4. RESOURCES & SERVICES

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4.1. Resources & Services: Library Collections and Resources

**BENCHMARK:** Library collections meet the needs and diverse interests of the community and ensure equal access for persons of all ages, abilities and backgrounds.

**Essential**

The library:
- Adopts the American Library Association Library Bill of Rights ([http://www.ala.org/advocacy/intfreedom/librarybill](http://www.ala.org/advocacy/intfreedom/librarybill)).
- Develops a collection management policy and reviews it on a regular basis.
- Maintains a collection that reflects the needs and interests of the community as determined by the community needs assessment. (See FACILITIES for community needs assessment.)
- Evaluates collections on an ongoing basis for retention, replacement and withdrawal.
- Provides access to materials in all formats and languages necessary to serve the needs of the community.
- Provides assistive technology to ensure access for all persons.
- Provides access to materials that represent a wide range of viewpoints.
- Catalogs collections according to currently accepted cataloging and classification practices to facilitate access and resource sharing.
- Uses an Integrated Library System (ILS) to support the management and development of the collection.
- Displays holdings in a statewide catalog.
- Establishes ongoing methods for the public to provide input on library resources.
- Meets Essential benchmarks for:
  - Physical collection turnover. (See "Collection turnover" in Glossary.)
  - Library materials expenditure per capita. (See definition in Glossary.) (All types of materials, including physical and digital items)

**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>
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<td>Physical Collection Turnover</td>
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<td>1.25</td>
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<td></td>
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</tr>
<tr>
<td>Library Materials Expenditures</td>
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<td>$3.00</td>
<td>$2.50</td>
<td>$2.00</td>
<td>$1.50</td>
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<td>Per Capita (All types of materials, including physical and digital items)</td>
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<tr>
<td>(See definition in Glossary.)</td>
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</table>
### Enhanced
- Meets *Essential* level.
- The library:
  - Collects and reports statistics related to the availability and use of resources.
  - Retains, preserves and/or provides access to material with local historical content.
  - The library provides support for fast and easy access to digital resources.
- Meets *Enhanced* benchmarks for:
  - Physical collection turnover. (See “Collection turnover” in Glossary.)
  - Library materials expenditure per capita. (See definition in Glossary.) (All types of materials, including physical and digital items)

**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>
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<td>1.8</td>
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<td><em>(See Collection turnover in Glossary)</em></td>
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</tr>
<tr>
<td>Library Materials Expenditures Per Capita</td>
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<td>$5.00</td>
<td>$5.00</td>
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<tr>
<td><em>(All types of materials, including physical and digital items)</em></td>
<td><em>(See definition in Glossary)</em></td>
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</tbody>
</table>

### Exemplary
- Meets *Enhanced* level.
- The library provides current technology, such as e-publishing, for the creation of original digital content to be considered for addition to the library collection.
- Meets *Exemplary* benchmarks for:
  - Physical collection turnover. (See “Collection turnover” in Glossary.)
  - Library materials expenditure per capita. (See definition in Glossary.) (All types of materials, including physical and digital items)

**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>
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</thead>
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<td>Physical Collection Turnover</td>
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<td>2</td>
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<tr>
<td>Library Materials Expenditures Per Capita</td>
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<td>$7.00</td>
<td>$6.50</td>
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<tr>
<td><em>(All types of materials, including physical and digital items)</em></td>
<td><em>(Definition in Glossary)</em></td>
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</table>
4.2. Resources & Services: Services

**BENCHMARK:** The library provides free, basic services to everyone.

**Essential**
- The library:
  - Provides free basic services, but this does not prohibit it from providing some services (such as photocopying) on a cost-recovery basis.
  - Provides information services to persons of all ages, abilities and levels of literacy. Services include but are not limited to reference, readers' advisory and assistance with access to electronic information.

**Enhanced**
- Meets Essential level.
  - The library provides remote information services via telephone, e-mail or other means.
  - The library provides staff with educational opportunities internally to provide services more effectively.

**Exemplary**
- Meets Enhanced level.
  - The library provides staff with educational opportunities externally (for example sends staff to continuing education opportunities outside the library) to provide services more effectively.

**BENCHMARK:** The library develops mutually beneficial community partnerships to improve service opportunities.

**Essential**
- The library collaborates with community organizations, governmental agencies, schools and other educational or cultural organizations to develop services and programs.

**Enhanced**
- Meets Essential level.
  - The library establishes cooperative agreements with other local agencies for shared services. Examples include partnering with AARP to provide tax assistance, with a correctional facility to provide library materials to inmates or with StoryCorps to preserve local history.
  - Library staff are trained to make appropriate referrals to outside agencies.
4.3. **Resources & Services: Programs**

*BENCHMARK:* The library provides free programs that reflect the diverse needs and interests of the community.

**Essential**

The library:
- Offers programs that reflect the diverse needs and interests of the community.
- Offers programs that increase awareness of its resources and services.
- Provides a neutral public forum for the debate of issues.
- Provides programs in physically accessible locations with *assistive technology* to ensure equal access for all persons.
- Offers programs at times and days of the week that best meet community needs.
- Evaluates and reviews programs on a regular basis.
- Establishes ongoing methods for the public to provide input on library programs.

**Enhanced**

- Meets *Essential* level.
- Meeting space is provided for community organizations.

**Exemplary**

- Meets *Enhanced* level.
- Programs are available online via podcasting or other technologies.
4.4. **Resources & Services: External Communications**

**BENCHMARK:** The library promotes the availability of resources and services through media and Internet sources.

**Essential**
- The library has an up-to-date, easy-to-find web page or Facebook page that includes the library's location, mailing address, phone number, hours of operation, holiday closings, list of administrative staff and department heads with contact information, list of board members, catalog access, access to statewide databases and list of upcoming events.
- The library director has an e-mail account for her/his exclusive use.
- All full-time and administrative staff have their own or departmental e-mail addresses.
- The library provides the option for all staff to have their own e-mail addresses.
- All e-mail messages initiated from the library include a formal signature that includes the sender's full name, e-mail address and other contact information.
- The library issues a monthly calendar of events.
- The library appoints a spokesperson who is authorized to speak to media on the library's behalf.

**Enhanced**
- Meets Essential level.
- The library has its own website and URL separate from the municipality's site.
- Library staff have editing and administrative privileges over the website.
- The library director designates a specific staff member or members who are responsible for updating and maintaining the web page.
- The library's website also includes information about downloadable books and audiobooks.
- All staff have their own e-mail addresses and e-mail signatures.
- The library issues a regular newsletter and calendar of upcoming events.
- The library issues press releases on newsworthy events and changes at the library and distributes them to the library community as well as to the local community.
- The library uses social media accounts to promote library news and programs.

**Exemplary**
- Meets Enhanced level.
- The library's website includes information about and digital images from the local history collection.
- The library's website includes an event calendar with self-registration capabilities.
- The library issues a regular newsletter and calendar of upcoming events by e-mail.
4.5. Resources & Services: Circulation

**BENCHMARK:** The library maintains accurate circulation records.

**Essential**
- Circulation desk staff, a self-check machine or a combination of these two can perform the following actions:
  - Check out materials
  - Accept payment of fines
  - Accept payment for damaged or lost materials
  - Issue a library card
  - Give the status of patron reserve requests
  - Give the status of patron accounts (fines, overdues, etc.)
- The library participates in the borrowIT CT (formerly Connecticard) program and abides by its regulations ([General Statutes of Connecticut, Sec. 11-31a to 11-31c; Regulations of Connecticut State Agencies, Sec. 11-31c-1 to 11-31c-5](https://www.cga.ct.gov/1999/1999RSHtml/11-31c.htm)).

**Enhanced**
- Meets Essential level.
- The library enables remote payment of fines.
- The library participates in resource-sharing through the statewide database.

**BENCHMARK:** The library preserves the confidentiality of patron records and safeguards its patrons’ privacy.

**Essential**
- The library abides by state and federal statutes regarding confidentiality of library records ([General Statutes of Connecticut, Sec. 11-25](https://www.cga.ct.gov/1999/1999RSHtml/11-25.htm)).
- The library follows the [Connecticut State Library Records Retention Schedule](https://www.state.ct.us/libraries/recordsretention/).
- The library develops and updates a privacy policy protecting patrons’ personally identifiable information.
- Public computers are programmed to delete the browsing history of a patron’s Internet session once the session is ended.

**Enhanced**
- Meets Essential level.
- By examining how information about library users and staff is collected, stored, shared, used and destroyed, the library conducts an annual privacy audit to ensure that information processing procedures meet privacy requirements.

**Exemplary**
- Meets Enhanced level.
4.6. **Resources & Services: Resources**

American Library Association (ALA), [Library Bill of Rights](https://www.ala.org/advocacy/bill-rights).

ALA, [Resolution on the Retention of Library Usage Records](https://www.ala.org/advocacy/librarianship/privacy/record-retention).


borrowIT CT (formerly Connecticard) program: [General Statutes of Connecticut, Sec. 11-31a to 11-31c](https://www.cga.ct.gov/1979/1979.RS/content/chapter/ch11-sec11-31a-31c.htm); [Regulations of Connecticut State Agencies, Sec. 11-31c-1 to 11-31c-5](https://www.ct.gov/rca/en/Regulations/CHAP11-31c-1-31c-5.html).


Virginia library standards, [Providing free, basic services does not prohibit cost-recovery](https://www.cga.ct.gov/1979/1979.RS/content/chapter/ch11-31c-1-31c-5.htm).