

QSAC – QUALITY AUDIT SERVICES CHECKLIST

ENHANCED QUALITY MEASURES

Enhanced quality measures are more difficult to achieve than Essential. They may require more funding, and start where Essential Services leave off. These standards are a commitment by the library to quality management and services beyond the basics.

To achieve QSAC certification at the Enhanced Level, a library must meet the requirements for state aid to public libraries and the quality measures at the Essential and Enhanced Levels.

Applicant Library Name: _____

HUMAN RESOURCES

Enhanced CORE Quality Measures – Required

1. Add Certification Level changes as follows: Class IV library: Level II certification for head librarian and at least two other support staff at Level IV certification. Class V library: Level I certification for head librarian and at least one other support staff at Level I certification, and at least one Level II certification for population over 40,000. Class VI library: Level I certification for head librarian and at least two other support staff at Level II certification, and at least one Level III certification for every 20,000 population over 60,000.

Completion Date: _____

Comments: *(optional)*

2. The library's board requires individual certified staff to have not less than 3 hours of continuing education/professional development per year. This can include online classes, workshops, in service training or other appropriate training that focuses on improving library related skills and services.

Completion Date: _____

Comments: *(optional)*

3. The library schedules staff meetings on a regular basis with agendas and staff involvement.

Completion Date: _____

Comments: *(optional)*

4. The library pays for an organizational membership and an individual membership for the director in a statewide or national professional library association.

Completion Date: _____

Comments: *(optional)*

Enhanced ELECTIVE Quality Measures – CHOOSE TWO

1. The library maintains a staff and volunteer recognition program.

Completion Date: _____

Comments: *(optional)*

2. The library provides in-service opportunities for staff development.

Completion Date: _____

Comments: *(optional)*

3. The library board encourages and supports staff, with budget allocations and release time, to be involved in community organizations and activities. Typical local organizations for library staff to work with are the Chamber of Commerce, Kiwanis, Rotary, school boards, planning committees, historical and genealogical societies, senior centers, public and private schools, foundations, governmental units, civic and other non-profit organizations.

Completion Date: _____

Comments: *(optional)*

GOVERNANCE / ADMINISTRATION

Enhanced CORE Quality Measures - Required

1. The library receives local support equal to .5 mills taxable value. Local support includes millages, penal fines, and local grants or funds raised within the library's legal service area.

Completion Date: _____

Comments: *(optional)*

2. The library maintains a written strategic plan, covering a period no longer than 3 to 5 years, which details services, programs and resources to be offered (beyond the Enhanced services referred to in this document) to address community needs. The plan includes a community profile using census reports, local government documents, Chamber of Commerce materials, and special community planning reports. The plan includes a mission statement, goals, objectives, strategies, an implementation schedule and an evaluation plan. The plan is reviewed on an ongoing basis. [Note: For two titles regarding the planning process, see the Bibliography.]

Completion Date: _____

Comments: *(optional)*

3. The board adopts a written financial plan including a written procurement plan for purchasing materials necessary to operate the library. [See Governance and Administration Appendix B - Finance for a list of items to include in a financial plan. For more information see the Library of Michigan's Financial Management Reference Guide at www.michigan.gov/hal/0,1607,7-160-18835_18894-69217--,00.html.]

Completion Date: _____

Comments: *(optional)*

4. The board establishes a policy regarding and a plan for the acceptance and recognition of endowment funds and planned giving. [See the Library of Michigan's Financial Management Reference Guide at www.michigan.gov/hal/0,1607,7-160-18835_18894-69217--,00.html.]

Completion Date: _____

Comments: *(optional)*

5. Library trustees will participate in at least one continuing education opportunity every three years. Such opportunities may include in-service programs, speakers or training at the library or the Library of Michigan’s Board of Trustees Workshop, the Michigan Library Association’s annual conference, or other Library of Michigan, Michigan Library Association, or library cooperative sponsored workshops.

Completion Date: _____

Comments: *(optional)*

Enhanced ELECTIVE Quality Measures – CHOOSE ONE

1. The library provides funds for an annual board development workshop or the board completes one annual continuing education activity at the local, regional, or state level.

Completion Date: _____

Comments: *(optional)*

2. The director and/or board member(s) meet at least annually with local funding officials, to discuss the library’s service and role in the community.

Completion Date: _____

Comments: *(optional)*

SERVICES

Enhanced CORE Quality Measures - Required

1. The library's minimum number of unduplicated open hours, reflecting a mixture of weekday, evening, and weekend hours are as follows and are scheduled as required by state aid for its class size: Class I - 25 hours per week; Class II - 35 hours per week; Class III - 40 hours per week; Class IV - 50 hours per week; Class V - 55 hours per week; Class VI - 60 hours per week.

Completion Date: _____

Comments: *(optional)*

2. The library offers patron or library initiated interlibrary loan with other Michigan libraries. Library initiated interlibrary loan requests are placed by the next business day.

Completion Date: _____

Comments: *(optional)*

3. Based on its strategic plan, the library targets and serves selected segments of the community by developing programs to meet their needs. Segments of the community can refer to patrons of specific age groups, such as parents, young adults, seniors. It can also refer to those of a specific ethnic background, such as Hispanic, Native American, or Scandinavian. It can also be those sharing a common interest, such as genealogy, local history, or reading fiction.

Completion Date: _____

Comments: *(optional)*

4. The library incorporates activities that support literacy into their programs, such as emergent literacy, English as a second language, adult literacy, etc.

Completion Date: _____

Comments: *(optional)*

5. Library staff refers users to an appropriate agency, organization or other library if an information request cannot be fully satisfied.

Completion Date: _____

Comments: *(optional)*

Enhanced ELECTIVE Quality Measures – CHOOSE TWO

1. The library visits local elementary schools to promote the summer motivational reading program.

Completion Date: _____

Comments: *(optional)*

2. The library welcomes displays of local art and other special collections.

Completion Date: _____

Comments: *(optional)*

3. The library strategic plan includes a program evaluation component that focuses on the impact the library program has on the user. The library evaluates at least one program a year through an outcome-focused evaluation technique. The method of the actual evaluation may be formal or informal, as is appropriate for the specific program.

Completion Date: _____

Comments: *(optional)*

COLLECTION DEVELOPMENT

Enhanced CORE Quality Measures – Required

1. The library spends at least 10% of its operating expenses on materials.

Completion Date: _____

Comments: *(optional)*

2. The library keeps its collection up-to-date, with a minimum of 20% of its circulating materials acquired within the last five years, and a minimum of 4% of its circulating collection weeded every year.

Completion Date: _____

Comments: *(optional)*

3. All materials are cataloged using Machine Readable Catalog (MARC) format and Anglo-American Cataloging Rules, 2nd edition (AACR2) standards.

Completion Date: _____

Comments: *(optional)*

4. The library provides access to materials in a variety of formats to ensure equal access for the disabled of all ages. Format examples include audio books, large print books, information in electronic formats, and closed captioned, described, or signed videos.

Completion Date: _____

Comments: *(optional)*

TECHNOLOGY

Enhanced CORE Quality Measures - Required

1. The library provides broadband Internet access of at least 1.5 megabits.

Completion Date: _____

Comments: *(optional)*

2. The library uses an Integrated Library System (ILS), which includes an online public access catalog with a graphical user interface, a patron renewal of materials system, and a system whereby patrons may check their user account. These are all available through the library's online public access catalog in the library and through remote access. Patrons can place holds, view their record, and renew library materials 24 hours a day, 7 days a week.

Completion Date: _____

Comments: *(optional)*

3. The library's automated system supports the National Information Standards Organization protocols for Information Retrieval (IR) for library applications, or, Z39.50.

Completion Date: _____

Comments: *(optional)*

4. The library provides wireless Internet access to the public.

Completion Date: _____

Comments: *(optional)*

5. The library web site is designed to be accessible to people with visual disabilities using screen reading software.

Completion Date: _____

Comments: *(optional)*

6. The library provides community information on its public web site.

Completion Date: _____
Comments: *(optional)*

7. The library or its associated consortium has a system-wide integrated library system data security plan with a 48-hour recovery of data. Backups and disaster recovery plans are in place and up-to-date.

Completion Date: _____
Comments: *(optional)*

Enhanced ELECTIVE Quality Measures – CHOOSE ONE

1. The public can access the Online Public Access Catalog (OPAC) within 2 minutes while in the library.

Completion Date: _____
Comments: *(optional)*

2. The library provides 3 methods of adaptive technology for use by disabled patrons in the library. [See Adaptive Technologies in Appendix E for a list of various adaptive technologies.]

Completion Date: _____
Comments: *(optional)*

3. The library applies for E-rate funding discounts.

Completion Date: _____
Comments: *(optional)*

FACILITIES AND EQUIPMENT

Enhanced CORE Quality Measures – Required

1. The library provides the following square feet of library space per capita: Class I & II - .7 square foot per capita; Class III - .6 square foot per capita; Class IV & V - .5 square foot per capita; Class VI - .4 square foot per capita. The requirement may be waived for historic buildings or libraries in the process of increasing facility size.

Completion Date: _____

Comments: *(optional)*

2. The library's internal lighting meets Institute of Electrical and Electronic Engineers standards of 35-foot candles at floor level.

Completion Date: _____

Comments: *(optional)*

3. The library provides separate areas for children's services, collections and activities and for teen services, collections and activities.

Completion Date: _____

Comments: *(optional)*

4. The library equips its restrooms with diaper changing stations.

Completion Date: _____

Comments: *(optional)*

5. The library has a budget for capital improvements.

Completion Date: _____

Comments: *(optional)*

Enhanced ELECTIVE Quality Measures – CHOOSE THREE

1. The library provides a public meeting room.

Completion Date: _____

Comments: *(optional)*

2. The library provides a computer lab.

Completion Date: _____

Comments: *(optional)*

3. The library provides a lounge seating area.

Completion Date: _____

Comments: *(optional)*

4. The library provides study carrels.

Completion Date: _____

Comments: *(optional)*

5. The library entrance includes an automatic door opener.

Completion Date: _____

Comments: *(optional)*

6. The library uses a gate counter to track building usage.

Completion Date: _____

Comments: *(optional)*

PUBLIC RELATIONS

Enhanced CORE Quality Measures - Required

- 1. The library maintains a spot for library promotional materials in a public area.

Completion Date: _____

Comments: *(optional)*

- 2. The library publishes a newsletter, at least semi-annually. The newsletter can be made available solely on the library’s web page.

Completion Date: _____

Comments: *(optional)*

- 3. The library develops partnerships with other community groups and agencies to showcase how the library can support and improve their services, such as Headstart, senior centers, at risk youth services, economic development groups, small business groups, literacy councils, etc.

Completion Date: _____

Comments: *(optional)*

- 4. The library develops a local library slogan, and logo. These are used on signs, web page, and distributed promotional materials such as brochures, business cards, stationary, annual report, bookmarks, and fliers.

Completion Date: _____

Comments: *(optional)*

- 5. The library does a program about library services at least once a year for a local service club, such as Kiwanis, Lions, Rotary or other appropriate local groups.

Completion Date: _____

Comments: *(optional)*

6. The library creates a plan to keep the library visible to the public on a monthly basis, using newsletters, contests, programs, etc.

Completion Date: _____

Comments: *(optional)*

7. The library collaborates with other community libraries, such as school, academic, hospital, etc., to provide programs and services to the community.

Completion Date: _____

Comments: *(optional)*

Enhanced ELECTIVE Quality Measures – CHOOSE TWO

1. The library designates one staff member to coordinate public relations activities. [Note: This person may be the director.]

Completion Date: _____

Comments: *(optional)*

2. The library board and administration promote the formation of and support active participation in a Friends group.

Completion Date: _____

Comments: *(optional)*

3. The library maintains a permanent file of all its press releases and promotional materials to capture the library's public history.

Completion Date: _____

Comments: *(optional)*

Library of Michigan
Quality Services Audit Checklist - Verification of Information
ENHANCED LEVEL

Library Name: _____

Street Address: _____

State/Zip Code: _____

Please note: The person signing the form must be an authorized official of the library who can be held accountable for the information on the form. The library director, board president, or other authorized official must sign in order for the QSAC certification to be processed. If a person other than the authorized official should be contacted for questions, enter his or her name in the space for "contact person."

Signature must be original signature; signature stamps cannot be accepted.

I certify that the information provided on the QSAC application truly represents the library's current standard of quality measures.

Authorized Official:

Name: _____

Title: _____

Phone: _____ Email: _____

Sign and Date:

Contact Person:

Name: _____

Title: _____

Phone: _____ Email: _____

Sign and Date:

Return this completed form and a copy of the completed report to:

Quality Measures Certification
Library of Michigan
702 W. Kalamazoo, P.O. Box 30007
Lansing, MI 48909-7507