

# Excellent Standards

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### **Library Board Meetings, Governance, Duties, Working with the Director**

1. The Board and Director have created an orientation and mentoring process for new Board members.
2. Board members are aware of the roles of the board chair, the library director, and board members.
3. The Board and Director use a performance evaluation process that allows for discussion about what has been accomplished and what needs to be accomplished.
4. The Board evaluates its work.
5. The Board and Director identify and discuss community needs and aspirations.
6. The Board and Director adopt a community-based plan for the library.
7. The Board and Director can quickly communicate about the plan - specifically what is in the plan and progress on achieving the plan.
8. The Board and Director annually review progress on achieving the library's goals and mission.
9. Board members receive training about advocacy at least every other year.
10. Board members are advocates for the library.
11. The Board and Director set policy that reflects the mission and goals of the library.
12. The Board and Director review policies to identify potential barriers to use of the library.

### **Access to the Library, Collections, Services, Programming, and Technology**

1. Members of minority groups see themselves reflected in the staff, volunteers, and/or Library Board.
2. The library staff, director, and/or board work with local community organizations to improve library services for all community members.
3. The library provides training that helps staff identify inherent bias and how to overcome that bias.
4. The library is easy to find.
5. The library facility is accessible and welcoming to all community members.
6. Community members can find information about local events and local government at or through the library.
7. Library staff purchase, catalog, and provide access to materials that reflect community culture and languages.
8. Community members can find items online.
9. The library participates in sharing groups in order to increase the number of library materials community members can access.
10. The library participates in cooperative collection development.

11. The library provides programming for all ages, ethnicities, income levels, and abilities.
12. The library provides programming that reflects community needs and interests.
13. The library provides programming for children.
14. The library offers the fastest Internet access possible.
15. The library offers devices that patrons can use in the library or at home.
16. The library assists community members who need help using the technology the library offers.
17. The library assists people with disabilities who need access to technology.
18. The library provides software and programming that allows community members to create and develop local, relevant community content.
19. The library participates in statewide/regional cooperative efforts that improve library services for community members.

### **Personnel, Salaries and Benefits, Certification, Directors**

1. The Board supports continuing education for its members, the director, and library staff.
2. The Board reviews staff and Director salaries to see if they are compensated at whichever rate is higher - the salaries of other city or county staff with similar jobs or other directors and staff of libraries with similar size staff/similar budgets.
3. Staff have the tools and training they need to perform their work.
4. Directors of any size library have a college degree.
5. Staff are encouraged to become certified.
6. Staff receive an increase in pay when they certify and maintain their certification.
7. Directors receive training about advocacy at least every other year.
8. Directors are advocates for the library.
9. Directors annually explain the importance of staff in building relationships with community members.

### **Public Relations**

1. Local media publish positive articles about the library and its services.
2. Library staff use state and national marketing efforts to market the library.
3. Library staff identify the target audience for their communication efforts and create communication materials specifically for that audience.
4. Library has a community support group such as a Friends or a Foundation to advocate for the library and provide funding.
5. Library has community members who donate to the library and are willing to speak up in support of the library during community meetings.