



REVISED Standards and Guidelines of Service

for the Library of Congress
Network of Libraries for the
Blind and Physically
Handicapped

2017

ASCLA

Association of Specialized and
Cooperative Library Agencies

A DIVISION OF THE AMERICAN LIBRARY ASSOCIATION

Chicago, 2017

REVISED STANDARDS AND GUIDELINES OF SERVICE

for the Library of Congress Network of Libraries
for the Blind and Physically Handicapped

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Association of Specialized and Cooperative Library Agencies
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Foreword

Foundational Documents of These *Standards*

The *Standards* for the network of libraries serving the blind and physically handicapped began as the summarized results from Frances R. St. John's *Survey of Library Services for the Blind 1956*, published in 1957 by the American Foundation for the Blind.¹ The resulting document revealed the need for the development of a basic standard for library services for the blind and physically handicapped nationwide. Together the Library of Congress Division for the Blind and the American Library Association (ALA) Round Table on Library Services to the Blind produced a five-page publication in 1961, which would become the foundation of future standards.

In the following years the standards were revised as the work of the Network Libraries changed and the services of the National Library Service for the Blind and Physically Handicapped grew and expanded, not only in materials offered but in target populations served. Subsequent standards were adopted in 1967 by the ALA and in 1979, 1984, 1995, and 2005 by the Board of Directors of the Association of Specialized and Cooperative Library Agencies (ASCLA). The most recent revision of the standards was published in 2011, by ASCLA.

History of These *Standards*

The *2017 Revised Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped* is a document that renews a collaboration between ASCLA and the Library of Congress National Library Service for the Blind and Physically Handicapped (LC/NLS). The process of starting this review began with a request for proposals to select a project director and the appointment of a working team and an advisory team. The ex officio members of the revision team—the project director, the ASCLA executive director, and an NLS representative—all support the work of the Working Team and facilitate access and information sharing with the Advisory Team members. The Advisory Team has the important and vital task of connecting the voices of those impacted by the changes to the *Standards and Guidelines* with the members of the Working Team who are revising the new edition of the document.

The first meeting of the Working Team and Advisory Team took place in January 2016 in Boston, during the ALA Midwinter Meeting. At this meeting, a timeline and process were finalized and the first review of the existing standards took place. The conversations in Boston established the foundation for the changes that would shape the 2017 edition of the *Standards and Guidelines*. At this meeting, the Working Team proposed the idea of creating a more concise, agile, and flexible document.

The first working paper from the Working Team was distributed to the Advisory Team members on March 28, 2016, to establish the shape and direction that the first draft would take and solicit feedback. Next, the Working Team met at the NLS Biennial Conference in San Francisco on April 3–7, 2016, and gave a presentation on the progress of the revision process. The Working Team and Advisory Team members met on June 6, 2016, to review feedback and gather input from all participating stakeholders in a virtual conversation.

1. Francis R. St. John, *Survey of Library Service for the Blind, 1956* (New York: American Foundation for the Blind, 1957).

At the ALA Annual Conference in Orlando, Florida, in June 2016, the Working Team spent two days working through the comments received on the working paper and comments provided from those who had reviewed the *2011 Revised Standards and Guidelines of Service*. Additional comments were gathered at an open forum organized by ASCLA during the conference proceedings. In attendance were twelve interested parties who provided remarks on the working paper and the *2011 Revised Standards and Guidelines*. The main topic of discussion was the areas of the *Guidelines* that covered staffing. Discussion of this topic continued in additional meetings at the ALA Annual Conference with the Working Team.

Following the ALA Annual Conference, the Working Team and Advisory Team met virtually to gather any additional comments received at consumer conventions that would aid in the construction of the first draft, which was distributed in September 2016. The first draft was sent out by email to all regional libraries, posted on the ASCLA blog, and provided to the Advisory Team to distribute to consumer groups and interested parties. Comments were received through an online form and by email. As with the working paper, the email and in-person comments were often related to the staffing model. Noting this, the Working Team began constructing a new model during the commenting process that would be more flexible than previous staffing guidelines.

In January 2017, the Advisory and Working Teams met in Atlanta during the ALA Midwinter Meeting to discuss the comments received in person, through the online form, and in email correspondences. The Working Team focused on gathering feedback from the Advisory Team on the new staffing model. On the last day of the meetings, the project director presented the first draft at a public forum and updated the ASCLA Board on the progress of the project. The public forum was well attended and the Working Team received helpful feedback on additional methods of disseminating the draft documents to increase public comments.

In February and March 2017, the Working Team met virtually to update the draft document with information received at the ALA Midwinter Meeting. The second draft was circulated in March 2017. To increase public participation and comments, the project director posted the draft in a blog post and in *Interface*, the ASCLA newsletter. The project director also worked with the Advisory Team and Working Team to distribute the draft to consumer groups and regional library staff.

Comments were received in a variety of formats: email, online form, online public forum, and in person at the two Libraries for the Blind and Physically Handicapped regional library conferences (the Western-Southern Joint Conference in Santa Fe, New Mexico, and the Northern-Midlands Joint Conference in Ann Arbor, Michigan). The project director made a brief presentation on the progress of the project and highlighted the most significant changes between the first and second draft—the removal of the “NLS shall” sections from the document and the new fixed and flexible staffing model. Both regional conferences led to another evaluation, which led to the present document.

Acknowledgements

The members of the Working Team and Advisory Team for the creation of the *2017 Revised Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped*, listed below, gave their time and talents to develop this edition of the *Standards and Guidelines*.

Working Team

Danielle H. Miller, Director & Regional Librarian, Washington Talking Book & Braille Library, representing the Western Conference

Will Reed, OLBPD Manager & Regional Librarian, Cleveland Public Library/Ohio Library for the Blind & Physically Disabled, representing the Midlands Conference

Eura Ryan Szuwalski, Project Director

Richard Smith (ex officio), Library of Congress National Library Service for the Blind and Physically Handicapped

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Dr. Nancy Pack, Director, Alabama Public Library Service, representing Chief Officers of State Library Agencies (COSLA)

Kim Charlson, President, American Council of the Blind, representing the American Council of the Blind

David Hyde, Chairperson, Library Services Committee, National Federation of the Blind, representing the National Federation of the Blind

Melanie Brunson, Director of Government Relations, Blinded Veterans Association, representing the Blinded Veterans Association

Ava M. Smith, Division Director, Talking Book Program, Texas State Library and Archives Commission, representing the Southern Conference

Susan Hornung (ex officio), Executive Director, ASCLA/RUSA, American Library Association

Additionally, the Working Team and Advisory Team would like to acknowledge and thank the network library service providers, members of COSLA, members of the National Federation of the Blind, members of the American Council of the Blind, members of the Blinded Veterans Association, and members of the American Library Association's Association of Specialized and Cooperative Library Agencies for their comments and feedback. All comments, whether submitted informally or formally, were considered in the production of these *Standards and Guidelines*.

Introduction

Overview of These *Standards and Guidelines*

This document represents a new approach to the *Standards and Guidelines* used by the Network Libraries of the National Library Service for the Blind and Physically Handicapped. After a thorough review of the *2011 Standards and Guidelines* and previous editions of the document, the Working Team determined that the newest edition should return to the original purpose of the publication: to provide a straightforward, but detailed description of the standards of service for network service providers. Over the years, the *Standards and Guidelines* has become not only a description of service for libraries serving the blind and physically handicapped, but also a manual for performing the required services. Therefore, removing the procedural information from the *Standards* creates a more streamlined document that provides a clear framework for service provision.

This document uses the term “network service providers” rather than “network libraries and machine lending agencies.” The term “network service providers” includes all parties that are under the scope of these *Standards and Guidelines*, including regional libraries, subregional libraries, machine lending agencies, and advisory and outreach centers. This broadening of scope does not change the purpose of the document, which is intended as a resource for Library of Congress National Library Service for the Blind and Physically Handicapped (LC/NLS) network libraries to maintain the best service levels for eligible individuals and institutions. As the providers of a service, the network service providers, especially those in leadership roles, are in a position to include and involve other parties who are affected by the document. These parties include, but are not limited to, consumer groups for the blind; administering agencies, whether in state, local, or county government; and agencies that provide funding toward the fulfillment of the standards.

Changes to the *Standards*

This edition incorporates many stylistic changes, such as the merging of related sections, changing “network libraries and machine lending agencies” to “network service providers,” and a preference for the active voice, which better reflects the autonomy of network service providers and their administering agencies. This edition provides useful and clear descriptions of the standards in order to facilitate exceptional library services to eligible patrons and institutions. These standards or service expectations should be considered benchmarks that allow for flexibility, creativity, and innovation from the network libraries as they determine best practices for their patrons and the community.

One notable change is the deletion of all standards that dictate what LC/NLS “shall” provide to network service providers, including those referencing the responsibilities of the NLS consultants. As stated before, these *Standards and Guidelines* are intended for the network service providers; thus, this document should only address areas that are under the network service providers’ control and jurisdiction. Existing resources from LC/NLS, such as the “Network Library Manual,” sufficiently describe service delivery arrangements between LC/NLS and libraries.

Another significant change is the addition of two new standards, one on staffing and another on the use of physical library space. The Working Team felt these additions to the *Standards* were important based on feedback from Advisory Team members and the concerns that regional librarians voiced

during public forums. These two new standards, which were previously only guidelines, highlight how critical it is that network service providers are staffed at optimal levels and have adequate square footage in order to meet the needs of their readers and stakeholders. Despite the potential changes over the next five to ten years and beyond, the need for staffing and a physical facility are still essential and vital in the effective implementation of this program.

A Change to the *Guidelines*

Throughout the revision process, the *Guidelines* section stimulated the most animated and lively discussion among all team members, stakeholders, and network staff. Discussions about staffing were often the focus, in keeping with the impact that staffing has on every aspect of these standards and patron service generally. Previous editions of the *Standards and Guidelines* have been very prescriptive in defining staffing and space for network service providers. The same theme of service-driven benchmarks with needed flexibility in the revised *Standards* is mirrored in the new concept of the *Guidelines* presented here.

In 2011, the *Guidelines* section offered a fixed numeric system that recommended levels of full-time equivalent (FTE) staffing based on the number of patrons served by the library. However, the 2017 revision acknowledges that such a method cannot be applied equally or effectively to such a diverse and constantly changing network. The new model presented in these *Guidelines* is designed to address this reality by integrating both fixed and flexible components that promote service-driven levels of staffing, yet protect a total complement of FTE based on position-to-patron ratios. This new model offers network service providers concrete figures to justify staffing combined with the agility needed for managing an evolving service.

This new staffing model is strengthened by an introductory section, titled “Typical Functions of Library Operations Requiring Staff Resources,” listing functions or tasks that are often performed by a network library. Another section, “Categories of Staffing,” includes broader descriptions than in previous editions. Network service providers and their administering agencies can use the staffing model as a whole in concert with the *Standards* to develop a template or matrix to evaluate their own mix of functions and services, and the staffing needed to effectively run them, against their total associated costs. Along with the *Standards*, and an understanding of their own local conditions and the needs of their specific patron base and community, network libraries can identify the numbers, hours, and categories of staffing that are optimal, and can advocate for and justify the purpose of their library. Furthermore, this design offers network libraries flexibility to adapt and keep pace with changing technologies, the changing needs of our readers, and the changes to our library service in the short- and long-term future.

Conclusion

The 2017 *Standards and Guidelines* is a document that shows all involved parties’ dedication and commitment to continual growth and development. Each edition of the *Standards and Guidelines* is a testament to the growth of the services of libraries for the blind and physically handicapped and of the tools, both technology-based and people-based, that can be used to achieve an incomparable level of service. This new concise, dynamic, and flexible version of the *Standards and Guidelines* will breathe new life into the ways that network librarians and their staff provide library service for all eligible patrons and institutions.

By regularly revising this document, and addressing the important questions of what should be included in a standard and how guidelines should be provided for such a varied group of libraries, funding sources, and administering agencies, network service providers are reminded that our mission is to address the decree "that all may read." This new edition aims to show that the network library service providers are all given a voice in deciding their future and a means to continue to provide a service that reflects the level of excellence that our patrons deserve.

Eura Szuwalski
Project Director
Goleta, California

Standards

1. Provision of Services

- 1.1. Network service providers will register patrons in compliance with PL 89-522 (Pratt-Smoot Act as amended and extended).
 - 1.1.a. Preference will be given at all times to the needs of blind and other eligible persons unable to read standard print who have been honorably discharged from the armed forces of the United States.
 - 1.1.b. Network service providers will maintain information about patrons to meet LC/NLS requirements and for service provision, resulting in quantifiable data, while maintaining patron confidentiality.
 - 1.1.c. Network service providers will verify that applications are complete, initiate contact for additional information, or return the application for proper certification within five business days of receiving an application for service.
 - 1.1.d. Network service providers will initiate service within two business days once a completed application is verified.
 - 1.1.e. Network service providers will conduct outreach and promote LC/NLS services in efforts to register eligible students and schools in their service areas.
 - 1.1.f. Network service providers will ensure the confidentiality of patron records, following applicable laws, LC/NLS Confidentiality of Reader Records, as well as the guidelines presented in the ALA Policy on Confidentiality of Library Records.
- 1.2. Machine lending agencies (MLA) and sublending agencies (SLA) will agree, accept the responsibilities of, and adhere to the provisions of their service agreements in compliance with LC/NLS policies and procedures.
 - 1.2.a. Network service providers will provide playback equipment and accessories within two business days of a patron request.
 - 1.2.b. Network services providers will provide playback equipment and accessories using an equitable distribution policy, taking into consideration that federal law gives preference to veterans and LC/NLS policy gives secondary preference to centenarians.
- 1.3. Network service providers will administer and maintain library operations within a physical facility that supports the scope of activities and the effective implementation of the program.
 - 1.3.a. Network service providers, along with their administrative and funding agencies, will determine the layout, location, and requirements for the physical facility.
 - 1.3.b. Space must be sufficient to sustain the functions of the library while meeting the needs of its consumers at consistently high levels of service, and to comply with these standards and fulfill the agreement and requirements set forth by LC/NLS.

- 1.4. Network service providers may develop different loan periods for different formats.
 - 1.4.a. Network service providers will levy no fine on overdue, damaged, or lost materials that are part of the LC/NLS national collection.
 - 1.4.b. Network service providers will develop and communicate to their patrons appropriate loan policies for materials in the local collection, such as large-print materials and descriptive videos.
- 1.5. Network service providers will generate and maintain all circulation and machine lending data.
- 1.6. Network service providers will have a written policy addressing the loan of books and playback equipment available to registered borrowers.
- 1.7. Network service providers will ensure independent access to materials and services and will ensure that they meet reasonable preferences and service requests.
 - 1.7.a. Network service providers will provide readers' advisory service to assist patrons in identifying specific materials and formats in their areas of interest.
- 1.8. Network service providers will provide services in languages other than English to the greatest extent possible and as appropriate to their communities.
 - 1.8.a. Network service providers will collaborate with other institutions and agencies to build and maintain resources in order to provide and expand services for patrons who speak or read languages other than English.
- 1.9. Network service providers will process patron requests for materials and information within five business days. Requests may be taken in formats most appropriate to patrons, including walk-ins.
- 1.10. Network service providers will process all returned materials within five business days and ensure that circulating materials are inspected, in good condition, and fully prepared for the next patron.
- 1.11. Network service providers will respond to patron requests for contact, information, or reference within five business days. Direct communications will be provided in accessible formats as appropriate.
- 1.12. Network service providers will advocate for and promote that their electronic and information technologies are accessible to people with disabilities. These technologies will include a fully accessible and fully usable website, informed by the most current, authoritative guidelines and standards.
- 1.13. Network service providers will provide accessible electronic access to catalogs, communications, and policies, and regularly ensure that all content is current.
- 1.14. Network service providers will advocate for and participate in customized reading programs and book discussion groups as appropriate.
- 1.15. Network service providers will provide access to library materials made available through interlibrary loan, Multistate Centers, or other resource sharing options as appropriate.

2. Resource Development and Management

- 2.1. Network service providers will acquire or produce reading materials to supplement the national collection as appropriate to their capacity and the needs of their service communities.
 - 2.1.a. Materials produced in specialized formats will be in accordance with appropriate copyright laws and in line with collection development and maintenance policies.
 - 2.1.b. Network service providers will submit bibliographic information for locally produced titles to LC/NLS for inclusion in the union catalog and may consider submission to the Multi-State Center East Quality Assurance program.
 - 2.1.c. Network service providers will submit Intention and Completion Notices to LC/NLS for locally produced braille and/or digital audio titles for inclusion in the union catalog.
- 2.2. Network service providers will alter or discontinue circulation of any format of material only with input from and in collaboration with LC/NLS, network library advisory groups, and patrons.
- 2.3. Network service providers will develop and implement procedures to maintain a collection that provides access to all formats and methods of distribution to meet patron demand.
- 2.4. Network service providers will maintain the capacity to download, duplicate, and circulate NLS audio books and magazines, and locally produced materials in digital format.
- 2.5. Network service providers will, within their collection maintenance policies, routinely review and weed their collections in accordance with LC/NLS procedures.
- 2.6. Network service providers will support the development and provision of traditional library services such as reference and readers' advisory through access to professional resources.
- 2.7. Network service providers will maintain sufficient inventories to ensure provision of audio playback equipment and accessories within five business days of a patron application or request.

3. Public Education and Outreach

- 3.1. Network service providers will develop and implement a coordinated public awareness, education, and outreach plan for use in their service areas.
 - 3.1.a. Network service providers will collaborate with public and other libraries, schools, veterans organizations, senior organizations, and other organizations and agencies to promote their library services.
 - 3.1.b. Network service providers will develop and implement awareness programs and materials to reach students in library science, education, social service, and similar college and university programs in their local service areas.
 - 3.1.c. Network service providers will conduct activities and events to promote a climate of public awareness favorable to the development, expansion, and improvement of library services and disability awareness.
 - 3.1.d. Network service providers will promote early literacy, braille literacy, and educational

resources for children and families through collaboration with libraries, schools, agencies promoting literacy initiatives, and early intervention programs.

- 3.1.e. Network service providers will promote information about national, state, and local organizations and programs concerned with services to eligible patrons.
- 3.2. Network service providers will establish deposit collections and demonstration collections to promote and extend services to eligible individuals who reside in or are served by care facilities or related organizations.
- 3.3. Network library staff will attend and present at consumer organizations and at other types of constituent gatherings and conferences to provide updates and information about network programs and services.

4. Volunteer and Internship Programs

- 4.1. Network service providers may use volunteers or interns to assist in the performance of activities that supplement their basic program of services, and will manage their volunteer or internship programs in accordance with administering agency policy and practice.
 - 4.1.a. Network service providers shall not replace paid positions with volunteers.
- 4.2. Network service providers may develop and implement a formal administrative structure for volunteer and intern programs, including training, roles in service provision, and recognition of service.

5. Administration and Organization

- 5.1. Network service providers will comply with all laws and regulations pertaining to rights of and services to persons with disabilities.
- 5.2. The regional library or machine lending agency may designate subleasing agencies with LC/NLS concurrence, and will be responsible for machine lending agency functions under their direction, and ensure these agencies comply with machine lending policy and procedure.
- 5.3. Network service providers will administer and evaluate deposit collections and demonstration collections, monitoring their operation and service, and maintain annual, routine contact with institutions and agencies.
- 5.4. The head of each network library will have primary responsibility for the planning and administration of the budget as well as the presentation or justification of the budget to appropriate groups or individuals.
- 5.5. Network service providers will work with administering and funding agencies to obtain outside funding for non-operational functions whenever possible and in accordance with agency regulations.

6. Planning and Evaluation

- 6.1. Administering and funding agencies will commit resources to enable network service providers to effectively operate, administer, and facilitate services as defined by

these standards. The administering agency will consult with network service provider management before any action is taken affecting the finances of the operation.

- 6.1.a. Network service providers may develop long-range plans, which may include the plans of the network service provider's state's Library Services and Technology Act (LSTA) when appropriate, designed to develop, implement, maintain, and improve services while optimizing resources.
- 6.2. Network service providers will develop a method to measure patron satisfaction at least every three years. Results will be used to improve upon and contribute toward the future direction of services.
- 6.3. Network service providers will collect advice and input from a full spectrum of patrons and patron constituency groups through mechanisms including, but not limited to, advisory groups or focus groups.

7. Policies and Procedures

- 7.1. Network service providers will have written policies and procedures for library operations designed to meet service goals.
- 7.2. Network service providers will review their policies and procedures biennially to maintain currency, accuracy, and applicability.
- 7.3. Network service providers will consult with LC/NLS in the development and review of policies and procedures, and will provide staff and partnering agencies with an up-to-date manual that includes policies and procedures.
- 7.4. Network service providers will inform patrons of service policies and will notify patrons of changes that will affect them. Up-to-date copies of service policies will be maintained and available to patrons in accessible formats.
- 7.5. Network service providers will develop or make available instructional materials in accessible formats to assist patrons in the use of library services.
- 7.6. Regional libraries will work with subregional libraries, advisory and outreach centers, and machine lending agencies to develop strategies that contribute to a consistent range and quality of service.

8. Reports

- 8.1. Network service providers will maintain current and accurate statistical records to document use, services, and acquisitions in order to meet the requirements of the administering agency, the funding agency, and LC/NLS.

9. Staffing

- 9.1. Network service providers, along with their administrative and funding agencies, will determine the number and levels of staff at their network libraries. Staffing must be sufficient to sustain the functions of the library while meeting the needs of its patrons at consistently high levels of service, and to comply with these standards and fulfill the

agreement and requirements set forth by LC/NLS.

- 9.2. The administrative head of a network library will possess a master's degree in library and information science from an ALA-accredited program and will be on the same administrative level as comparable unit heads within the administering agency.
- 9.3. The administrative head of a network library should be assisted by as many professional librarians, paraprofessionals, technical assistants, and other critical support staff as required to carry out the functions of the library necessary to meet the needs of its consumers.
 - 9.3.a. Professional librarians will possess a master's degree in library and information science from an ALA-accredited program.
- 9.4. Network service providers will plan and conduct formal orientation programs for employees that include information about blindness and disabilities that qualify individuals to use the LC/NLS program, as well as information about the structure and philosophy of service.
- 9.5. Network service providers and their administrative agencies will, at minimum of once every three years, jointly review and determine staffing patterns and requirements.
- 9.6. Network service providers will operate under all appropriate federal, state, and local laws under a written equal employment opportunity or affirmative action plan.
- 9.7. Network service providers will make every effort to advertise to, solicit applications from, and employ qualified persons with disabilities.
- 9.8. Network service providers will maintain a commitment to equality of opportunity and cultural diversity.
- 9.9. Network service providers will encourage and support relevant continuing education activities for staff at all levels of the organization, including participation in professional organizations.
 - 9.9.a. Network service providers will encourage staff to participate in integrated library system (ILS) user groups, patron and consumer organizations, and network conferences, and to visit other libraries as appropriate.

10. Research and Development

- 10.1. Network service providers will test, evaluate, and use new technologies, equipment, services, and materials to improve access to information and library resources as well as to improve library services and operations.
- 10.2. Network service providers will use compatibility and interoperability with local and national systems as criteria for evaluating and selecting technologies, equipment, services, and materials, with primary concern for accessibility.

Guidelines

1. Meeting Service Needs

Within an ever-changing environment and with major advancements to service models on the horizon, network service providers need to be agile and dynamic in how they mediate their staffing. It is very difficult to benchmark levels of staff for our network of libraries for many reasons, most notably the varying local conditions and factors that exist from state to state. Realistically, there is no magic-bullet solution—no one-size-fits-all staffing formula, metric, or ratio—that can be applied or prescribed across the network with any guarantee of success. Instead, the number, category, and combination of staff must be determined by demands for service rather than by using traditional position-to-patron ratios.

Below are some examples of library operations and categories of staffing common throughout network libraries. These lists are not comprehensive, and they are not intended to be a one-to-one formula for staffing requirements. Instead, these ideas should be used to communicate the work performed by network service providers, and to justify the complement of staff needed to successfully accomplish it.

It is imperative that the regional librarian use the resources available within their administrative structure to meet current and future patron and stakeholder service needs in compliance with these standards and the “Network Library Manual.” The regional librarian and their administrative agency, supported by fiscal, performance, and planning data, can use these tools to create an agile matrix that models staffing needs influenced by service demands.

These guidelines are intended to be flexible in their application to the various staffing situations that exist among network service providers. For example, a readers’ advisor may have a master’s degree in library and informational science (MLIS) and work in a professional position. Likewise, a single full-time equivalent (FTE) employee may carry out multiple functions of library operations. The *Standards and Guidelines* are tools that network service providers can use to identify gaps in staffing and develop a strong argument to justify funding to legislative bodies and administering agencies.

1.1. Typical Functions of Library Operations Requiring Staff Resources:

- | | |
|--|---|
| a. Administration | l. Interlibrary loan |
| b. Acquisitions and processing | m. Local book and magazine production, duplication-on-demand, and special collections |
| c. Automation systems and infrastructure, information technology | n. Patron registration and record management |
| d. Cataloging | o. Public education, outreach, and promotion |
| e. Children and youth services | p. Readers’ advisory |
| f. Circulation | q. Reference |
| g. Collection development, maintenance, and management | r. Research and planning |
| h. Digital collections and resources | s. Special library events and programs |
| i. Equipment management | t. Statistics and data gathering |
| j. Facilities, operations planning and management | u. Volunteer services and interns |
| k. Instruction, training, and technical support | |

1.2. Categories of Staffing:

- a. Regional librarian/administrator/director: Position that should be filled by a professional librarian possessing an MLIS from an ALA-accredited program. The head of the regional library, along with support staff, is required to carry out the functions of a network library.
- b. Professional librarian: Positions that require an MLIS from an ALA-accredited program.
- c. Paraprofessional: Positions that do not require a library degree but may require appropriate degrees, certifications, training, or previous relative experience.
- d. Technical staff: Material development– or technology-based positions that require practical and specialized knowledge.
- e. Support staff: Positions responsible for helping network service providers to operate, and supporting other staff activities associated with delivery of network services.

1.3. Levels of Staffing

Levels of Staffing have been separated into two categories: Fixed and Flexible. These levels of staffing are applicable to all network service providers.

- a. **Fixed staffing** indicates categories of staffing identified by network libraries to be absolutely vital in fulfilling the functions of library operations—particularly if circumstances require these positions to perform multiple job duties.
 - i. 1 FTE regional librarian/director (with an MLIS)
 - ii. 1 FTE readers' advisor for every 2,000 patrons
- b. **Flexible staffing** indicates a total number of FTEs based on number of patrons served, and allocated as needed at the discretion of the regional librarian or administrative head. The regional or administrative head assesses which categories of staffing and how many of each position are needed, and considers how positions can be adapted or altered as service demands change. Maintaining a patron-related FTE number for the whole library demonstrates personnel and funding needs without limiting flexibility within operations.
 - i. 1 FTE for every 333 patrons

Methodology: The prescription of “1 FTE for every 333 patrons” was calculated by dividing the total number of library patrons of a sample of network libraries by the 2005 FTE staffing numbers. The 2005 staffing levels were preferred due to a decrease in the FTE staffing per patron ratios applied in 2011. These results were then averaged as represented in the above flexible staffing formula. Network service providers can apply this formula or create their own based on their total number of patrons to derive an FTE ratio that is more tailored to their service area.

- c. Examples of Levels of Staffing in use:
- i. Total number of patrons: 2,000
 - a. Fixed staffing
 - 1 FTE regional librarian/director
 - 1 FTE readers' advisor for every 2,000 patrons = 1 FTE
 - b. Flexible staffing: $2,000/333 = 6$ FTE
 - ii. Total number of patrons: 6,000
 - a. Fixed staffing
 - 1 FTE regional librarian/director
 - 1 FTE readers' advisor for every 2,000 patrons = 3 FTE
 - b. Flexible staffing: $6,000/333 = 18$ FTE
 - iii. Total number of patrons: 12,000
 - a. Fixed staffing
 - 1 FTE regional librarian/director
 - 1 FTE readers' advisor for every 2,000 patrons = 6 FTE
 - b. Flexible staffing: $12,000/333 = 36$ FTE

Glossary

The purpose of this glossary is to explain the usage of these words, phrases, and acronyms as used in this document and by LC/NLS and the network libraries. It is not meant to establish standard definitions. The meanings of terms vary in practice and in various contexts.

Accessible. Able to be independently used by people who have disabilities.

Accessories. Equipment used with talking book playback devices to facilitate listening.

Advisory and Outreach Center (AOC). A former subregional library that no longer provides daily circulation of hard-copy books, but focuses on readers' advisory, outreach, downloading support, and/or machine-sublending agency activities.

Agency. A public or private organization providing some form of service and often funding.

ALA. American Library Association.

Americans with Disabilities Act (ADA). The act, passed in 1990, that "prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation" (www.ada.gov/2010_regs.htm). The ADA is enforced by the Equal Employment Opportunity Commission (EEOC) when related to employment, the Department of Transportation when related to transit, the Federal Communications Commission (FCC) when related to telecommunication services, and the Department of Justice when concerning public accommodations and state and local government services.

ASCLA. Association of Specialized and Cooperative Library Agencies, a division of the American Library Association.

BRA. Designation on older titles, with most titles only having one copy. Available in limited number of copies, some are thermoform, some press braille. BRA 1 through 12999 are housed at Multistate Center West. BRA 13000 and higher are housed at both multistate centers.

Braille. A system for tactile reading and writing devised by Louis Braille for blind persons in which print characters are represented by raised dots. The braille system is based on a six-dot cell, arranged in two columns of three dots each, with sixty-three possible combinations in all.

BRF. Designation for Special Braille Foreign Language Library Collection. Housed at Multistate Center East.

BRJ. Designation for braille titles formerly held by Jewish Guild for the Blind, primarily hand-copied. Most titles have one copy. Housed at Multistate Center West.

BRI. Designation for braille titles formerly held by the Jewish Braille Institute, primarily hand-copied. Most titles have one copy. Housed at Multistate Center West.

BRM. Designation for braille music and books about music. Housed at the NLS Music Section.

BRX. Designation for mostly hand-copied and one-copy-only titles. Housed at Multistate Center West.

Catalog. A file of bibliographic records arranged according to a definite plan that records, describes, and indexes the resources of a collection, a library, or a group of libraries. When provided electronically, often called an online catalog or OPAC (online public access catalog).

CB. Cassette book. See "Talking book."

CBM. Designation for instructional cassettes about music. Housed at the NLS Music Section.

Circulation. The loan cycle of material from a library to the user and back. The number of items loaned during a given period of time is also termed the circulation.

Consultant. An expert in a specialized field brought in by a library or other agency for professional or technical advice.

Container. A box or envelope manufactured to store and ship the cartridges, discs, tapes, braille, or other formats that make up a copy of the title.

Conventional print. Material printed in smaller than fourteen-point type.

Cooperating unit. General term for the agencies in the service area that work with the network libraries in providing service. Those agencies may include administering and funding agencies, regional and subregional libraries, and machine lending and sublending agencies.

Demonstration collection. Library materials and sound reproduction equipment furnished by a network library to agencies whose clientele might include persons with disabilities. They are a vehicle for raising public awareness and advertising availability of services.

Deposit collection. Library materials and sound reproduction equipment furnished by a network library to an agency with a number of eligible users, such as a nursing home, convalescent center, hospital, or library.

Digital book. A collection of electronic files compliant with the ANSI/NISO Z39.86 standard that presents digitally recorded material in a form that is accessible and navigable by blind and physically handicapped readers, such as an audio book file provided from the LC/NLS BARD service.

Electronic access. The ability to obtain or make use of information through a broad spectrum of electronic formats, devices, systems, or interfaces.

Electronic and information technology. Including but not limited to tablets, cell phones, online websites, and web applications.

Electronic braille. Braille that is automatically generated by using a refreshable braille device to display words that appear on a computer screen. For example, many braille books, some music

scores, and all braille magazines produced by LC/NLS are available on BARD for download as electronic braille. The service also includes a growing collection of titles transcribed locally by network libraries. The braille can be in any format (contracted, uncontracted, or computer braille.) The braille on the BARD site is password-protected, requiring the use of special equipment for access.

Electronic braille display. See "Refreshable braille display."

Eligible user. An individual who meets the established eligibility requirements for this service.

Format. The layout and rules for transcribing materials in various media and the physical means used. In the latter sense, "format" may be used interchangeably with "media."

HRLSD. Health and Rehabilitative Library Services Division of ALA. Superseded by ASCLA in 1978.

IMLS. The Institute of Museum and Library Services, an independent federal grant-making agency dedicated to creating and sustaining a nation of learners by helping libraries and museums serve their communities. IMLS administers the Library Services and Technology Act and the Museum Services Act.

Inspect. To check book containers for completeness and order of contents, damage, and foreign matter.

Interlibrary loan (ILL). The activity of a network library relating to requesting and obtaining, from other sources, materials requested by users.

Large type. Material printed in fourteen-point or larger type.

LC/NLS. Library of Congress National Library Service for the Blind and Physically Handicapped.

Limited-production material. Titles produced by LC/NLS in a small number of copies to provide supplementary titles to meet specific demand. Such titles are not duplicated generally for the network, but copies can be reproduced when the need arises.

LPM. Designation for large-print music and books about music. Housed at the NLS Music Section.

Locally produced materials. Those items produced in special formats by regional or subregional libraries, emphasizing user demand and titles of local significance.

LSCA. Library Services and Construction Act, enacted in 1962 to provide federal assistance to libraries in the United States. Superseded by LSTA.

LSTA. The Library Services and Technology Act, administered by the IMLS, and part of the Museum and Library Services Act of 1996. LSTA allows states flexibility in prioritizing their library needs and is the only source of federal funding that specifically targets libraries.

Machine. Specially designed playback equipment for recorded materials provided on disc, cassette, or other digital format.

Machine lending agency (MLA). An agency designated by LC/NLS to receive, issue, and control the inventory of machines and accessories essential to the provision of service.

Master. The original transcription of braille or recorded materials from which copies are produced.

Medium. Mode of transcription; braille, recording, and large type.

National collection. Titles produced in quantity by LC/NLS for distribution to the network.

Network. LC/NLS and the agencies cooperating with it under the provisions of PL 89-522 to provide library service to eligible users who are residents of the United States.

Network service providers. Regional libraries, subregional libraries, AOCs, and MLAs that cooperate with the LC/NLS in the provision of specialized library services to borrowers who are blind or have physical disabilities. Also includes the LC/NLS where it provides direct patron service (for example, with music services or to American citizens living abroad).

Outreach services. Library and information programs that seek out potential patrons, particularly those who do not or cannot make use of traditional library services or materials. Examples include bookmobile service, service to people who are homebound, books by mail, service to hospitals and institutions, and home visits.

Patron. An individual who or institution that is registered for and uses the LC/NLS service.

Print disability. Any disability that affects the ability of an individual to make use of standard printed text materials.

Processing. A term that may include everything that is done to a bibliographic item between its arrival in a library and its storage in the collection or may, in a more restricted sense, refer only to physical processing.

Quality control. Standards and procedures that ensure that braille and recorded materials meet LC/NLS specifications.

Radio reading service. Use of a radio station or the Internet to transmit content such as newspapers, magazine articles, current books, and other materials not available to persons unable to read conventional print. This service may be provided on a commercial or public service station, or more commonly on a side band licensed by a Subsidiary Communication Authorization (SCA).

RC. Recorded cassette. See "Talking book."

RD. Recorded disc. See "Talking book."

RDA. Resource Description and Access, "a set of guidelines and instructions on formulating data to support resource discovery," developed "to replace the Anglo-American Cataloguing Rules, 2nd Edition Revised" (<http://www.rda-jsc.org/rda.html>). MARC 21 is a machine readable format; RDA is a successor to AACR2. MARC 21 is the delivery method (a machine language), and AACR2/RDA are the rules.

Refreshable braille display. Devices that use round-tipped metal or nylon pins that are raised through a flat surface to display in braille what is presented on a computer screen, smart phone, or tablet. Text may also be entered and displayed using an attached keyboard.

Regional conferences. Geographic grouping of network libraries. The network is divided into four conferences: northern, southern, western, and midlands.

Regional library. A library for blind and physically handicapped individuals that is administered by a state library agency, public library, or agency for the blind. It must be designated by LC/NLS to administer services to the residents of a specific geographic area, typically a state. Usually provides direct services to patrons.

Section 508. The section of the Rehabilitation Act of 1998, as passed by the Architectural and Transportation Barriers Compliance Board (Access Board), that legally specifies standards for accessible electronic and information technology for federal agencies through the Standards for Electronic and Information Technology, published in 2000.

Selection. (1) A book title chosen to fill a patron request or substitute sent to keep a patron supplied with books if no specific requests are on hand at the time the books are sent. The latter service is given with the permission and wish of the user. (2) The process of deciding which specific titles should be added to a library collection.

State Library Agency. An independent agency or a unit of another state government unit, such as the state department of education, created or authorized by a state to extend and develop library services in the state through the direct provision of certain services statewide and through the organization and coordination of library services to be provided by other libraries of one or more types. Also called library commission, state library commission, and state library extension agency.

Sublending agency (SLA). An agency designated by a machine lending agency to receive, issue, and control the inventory of specially designed record players, cassette machines, and accessories essential to the provision of service.

Submaster. First copy of a master; used to duplicate circulating copies.

Subregional library. A department or unit of a library agency that provides service to the blind and physically handicapped residents of a specified area of the regional library's total service area. Designation requires approval of LC/NLS, the regional library, and the state library agency.

Talking book. A recording of print material on disc, cassette tape, or in a digital format produced for exclusive use of those individuals with disabilities eligible for the LC/NLS program.

Designations include (in alphabetical order):

33 1/3—A title recorded on disc at 33 1/3 revolutions per minute (rpm).

CB—A title recorded on a cassette at 1 7/8 inches per second (ips) on two tracks of the tape.

DB—A title produced in a digital format and scheduled to be released by LC/NLS in 2008.

FD—Flexible disc collection, 8 1/3 rpm, issued 1974–1994.

RC—A title recorded on a cassette at 15/16 ips on two or four tracks of the tape.

RCF—Special foreign library collection cassettes.

RCN—Network library cassette books accepted in the quality assurance program.

RCX—Volunteer-produced cassettes.

RD—Disc collection issued 1973–1987, 8 1/3 rpm.

RDF—Special foreign language library collection on disc.

TB—Disc collection issued 1962–1973, 16 2/3 rpm.

TM. Designation for tactile map collection available for circulation. Housed at LC/NLS.

Title. The distinguishing name of a written, printed, or spoken work. By extension, the term is used to denote the work in general as differentiated from the variable number of copies of a book or magazine.

Unified English Braille (UEB). Standard code used for English language braille. Adopted November 2, 2012, by the United States members of the Braille Authority of North America (BANA) with a planned implementation of 2016.

Union catalog. A catalog that includes all titles held by the network and by cooperating agencies, often provided online. Items produced through the network that meet LC/NLS reproduction quality standards may be deposited at multistate centers and will be so identified.

User. A registered individual or institution. See also “Eligible user” and “Patron.”

World Wide Web Consortium (W3C). W3C is “an international community that develops open standards to ensure the long-term growth of the Web” (<https://www.w3.org/Consortium/>). This includes the Web Accessibility Initiative (WAI), which is a community-driven initiative that develops and supports guidelines and standards for web accessibility (Web Content Accessibility Guidelines (WCAG)), authoring tool accessibility (Authoring Tool Accessibility Guidelines (ATAG)), browser accessibility (User Agent Accessibility Guidelines (UAAG)), and web application accessibility (Rich Internet Applications (WAI-ARIA)).

Weed. To select items from a library collection to discard or for transfer to a storage area.

Withdrawal. The process of removing a title no longer in the library collection from the library’s records of holding.

Appendix A

LC/NLS Service Eligibility Criteria

Eligibility of Blind and Other Physically Handicapped Persons for Loan of Library Materials

Eligibility for Service

The following persons are eligible for service:

- A. Blind persons whose visual acuity, as determined by competent authority, is 20/200 or less in the better eye with correcting lenses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
- B. Other physically handicapped persons are eligible as follows:
 1. Persons whose visual disability, with correction and regardless of optical measurement, is certified by competent authority as preventing the reading of standard printed material.
 2. Persons certified by competent authority as unable to read or unable to use standard printed material as a result of physical limitations.
 3. Persons certified by competent authority as having a reading disability resulting from organic dysfunction and of sufficient severity to prevent their reading printed material in a normal manner.

Certifying Authority

In cases of blindness, visual impairment, or physical limitations, "competent authority" is defined to include doctors of medicine; doctors of osteopathy; ophthalmologists; optometrists; registered nurses; therapists; and professional staff of hospitals, institutions, and public or private welfare agencies (e.g., social workers, case workers, counselors, rehabilitation teachers, and superintendents). In the absence of any of these, certification may be made by professional librarians or by any person whose competence under specific circumstances is acceptable to the Library of Congress.

In the case of reading disability from organic dysfunction, competent authority is defined as doctors of medicine and doctors of osteopathy who may consult with colleagues in associated disciplines.

Residency or U.S. Citizenship

Eligible readers must be residents of the United States, including the several states, territories, insular possessions, and the District of Columbia; or, American citizens domiciled abroad.

Lending of Materials and Classes of Borrowers

Veterans. In the lending of books, recordings, playback equipment, musical scores, instructional texts, and other specialized materials, preference shall be given at all times to the needs of the blind and other physically handicapped persons who have been honorably discharged from the armed forces of the United States.

Institutions. The reading materials and playback equipment for the use of blind and physically handicapped persons may be loaned to individuals who qualify, to institutions such as nursing homes and hospitals, and to schools for the blind or physically handicapped for use by such persons only. The reading materials and playback equipment may also be used in public or private schools where handicapped students are enrolled; however, the students in public or private schools must be certified as eligible on an individual basis and must be the direct and only recipients of the materials and equipment.

Appendix B

Lending Agency Service Agreement for Sound Reproducers and Other Reading Equipment

WHEREAS, under Section 135, a, a-1, and b, of Title 2, U.S.C., the National Library Service for the Blind and Physically Handicapped in the Library of Congress is responsible for planning and conducting a national program of bringing free reading materials to the nation's blind and physically handicapped residents; and

WHEREAS, execution of such program includes selection and procurement of reading materials and their distribution through a network of cooperating libraries and agencies; and

WHEREAS, pursuance of this program involves the loan to and use by blind and physically handicapped readers of reading material in a variety of nonprint formats and appropriate equipment for their use which is the property of the Library of Congress and is distributed by cooperating libraries and agencies; and

WHEREAS, _____, (hereinafter "Lending Agency") is particularly suited to assist in the execution of the program entrusted to the Library of Congress, National Library Service for the Blind and Physically Handicapped (hereinafter "Library of Congress") in the state or region of _____.

NOW THEREFORE, in order to cooperate in making sound reproducers and other reading equipment available to the blind and physically handicapped, the parties hereby agree as follows:

A. Eligibility

Eligibility, its determination and certification is specified in 36 CFR 701.10.

B. Eligibility Approval

The regional library, because of its responsibility for the ongoing provision of library service, is the agency responsible for final approval of eligibility within a state or region. Implementation, in area where agencies operate separately from regional libraries, will normally be limited to regional library review of applications, which the lending agency has evaluated as ineligible. The lending agency, within one working day, will forward these applications to the regional librarian for review, signature, and return to the agency. Should the regional librarian judge the applicant eligible, the agency must act upon the application immediately upon its return from the regional library. Application for service may not be denied without the signed concurrence of the regional librarian. The Library of Congress is responsible for determining final eligibility at the national level and for resolving questionable instances of eligibility when agreement cannot be reached at the local level.

C. Designation of Lending Agency

1. The Library of Congress may designate, in coordination with a State Library Agency, Regional Library, and Machine-Lending Agency (if separate) for the Blind and Physically Handicapped, as many lending agencies in a state or region as it deems necessary to furnish expeditious service to blind and physically handicapped persons.
2. With prior approval of the Library of Congress and in coordination with the State Library Agency and the Regional Library, sublending agencies may be designated by the Lending Agency to assist in the distribution of sound reproducers and other reading equipment.
3. Any sublending agencies so designated will enter into a written agreement (approved by the Library of Congress) with the Lending Agency and the State Library Agency assuring all provisions of this agreement are adhered to. A copy of the signed agreement will be furnished to the Library of Congress for each sublending agency assisting in the program.

D. Transfer of Sound Reproducers and Other Reading Equipment

Sound reproducers and other reading equipment remains the property of the Library of Congress. Upon receipt of written instruction from the Library of Congress, the Lending Agency will ship all or any portion specified of unassigned inventory as requested by the Library of Congress.

E. Responsibility of the Library of Congress

1. Subject to availability of funds and statutory provisions, the Library of Congress will procure and distribute sound reproducers and other reading equipment and accessories to the Lending Agency.
2. The Library of Congress will instruct the Lending Agency as to repair and maintenance of furnished sound reproducers and other reading equipment and accessories.
3. The Library of Congress will reimburse the Lending Agency on a per purchase basis, for the cost of replacement parts actually required for equipment repair and not furnished by the Library of Congress, PROVIDED THAT the Lending Agency has first requested and obtained written approval from the Library of Congress prior to purchase.
 - a. Request for said prior approval will indicate the following:
 - (1) Item description
 - (2) Item unit cost
 - (3) Number of units needed
 - b. Parts purchased by the Lending Agency will be invoiced to the Library of Congress on Form 73-43 with original invoices attached, within thirty (30) days of said purchase. Form 73-43, attached as Appendix two (2) to this agreement, is available in quantity from the Library of Congress.

- c. The Library of Congress reserves the right to withhold said prior approval when it determines that indicated purchase parts or cots are unreasonable.
- d. The Library of Congress will supply the following:
 - (1) Replacement parts for reading equipment used in the program;
 - (2) Replacement parts for equipment accessories used in the program;
 - (3) Replacement parts for repairing Library of Congress produced cassettes; and
 - (4) Specialized tools and maintenance equipment, provided their need can be adequately justified. In cases of doubt regarding the provision of any item mentioned above, the Lending Agency shall ask the Library of Congress for a decision.
- 4. The Lending Agency using the free mailing privilege will employ the United States Postal Service as carrier for the transportation of Library of Congress supplies, equipment, and accessories.
- 5. In cases where it can definitely be shown that a hardship exists at the Lending Agency whereby the program will suffer the Library of Congress upon prior written approval, will reimburse the Lending Agency for costs incurred for transportation of sound reproducers and other reading equipment. Costs incurred without the prior written approval of the Library of Congress will not be reimbursed. Requests for approval must be in writing and must include:
 - a. A justification as to why the Postal Service cannot be employed,
 - b. The cost involved per trip, and
 - c. The cost per article transported.

Invoices for reimbursement shall be forwarded to the Library of Congress within thirty (30) days of invoice date. In the event that conditions causing the hardship improve the Library of Congress shall be notified immediately.

- 6. The Library of Congress will provide mailing cartons for sound reproducers and other reading equipment.
- 7. The Library of Congress will not reimburse for state or local taxes included in cost of articles purchased.

F. Responsibility of the Lending Agency

- 1. The Lending Agency will serve all persons eligible for service within the designated geographical service area.
- 2. The Lending Agency will have custodial responsibility for all sound reproducers, other reading equipment, and accessories assigned to it, and will take normal security precautions for their safekeeping.
- 3. The Lending Agency will maintain inventory control over all sound reproducers and other reading equipment assigned to it, and will provide the following information with reasonable promptness

- a. Number of machines received, date of receipt, and the number on hand awaiting assignment—by model number and serial number;
 - b. The number of machines being repaired, model number and serial number;
 - c. The number of machines assigned, providing access to location information by type of machine, serial number, and name of the person or institution holding the machine; and
 - d. The number of accessories received, assigned, and on hand, by type of accessory.
4. The Lending Agency will make available all pertinent files to duly authorized representatives of the Library of Congress or of the General Accounting Office if requested.
5. Records relating to recipients of Library of Congress reading equipment are confidential except for those portions defined by local law as public information. It is the responsibility of the Lending Agency to inform the reader at the time he makes application for service of the extent to which the information provided may be released to other individuals, institutions, or agencies.
6. Theft of equipment will be simultaneously reported to the local police and the Library of Congress as soon as discovered.
7. Subject to availability the Lending Agency will assign and ship reading equipment and accessories to eligible persons within three (3) working days of receipt of an acceptable application and adequate information for service. When personal delivery of machines is furnished, delivery time may be extended to a period not to exceed ten (10) working days following receipt of application. Within three (3) days of the application's acceptance the applicant is notified of the agency's intention to deliver and offered the alternative of delivery by the U.S. mail.
8. Lending Agency may produce its own application form for use within its service area, however, a Lending Agency electing to do so will have such forms approved by the Library of Congress prior to use. No forms will require more personal or medical information than the official Library of Congress form, attached as appendix three (3) to this agreement, and all forms will include a listing of the entire range of sound reproducers and accessories furnished by the Library of Congress.
9. Lending Agency which is not a Regional Library will:
 - a. Maintain effective liaison with the appropriate Regional Library in their joint effort to communicate with eligible persons and provide them with the best service possible.
 - b. Notify the appropriate Regional Library of each new reader added and likewise of each reader being taken from the rolls, immediately upon completion of the transaction; and
 - c. Coordinate with and assist Regional Library in retrieving sound reproducers and other reading equipment and accessories from inactive readers.

10. The Lending Agency will repair and maintain sound reproducers and other reading equipment preferably through the use of volunteer agencies.

Completed reports will be submitted to the Library of Congress by the Lending Agency as required and in the time specified. Copies of regularly occurring reports are appendix four (4) of this agreement.

G. It will be the responsibility of the Lending Agency to instruct the readers regarding:

- a. Reasonable care of sound reproducers and other reading equipment;
- b. Free repair service and the procedure for availing themselves of it;
- c. Transfer of eligibility, to another Lending Agency's service area when reader moves;
- d. Necessity of notifying the Lending Agency when taking sound reproducers and other reading equipment to another Lending Agency's service area; and
- e. Necessity of notifying the Lending Agency of changes of address, change of eligibility status, or desire to discontinue service permanently.

In the case of interstate moves, the Lending Agency from whose jurisdiction the reader has moved will notify the Lending Agency to whose area the reader has moved, and furnish copies of such notification of the Library of Congress and to the reader's new regional library. Notification will be accomplished on the Library of Congress form designed for this purpose. This form, appendix five (5) of this agreement, is available in quantity from the Library of Congress.

I. Termination

It is understood that this agreement may be terminated by either party upon six (6) months written notice. Failure by either party to adhere to the provisions of this agreement will be considered just cause for its termination.

J. This agreement is subject to annual review.

Accepted for:

The Library of Congress

Director, National Library Service for the Blind
and Physically Handicapped

Date

State Library Agency (in states where State
Library Agency is funding agency or program
administrator)

By

Title

Date

Accepted for:

Agency

By

Title

Date

Appendix C

Laws Related to NLS Service

Act of March 3, 1931 (Pratt-Smoot)

An Act

To provide books for the adult blind.

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,

That there is hereby authorized to be appropriated annually to the Library of Congress, in addition to appropriations otherwise made to said Library, the sum of \$100,000, which sum shall be expended under the direction of the Librarian of Congress to provide books for the use of the adult blind residents of the United States, including the several States, Territories, insular possessions, and the District of Columbia.

Sec. 2. The Librarian of Congress may arrange with such libraries as he may judge appropriate to serve as local or regional centers for the circulation of such books, under such conditions and regulations as he may prescribe. In the lending of such books preference shall at all times be given to the needs of blind persons who have been honorably discharged from the United States military or naval service.

Approved, March 3, 1931.

Chap. 400. Sec. 1, 46 Stat. 1487

71st Congress

Public Law 89-522

An Act

To amend the Acts of March 3, 1931, and October 9, 1962, relating to the furnishing of books and other materials to the blind so as to authorize the furnishing of such books and other materials to other handicapped persons.

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,

That the Act entitled "An Act to provide books for the adult blind", approved March 3, 1931, as amended (2 U.S.C. 135a, 135b), is amended to read as follows: "That there is authorized to be appropriated annually to the Library of Congress, in addition to appropriations otherwise made to said Library, such sums for expenditure under the direction of the Librarian of Congress as may be necessary to provide books published either in raised characters, on sound-reproduction recordings or in any other form, and for purchase, maintenance, and replacement of reproducers for such sound-reproduction recordings, for the use of the blind and for other physically handicapped residents of the United States, including the

several States, Territories, insular possessions, and the District of Columbia, all of which books, recordings, and reproducers will remain the property of the Library of Congress but will be loaned to blind and to other physically handicapped readers certified by competent authority as unable to read normal printed material as a result of physical limitations, under regulations prescribed by the Librarian of Congress for this service. In the purchase of books in either raised characters or in sound-reproduction recordings the Librarian of Congress, without reference to the provisions of section 3709 of the Revised Statutes of the United States (41 U.S.C. 5), shall give preference to nonprofit making institutions or agencies whose activities are primarily concerned with the blind and with other physically handicapped persons, in all cases where the prices or bids submitted by such institutions or agencies are, by said Librarian, under all the circumstances and needs involved, determined to be fair and reasonable.

“Sec. 2. (a) The Librarian of Congress may contract or otherwise arrange with such public or other nonprofit libraries, agencies, or organizations as he may deem appropriate to serve as local or regional centers for the circulation of (1) books, recordings, and reproducers referred to in the first section of this Act, and (2) musical scores, instructional texts, and other specialized materials referred to in the Act of October 9, 1962, as amended (2 U.S.C. 135a-1), under such conditions and regulations as he may prescribe. In the lending of such books, recordings, reproducers, musical scores, instructional texts, and other specialized materials, preference shall at all times be given to the needs of the blind and of the other physically handicapped persons who have been honorably discharged from the Armed Forces of the United States.

“(b) There are authorized to be appropriated such sums as may be necessary to carry out the purposes of this section.”

Sec. 2. The Act entitled “An Act to establish in the Library of Congress a library of musical scores and other instructional materials to further educational, vocational, and cultural opportunities in the field of music for blind persons”, approved October 9, 1962 (2 U.S.C. 135a-1), is amended to read as follows: “That (a) the Librarian of Congress shall establish and maintain a library of musical scores, instructional texts, and other specialized materials for the use of the blind and for other physically handicapped residents of the United States and its possessions in furthering their educational, vocational, and cultural opportunities in the field of music. Such scores, texts, and materials shall be made available on a loan basis under regulations developed by the Librarian or his designee in consultation with persons, organizations, and agencies engaged in work for the blind and for other physically handicapped persons.

“(b) There are authorized to be appropriated such amounts as may be necessary to carry out the provisions of this Act.”

Approved July 30, 1966.

Sec. 1, 80 Stat. 330 89th Congress. S. 3093

July 30, 1966

Legislative History:

- House Report No. 1600 accompanying H.R. 13783 (Committee On House Administration).
- Senate Report No. 1343 (Committee On Rules & Administration).
- Congressional Record, Vol. 112 (1966):
 - June 29: Considered and passed Senate.
 - July 18: Considered and passed House, in lieu of H.R. 13783.

Public Law 104-197 (Chafee Amendment)

Sec. 316. Limitation on Exclusive Copyrights for Literary Works in Specialized Format for the Blind and Disabled.

(a) In General.—Chapter 1 of title 17, United States Code, is amended by adding after section 120 the following new section:

“Sec. 121. Limitations on exclusive rights: reproduction for blind or other people with disabilities

“(a) Notwithstanding the provisions of sections 106 and 710, it is not an infringement of copyright for an authorized entity to reproduce or to distribute copies or phonorecords of a previously published, nondramatic literary work if such copies or phonorecords are reproduced or distributed in specialized formats exclusively for use by blind or other persons with disabilities.

“(b)(1) Copies or phonorecords to which this section applies shall—

“(A) not be reproduced or distributed in a format other than a specialized format exclusively for use by blind or other persons with disabilities;

“(B) bear a notice that any further reproduction or distribution in a format other than a specialized format is an infringement; and

“(C) a copyright notice identifying the copyright owner and the date of the original publication.

“(2) The provisions of this subsection shall not apply to standardized, secure, or norm-referenced tests and related testing material, or to computer programs, except the portions thereof that are in conventional human language (including descriptions [[Page 110 STAT. 2417]] of pictorial works) and displayed to users in the ordinary course of using the computer programs.

“(c) For purposes of this section, the term—

“(1) ‘authorized entity’ means a nonprofit organization or a governmental agency that has a primary mission to provide specialized services relating to training, education, or adaptive reading or information access needs of blind or other persons with disabilities;

“(2) ‘blind or other persons with disabilities’ means individuals who are eligible or who may qualify in accordance with the Act entitled “An Act to provide books for the adult blind”, approved March 3, 1931 (2 U.S.C. 135a; 46 Stat. 1487) to receive books and other publications produced in specialized formats; and

“(3) ‘specialized formats’ means braille, audio, or digital text which is exclusively for use by blind or other persons with disabilities.”.

(b) Technical and Conforming Amendment.—The table of sections for chapter 1 of title 17, United States Code, is amended by adding after the item relating to section 120 the following:

“121. Limitations on exclusive rights: reproduction for blind or other people with disabilities.”.

Approved September 16, 1996.

LEGISLATIVE HISTORY—H.R. 3754:

HOUSE REPORTS: Nos. 104-657 (Comm. on Appropriations) and 104-733 (Comm. of Conference).

SENATE REPORTS: No. 104-323 (Comm. on Appropriations).

CONGRESSIONAL RECORD, Vol. 142 (1996):

- July 10, considered and passed House.
- July 29, 30, considered and passed Senate, amended.
- Aug. 1, House agreed to conference report.
- Sept. 3, Senate agreed to conference report.

WEEKLY COMPILATION OF PRESIDENTIAL DOCUMENTS, Vol. 32 (1996):

- Sept. 16, Presidential statement.

Appendix D

ALA Library Bill of Rights and Policy on Confidentiality of Library Records

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries that make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

Reference: <http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/index.cfm>

Policy on Confidentiality of Library Records

The Council of the American Library Association strongly recommends that the responsible officers of each library, cooperative system, and consortium in the United States:

1. Formally adopt a policy that specifically recognizes its circulation records and other records identifying the names of library users to be confidential. (See also ALA Code of Ethics, Article III, "We protect each library user's right to privacy and confidentiality with respect to information sought or received, and resources consulted, borrowed, acquired or transmitted" and Privacy: An Interpretation of the Library Bill of Rights.)

2. Advise all librarians and library employees that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power.
3. Resist the issuance of enforcement of any such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.¹

Adopted January 20, 1971, by the ALA Council; amended July 4, 1975; July 2, 1986.

Reference: <http://www.ala.org/advocacy/intfreedom/statementspols/otherpolicies/policyconfidentiality>

1. Point 3, above, means that upon receipt of such process, order, or subpoena, the library's officers will consult with their legal counsel to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance; if the process, order, or subpoena is not in proper form or if good cause has not been shown, they will insist that such defects be cured.

Appendix E

ALA Policy on Services for People with Disabilities

On January 16, 2001, ALA Council, the governing body of the American Library Association, unanimously approved the following policy. The policy was written by the Americans with Disabilities Act Assembly, a representational group administered by the Association of Specialized and Cooperative Library Agencies (ASCLA), a division of the American Library Association.

Library Services for People with Disabilities Policy

The American Library Association recognizes that people with disabilities are a large and neglected minority in the community and are severely underrepresented in the library profession. Disabilities cause many personal challenges. In addition, many people with disabilities face economic inequity, illiteracy, cultural isolation, and discrimination in education, employment and the broad range of societal activities.

Libraries play a catalytic role in the lives of people with disabilities by facilitating their full participation in society. Libraries should use strategies based upon the principles of universal design to ensure that library policy, resources and services meet the needs of all people.

ALA, through its divisions, offices and units and through collaborations with outside associations and agencies is dedicated to eradicating inequities and improving attitudes toward and services and opportunities for people with disabilities.

For the purposes of this policy, “must” means “mandated by law and/or within ALA’s control” and “should” means “it is strongly recommended that libraries make every effort to”

1. The Scope of Disability Law

Providing equitable access for persons with disabilities to library facilities and services is required by Section 504 of the Rehabilitation Act of 1973, applicable state and local statutes and the Americans with Disabilities Act of 1990 (ADA). The ADA is the Civil Rights law affecting more Americans than any other. It was created to eliminate discrimination in many areas, including access to private and public services, employment, transportation and communication. Most libraries are covered by the ADA’s Title I (Employment), Title II (Government Programs and Services) and Title III (Public Accommodations). Most libraries are also obligated under Section 504 and some have responsibilities under Section 508 and other laws as well.

2. Library Services

Libraries must not discriminate against individuals with disabilities and shall ensure that individuals with disabilities have equal access to library resources. To ensure such access, libraries may provide individuals with disabilities with services such as extended loan periods, waived late fines, extended reserve periods, library cards for proxies, books by mail, reference services by fax or email, home delivery

service, remote access to the OPAC, remote electronic access to library resources, volunteer readers in the library, volunteer technology assistants in the library, American Sign Language (ASL) interpreter or real-time captioning at library programs, and radio reading services.

Libraries should include persons with disabilities as participants in the planning, implementing, and evaluating of library services, programs, and facilities.

3. Facilities

The ADA requires that both architectural barriers in existing facilities and communication barriers that are structural in nature be removed as long as such removal is “readily achievable.” (i.e., easily accomplished and able to be carried out without much difficulty or expense.)

The ADA regulations specify the following examples of reasonable structural modifications: accessible parking, clear paths of travel to and throughout the facility, entrances with adequate, clear openings or automatic doors, handrails, ramps and elevators, accessible tables and public service desks, and accessible public conveniences such as restrooms, drinking fountains, public telephones and TTYs. Other reasonable modifications may include visible alarms in rest rooms and general usage areas and signs that have Braille and easily visible character size, font, contrast and finish.

One way to accommodate barriers to communication, as listed in the ADA regulations, is to make print materials available in alternative formats such as large type, audio recording, Braille, and electronic formats. Other reasonable modifications to communications may include providing an interpreter or real-time captioning services for public programs and reference services through TTY or other alternative methods. The ADA requires that modifications to communications must be provided as long as they are “reasonable,” do not “fundamentally alter” the nature of the goods or services offered by the library, or result in an “undue burden” on the library.

4. Collections

Library materials must be accessible to all patrons including people with disabilities. Materials must be available to individuals with disabilities in a variety of formats and with accommodations, as long as the modified formats and accommodations are “reasonable,” do not “fundamentally alter” the library’s services, and do not place an “undue burden” on the library. Examples of accommodations include assistive technology, auxiliary devices and physical assistance.

Within the framework of the library’s mission and collection policies, public, school, and academic library collections should include materials with accurate and up-to-date information on the spectrum of disabilities, disability issues, and services for people with disabilities, their families, and other concerned persons. Depending on the community being served, libraries may include related medical, health, and mental health information and information on legal rights, accommodations, and employment opportunities.

5. Assistive Technology

Well-planned technological solutions and access points, based on the concepts of universal design, are essential for effective use of information and other library services by all people. Libraries should work with people with disabilities, agencies, organizations and vendors to integrate assistive technology into their facilities and services to meet the needs of people with a broad range of disabilities, including learning, mobility, sensory and developmental disabilities. Library staff should be aware of how available technologies address disabilities and know how to assist all users with library technology.

6. Employment

ALA must work with employers in the public and private sectors to recruit people with disabilities into the library profession, first into library schools and then into employment at all levels within the profession.

Libraries must provide reasonable accommodations for qualified individuals with disabilities unless the library can show that the accommodations would impose an “undue hardship” on its operations. Libraries must also ensure that their policies and procedures are consistent with the ADA and other laws.

7. Library Education, Training and Professional Development

All graduate programs in library and information studies should require students to learn about accessibility issues, assistive technology, the needs of people with disabilities both as users and employees, and laws applicable to the rights of people with disabilities as they impact library services.

Libraries should provide training opportunities for all library employees and volunteers in order to sensitize them to issues affecting people with disabilities and to teach effective techniques for providing services for users with disabilities and for working with colleagues with disabilities.

8. ALA Conferences

ALA conferences held at facilities that are “public accommodations” (e.g. hotels and convention centers) must be accessible to participants with disabilities.

The association and its staff, members, exhibitors, and hospitality industry agents must consider the needs of conference participants with disabilities in the selection, planning, and layout of all conference facilities, especially meeting rooms and exhibit areas. ALA Conference Services Office and division offices offering conferences must make every effort to provide accessible accommodations as requested by individuals with special needs or alternative accessible arrangements must be made.

Conference programs and meetings focusing on the needs of, services to, or of particular interest to people with disabilities should have priority for central meeting locations in the convention/conference center or official conference hotels.

9. ALA Publications and Communications

All ALA publications, including books, journals, and correspondence, must be available in alternative formats including electronic text. The ALA Web site must conform to the currently accepted guidelines for accessibility, such as those issued by the World Wide Web Consortium.

Reference: <http://www.ala.org/ala/mgrps/divs/ascla/asclaissues/libraryservices.cfm>



ASCLA

Association of Specialized and
Cooperative Library Agencies

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