

TENNESSEE **S**TANDARDS
FOR NON-METROPOLITAN
PUBLIC **L**IBRARIES

REVISED 2014

Tre Hargett, Secretary of State
Charles A. Sherrill, State Librarian and Archivist



Tennessee State Library and Archives
403 7th Avenue North
Nashville, TN 37243-1409

2014 Tennessee Standards for Non-Metropolitan Libraries
Tennessee State Library & Archives

Standards for Technology

All Levels:

1. All library staff demonstrate basic computer literacy, including:
 - a. The ability to navigate the basic operational and productivity software necessary to complete core work functions, including word processing and simple spreadsheets;
 - b. The ability to navigate search engines and browsers;
 - c. The ability to send and receive email;
 - d. An understanding of basic computer terminology; and
 - e. A working knowledge of hardware and peripherals (monitors, printers, keyboards, touchscreens, etc.).
2. Library has a dedicated Internet connection with adequate bandwidth to support public demand, at the minimum speeds stipulated in the chart in Appendix VI, as demonstrated by speed tests.^{iii,iii}
3. Library will have free wireless local area network access to the public. Wireless Internet access extends to all public areas of the library.^{iv}
4. Each Internet workstation includes protective software and office productivity software (e.g., word processing, spreadsheets, and presentations), a PDF reader, and Flash™ Player.^v
5. Library has adequate Internet workstations so patrons have access to a computer with a wait time of 30 minutes or less under normal conditions.
6. Internet workstations include patron ability to retrieve and store data to portable devices.^{vi}
7. Library will have a web presence including one-click access to TEL and R.E.A.D.S., with information about library programs and activities as well as library contact information.
8. Library website content, including links, is reviewed monthly.^{vii}
9. Library uses an automated circulation system and online public access catalog for remote patron use.
10. Library has a designated phone line and responds to calls from the public.
11. Library policies and procedures ensure privacy and security of patron data.^{viii}
12. A lockdown software program is installed on public computers, which clears online session data from public computers.^{ix}
13. Library staff has access to technology support services.^x
14. Library has a technology plan that addresses improvement and replacement schedules. Plan is reviewed and updated annually by the board.
15. Library has at least one ADA-compliant computer workstation.^{xi}
16. Library staff are empowered to extend public computer sessions, assuring adequate time for patrons to complete tasks.^{xii}
17. Library has a public access copier.
18. Library has a public fax service.

Level III:

1. Library has a dedicated area for technology training.
2. Library has one or more specialized computer workstations for children.
3. Library provides accommodation for public use of computers in privacy while conducting sensitive transactions, within library Internet policies. ^{xiii}
4. Library provides equipment for public to scan documents into digital formats. ^{xiv}
5. At least one public computer workstation is equipped for use by the visually impaired. ^{xv}
6. Public computer sessions are timed and managed by session management software. ^{xvi}
7. Library offers color printing.

Levels IV:

1. Website usage statistics are reviewed and analyzed quarterly. ^{xvii}
2. At least one Internet workstation is equipped with photo-editing software.
3. Wireless printing is available for public use. ^{xviii}

Level V:

1. The library provides computers in private spaces for patrons to take tests and communicate virtually with others. ^{xix}
2. Video conferencing equipment is available for public use. ^{xx}
3. Computers or mobile devices with extended session periods are available within the library. ^{xxi}
4. Presentation equipment (e.g. laptop, digital projector, microphone) is available for public use within the library. ^{xxii}
5. Library maintains spare computers to switch out downed devices with fresh hardware within a business day. ^{xxiii}
6. Library uses master image deployment and recovery system for efficient installation and maintenance of public computers. ^{xxiv}
7. Online public access catalog and library website are optimized for mobile devices.

Standards for Services

All Levels:

1. Library participates in statewide interlibrary loan through the statewide courier.
2. Library provides programming for children on a regularly scheduled basis.
3. Library enables non-residents to use library materials and technology.
4. Library provides basic information and referral services.
5. Library is open a minimum of 20 hours per week, with evening or weekend hours.

Level II:

1. Library provides quarterly public digital literacy training on one or more of the following topics:
 - a. Basic computer skills;
 - b. Office productivity software (e.g., word processing, spreadsheets, presentations);
 - c. Internet searching;
 - d. Privacy and security;
 - e. Library resources;
 - f. Social media; and
 - g. Multi-media (e.g. photo, video, audio)^{xxv}.
2. Library offers space and/or devices to community organizations for technology-related training.^{xxvi}
3. Library is open 35 hours per week, with evening or weekend hours.

Level III:

1. Library provides programming for young adults, adults, and seniors.
2. Library provides full reference services, including standard print and online reference sources and staff assistance in locating additional materials online.
3. Library is open 45 hours per week, with evening and weekend hours.
4. Library provides one-on-one technology help for patrons on demand for at least 10 minute sessions.^{xxvii}

Levels IV:

1. Library provides programming for all ages.
2. Library is open 55 hours per week, with evening and weekend hours.
3. Library provides monthly public digital literacy training on two or more of the topics listed in Level II, item 1.

Level V:

1. Library is open 60 hours per week, with evening and weekend hours.
2. Library provides public digital literacy training at least twice per month. Over the course of a year, training is provided on all of the topics listed in Level II, item 1.
3. One-on-one training is available for patron-owned devices. ^{xxviii}
4. Library provides one-on-one technology help for patrons by appointment for at least 30 minute sessions. ^{xxix}
5. Library maintains a collection of technology devices for loan for staff development and programming purposes. ^{xxx}