provides a dedicated Internet connection that supports simultaneous use by all computer workstations while running intensive broadband applications.

**Essential**
- The library provides patrons and staff with wired and 24-hour wireless connectivity that meets current industry standards.
- The library adopts current industry standards for physical and wireless networking.

**Enhanced**
- Meets Essential level.
- The library assesses network infrastructure annually or as part of its technology planning process.

**Exemplary**
- Meets Enhanced level.
- The library ensures high-speed connectivity by implementing the highest and most robust bandwidth necessary to meet community needs.
1.7. Facilities: Food

The library is attentive to the health and safety of staff and patrons and to protection of the collection, technology, and building when food and beverages are consumed on library premises.

**BENCHMARK:** The library complies with local and state health and safety standards (e.g., food handlers’ certification) and applicable legal regulations.
1.8. Facilities: Resources


Heritage Preservation, Working with Emergency Responders poster.


Northeast Kansas Library System (NEKLS), Maintenance Checklist for Public Libraries.