LIBRARY SERVICES & PROGRAMS ESSENTIALS
CHECKLIST FOR ALL PUBLIC LIBRARIES

GENERAL

- ☐ Establish and uphold written policies and procedures for:
    - ☐ Basic services are free of charge to everyone residing in the legal service area.
    - ☐ Public use of spaces, services, equipment, collections, programs, and public meeting spaces. Ensure policies emphasize welcoming, efficient, and effective services and programs for all segments of the community.
    - ☐ Safety and security of staff and library users with specific training and protocols that align with the community's law enforcement and emergency services.
    - ☐ Customer service quality, including staff protocols and training for addressing and de-escalating disruptive behavior with compassion. Train and support staff in using best practices when addressing behavior issues in the library.
    - ☐ Public request for reconsideration of programs; align these policies and processes with other reconsideration policies related to collections and displays.
    - ☐ Library user intellectual freedom; privacy; copyright, intellectual property and fair use; ADA access; and other legal requirements.
    - ☐ Non-resident use, including participation in Colorado Libraries Collaborate as outlined in the Resource Sharing Standard.
- ☐ Uphold the Core Values of Librarianship regarding all library services and programs.
- ☐ Ensure quality and relevant library services and programs for all through community member input from non-users and feedback from library users. Refine and improve services based on regular community member feedback.
- ☐ Partner with other organizations, as appropriate, to enhance services and programs, strengthen other organizations, and further limited resources.

SERVICES

- ☐ Offer in-library and virtual services that meet the needs and interests of the varied demographics of the community.
- ☐ Provide staff assistance to the public during the hours the library is open, including help with the computers, Wi-Fi, circulation, and access to materials.
- ☐ Provide outreach services, when feasible, to those community members who may not be able to visit the library building.
- ☐ Address community member needs and interests through library services that include research assistance, readers advisory, digital literacy, information literacy, and, when feasible, community meeting space(s).

☐ Provide information to library users about local literacy opportunities for children, teens, adults, and/or family literacy, including those offered in the library and in other parts of the community.

PROGRAMS

☐ Provide interactive, age-appropriate programs for all ages and developmental levels.

☐ Early literacy programs for children and their caregivers at least once a week.

☐ Programs for school-aged children and teens at least twice a month.

☐ Host pleasure reading and enrichment experiences, such as summer learning and after-school activities for children, teens, and families, and book discussions for adults.

☐ Integrate the library into the community, such as visits to preschools, K-12 schools, or senior living, and particularly serve those who face barriers to coming to the library.

☐ Host programs that value lifelong learning for all community members.

36: Teen area in the Park County (Fairplay) Public Library.

☐ Offer literacy programming and/or space or referrals for other agencies to teach literacy classes.

☐ Provide inclusive programs and services for community members of all ages, abilities, genders, ethnicities, income levels, literacy levels, language preferences, etc.

☐ Provide programs at times and locations convenient for the intended audience.

MAKING INFORMATION READILY AVAILABLE TO THE PUBLIC

☐ Help with digital literacy, e-communications, business development, e-government access, test proctoring, and/or other digital access. These services may include informal, one-on-one help as well as formal training.

☐ Leverage partners and other resources to address local needs and interests, such as telehealth, workforce support, office productivity software, artificial intelligence (AI) searching, privacy training, security, social media, and multimedia.

☐ Ensure that the library website, computers, and other technology are accessible to all individuals consistent with the Americans with Disabilities Act, Colorado laws on web accessibility (C.R.S. §§ 24-85-101 – 24-85-104), and the statewide accessibility standards established by the Colorado Office of Information Technology.

☐ Provide, maintain, and replace technologies to offer:

☐ Internet access stations (computers, laptops, etc.) for in-library use

☐ Wi-Fi in the library and surrounding grounds, including in hours when the library is not open.

☐ Photocopiers and scanners

☐ Host a website under the control of the library with anytime/anywhere access to library materials, online resources, and library information. Update library news and community information regularly. (Free-of-charge website creation and hosting is available through the Colorado State Library.)

37: Wetmore Community Library children's area.

> **LIBRARY SERVICES ESSENTIALS +**
> **CHECKLIST FOR LARGER LIBRARIES**

GENERAL

- ☐ Provide scheduled library outreach to various populations in locations where they are via bookmobile service, pop-up libraries, Little Free Libraries, home delivery, and/or other methods.
- ☐ Leverage local partners and community members when planning and implementing services and programs, including reaching diverse populations.
- ☐ Offer services and programs in languages spoken in the community.
- ☐ Evaluate all services and programs regularly based on input, output, and outcome measures.
- ☐ Share innovative library services and programs with other libraries in Colorado via the Colorado Virtual Library and other venues.
- ☐ Assist with or serve as a custodian of local history and/or community memory when relevant.

38: 21C Pikes Peak Library District signage.

MAKING INFORMATION READILY AVAILABLE TO THE PUBLIC

- ☐ Invest in relevant and cutting-edge technology, including staff and public training, to offer services such as, but not limited to:
    - ☐ Teleservices support, such as telehealth check out kits and/or soundproof booth
    - ☐ Audiovisual studio equipment
    - ☐ Virtual reality and/or gaming equipment and spaces
    - ☐ Electronic classrooms, in-library computer labs, and/or one-on-one tech help
    - ☐ Device check out, including laptops, Wi-Fi hotspots, tablets, etc.
    - ☐ Maker space equipment and programs
- ☐ Curate online resources to ensure public access to quality, freely available information.
- ☐ Offer youth and adults opportunities to create content by providing software, equipment, instruction, and/or mentorship.