Access and Facilities

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Access refers to making the library's services and resources as widely available as possible. It has many aspects: the library's location, the number of hours it is open, the efforts made by the library staff to extend services into the broader community, bibliographic access to the library's collections, and use of appropriate technologies to facilitate access to local and remote resources. The principle of equal access should be integral to the library's long-range plan.

The *physical* library facility also has a direct effect on access. All public library buildings should be easily accessible and offer a compelling invitation to the community. Library buildings should be flexible enough to respond to changing use and new technologies. Buildings should be expandable to accommodate growing collections and new services. Buildings should be designed for user efficiency. Building designs also should support staff efficiency, because staff costs are the major expense in library operation.

Access to Information and Resources

Libraries should meet the following standards relating to access to information and resources:

Yes   No

☐   ☐   1. Library facilities are readily available to all residents of the service jurisdiction, within a 15-minute drive in metropolitan areas or a 30-minute drive in rural areas.

☐   ☐   2. The library provides signs on main community thoroughfares that indicate the direction to the library.

☐   ☐   3. The library takes action to reach all population groups in the community. Appropriate services may include: home delivery services; deposit collections for childcare facilities, institutions, and agencies; books-by-mail service; bookmobile service; programs held outside the library; and remote access to the library online catalog and other resources.

☐   ☐   4. The library ensures access to its resources and services for patrons with disabilities through the provision of assistive technology and alternative formats, in compliance with the Americans with Disabilities Act.

☐   ☐   5. As one measure of access, the library annually calculates its rate of registrations as a percentage of population as defined in *Output Measures for Public Libraries* (Van House et al., 1987).

☐   ☐   6. The full range of services is available all hours the library is open.

◻ ◻ 7. Library hours are fixed and posted and include morning, afternoon, evening, and weekend hours. Hours open are based on an assessment of users' and potential users' most convenient days and times to visit the library, rather than on staff convenience.

◻ ◻ 8. The library establishes and meets a service target for hours open not lower than the Basic Level for its population group. Regardless of population served, the library is open a minimum of 25 hours per week. (See Appendixes A, B, and C.)

◻ ◻ 9. The library participates in a library system wide area network for shared services; e.g., shared integrated library system, Internet access.

◻ ◻ 10. The library has a local area network (LAN) linking all workstations as appropriate. The library takes reasonable measures to insure the security of its LAN.

◻ ◻ 11. The library has an integrated library system (ILS), preferably part of a regional shared ILS, with a graphical user interface.

◻ ◻ 12. The library's catalog is available via the Internet with the use of a web browser and is accessible 24 hours per day, seven days per week.

◻ ◻ 13. The library's online catalog and other electronic resources are accessible to persons with disabilities through the use of adaptive and assistive technology.

◻ ◻ 14. The library has a dedicated high-speed connection to the Internet, which is available to multiple library workstations. Whenever possible the library provides public wireless Internet for access from private laptops and devices.

◻ ◻ 15. The library has a telephone system adequate to meet public and staff needs including at least one text telephone (TTY). A voice mail system or answering machine provides basic library information to callers during times the library is not open, with a choice for languages other than English, as appropriate.

◻ ◻ 16. The library authorizes and maintains (or jointly maintains) an up-to-date universally-accessible web page that includes library hours, phone numbers, services, and other basic information.

◻ ◻ 17. The library has multiple listings, as appropriate, in the local telephone directory.

◻ ◻ 18. To facilitate the delivery of information, the library has (or has convenient access to) a photocopier and a fax machine or scanner.

Yes No

☐ ☐ 19. The library has appropriate equipment to support access to information in various non-print formats in its collection (CD players, DVD or other media players, microform machines, etc.).

☐ ☐ 20. The library meets a service target for public access computers per 1,000 population not lower than the Basic Level for its population group, and an appropriate number are ADA accessible. (See Appendices A, B, and C.)

☐ ☐ 21. When remote access to electronic information resources is offered, it is available 24 hours a day, seven days per week.

☐ ☐ 22. The library has converted its bibliographic and holdings information into machine-readable form using the MARC standard.

☐ ☐ 23. If the library elects to filter Internet content, it has a policy and procedure in place to allow patrons unfiltered access to legitimate information.

The Physical Facility

Libraries should meet the following standards relating to the physical facility:

Yes No

☐ ☐ 24. The library provides adequate space to implement the full range of library services that are consistent with the library's long-range plan and the standards in this document.

☐ ☐ 25. The library has allocated space for child and family use, with all materials readily available, and provides furniture and equipment designed for children and persons with disabilities.

☐ ☐ 26. At least once every five years, and more frequently if needed, the board directs the preparation of an assessment of the library's long-term space needs.

☐ ☐ 27. The library building and furnishings meet state and federal requirements for physical accessibility, including the *ADA Accessibility Guidelines for Buildings and Facilities* (ADAAG). (See http://www.access-board.gov/adaag/html/adaag.htm)

☐ ☐ 28. In compliance with the ADAAG, the library provides directional signs and instructions for the use of the collection, the catalog, and other library services in print, Braille, and alternate formats, as appropriate.

☐ ☐ 29. The library's accessible features, such as entrance doors and parking spaces, display the International Symbol of Accessibility.

Yes No

o o 30. The library building supports the implementation of current and future telecommunications and electronic information technologies.

o o 31. Adequate, safe, well-lighted, and convenient parking is available to the library's patrons and staff on or adjacent to the library's site. The minimum number of required parking spaces may be governed by local ordinance.

o o 32. The exterior of the library is well lighted and identified with signs clearly visible from the street.

o o 33. The entrance is clearly visible and is located on the side of the building that most users approach.

o o 34. Emergency facilities are provided in accordance with appropriate codes; evacuation routes, emergency exits, and the locations of fire extinguishers are clearly marked; emergency first aid supplies are readily available; and the library has a designated tornado shelter.

o o 35. Lighting levels comply with standards issued by the Illuminating Engineering Society of North America.

o o 36. The library provides facilities for the return of library materials when the library is closed; after-hours material depositories are fireproof and are accessible to people with disabilities.

o o 37. The library has accessible public meeting space available for its programming and for use by other community groups, if appropriate.

o o 38. The library has sufficient readers seating space for its service population, not lower than 60% of the target based on the guidelines in *Public Library Space Needs: A Planning Outline*. (See pld.dpi.wi.gov/files/pld/pdf/plspace.pdf#page=19.)