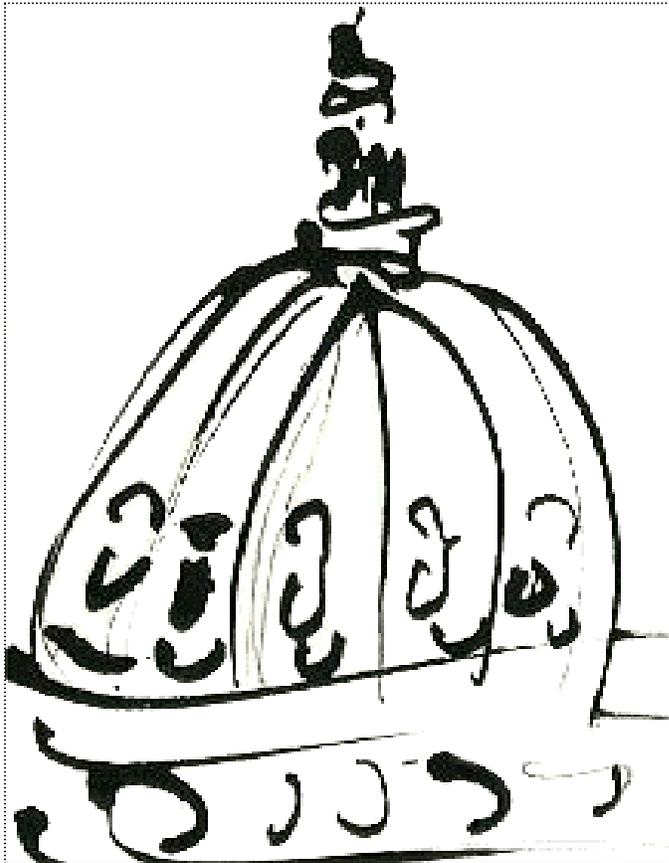Information Use Management and Policy Institute

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# Public Libraries and the Internet 2006: Study Results and Findings

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**APPENDIX 4-B:  SUCCESSFULLY NETWORKED PUBLIC LIBRARY CATALOG**

## Introduction

The *Catalog*, is arranged in the same broad categories as in the *Checklist*: connection, information infrastructure, networked services accessed from within the library and library web site services.  But the data elements are in much greater detail and, perhaps most useful, examples are provided to illustrate the data elements. For example, the library manager is asked, "Does your library provide movie downloads via your web site?" Then, in the example column, notes that Denver Public Library expects to be the first public library in the country to offer such a service in March 2006). A left hand column is offered for you to mark off those data elements you may wish to return to for additional consideration.  The *Catalog* seeks to offer ideas that move a public library further along toward becoming successfully networked and examples so that libraries will avoid re-inventing the wheel and to make adoption smoother, easier and quicker.  Send additions and corrections to Joe Ryan <jzryan@earthlink.net>. **Hyperlinks**: To see the relevant sections of the *Checklist* press the *Ctrl* key while clicking on To the checklist to return from the *Checklist* to the *Catalog* press the *Ctrl* key while clicking on To the catalog.

A. Broadband Connection for Public Use

| Wireless Connection To the Checklist | | |
|---|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| o | Is public wireless service available? | Report Yes if wireless service is available, or planned in the next three months, throughout public service areas in the library. Report Partial if wireless service is available, or planned in the next three months, in any rooms public or staff areas of the library.  Report no if no wireless is available or planned in the next three months.  **Why it matters**: Can provide an indicator of the pace of public library adoption of this technology. Can be used in peer comparison. |
| o | Wireless brands: | E.g., Polaris wireless access manager. <http://www.gisinfosystems.com/products_Services/wam_info.asp>. List all wireless product brands used, e.g., point of presence brand. **Why it matters:** Can be used as a rough indicator of popularity. |
| o | Wireless connection: ISDN LAN | Indicate how wireless points of presence are hardwired to library network. Two options are ISDN or LAN. **Why it matters**: There are pros and const to either choice.  This provides a rough indicator of preferred approach among peer libraries. |
| o | WiFi standard used: | Report WiFi standard used, e.g., IEEE 802.11g,I,n **Why it matters**: Wireless technology is still evolving. The standard in use is a rough indicator of the currency of the service offered. Can be used when selecting wireless technology and in peer comparison. |
| o | # Wireless sessions: | Measure of number of wireless sessions. **Why it matters**: Can be added to in library use count as new category or to virtual visits count. Indicator of the popularity of new service. |
| o | Is the service advertised in print and on the web? | E.g., Austin (TX) Public Library. Wireless@APL. <http://www.ci.austin.tx.us/library/wireless_at_apl.htm>. Tempe (AZ) Public Library. Wireless Internet Access. <http://www.tempe.gov/library/help/wireless.htm>. |

B.  Information Technology (IT) Infrastructure

## IT Staff Requirements To the Checklist

| Look at again? | Suggested Element of a SNPL | Definitions and Examples |
|---|---|---|
| o | Staff specifically dedicated to support of IT needs? (in hours per week) | |
| o | Volunteer:          __ Hrs./Wk. | |
| o | Library staff:          __ Hrs./Wk. | |
| o | External  staff:    __ Hrs./Wk. | |
| o | Total:              __ Hrs./Wk. | |
| o | IT Staff – line item in local government budget request. | |

## Staff Information Technology *To the Checklist*

| Look at again? | Suggested Element of a Successfully Networked Public Library | Definitions and Examples |
|---|---|---|
| o | Does library have a plan of scheduled replacement of staff workstations? | **Why it matters**: This is first step in recognition that this technology will need to be replaced and that a budget line should be created. |
| o | Has library maintained replacement schedule? | **Why it matters**: The above plan must be realistic. |
| o | % of staff workstations that have the below: __% Internet connection, __% Spreadsheet __% Word processing __% Presentation __% Database __% Desktop publishing __% Web design | This is a minimal estimate.  Next step is to collect usage data on each software package |

## Staff IT Training *To the Checklist*

| Look at again? | Suggested Element of a Successfully Networked Public Library | Definitions and Examples |
|---|---|---|
| o | Is there a policy on staff training? | **Why it matters:** The start of valuing staff training. |
| o | Total annual number of staff training? ___ hours | **Why it matters**: A rough estimate of staff training that can be compared historically and to peers. |
| o | What % of all staff (may include volunteers): | These are local library manager estimates.  Last listserv question can also include regular reading of a library blog or Web Junction. |
| o | __% Are proficient in hardware and software in area of responsibility? | |
| o | __ % Can troubleshoot hardware & software in area of responsibility? | |
| o | __% Can train others on hardware & software in area of responsibility? | |
| o | __% Have an e-mail account? | |
| o | __% Belong to a library-related listserv or receive an RSS feed? | **Why the above questions matter**: Can be used as a rough measure to assess staff IT competency and can be compared historically and to peers. |

**B. Information Technology (IT) Infrastructure**

| **Staff Intranet** *To the Checklist* | | |
|---|---|---|
| **Look at again?** | **Suggested Element of a Successfully Networked Public Library** | **Definitions and Examples** |
| o | Are staff workstations used to produce schedules, staff newsletters, etc. to communicate with each other internally? | Basic |
| o | Does the staff have its own listserv or blog? | More common |
| o | Does the library have a staff Intranet, or a common area on a staff server?<br><br><br>Does the intranet have: | Advanced: An Intranet may consist of a set of shared files on a server accessible to library staff, may consist of web based intranet or may used software specifically designed for the purpose.  An intranet's purpose is to rapidly communicate shared current and historic internal information as well as shared computer resources. |
| o | Staff news, announcements, calendar | The intent is to suggest intranet content ideas. |
| o | Planning & policies (incl. committee work drafts) | |
| o | Forms (tech aid request, supply order form) | |
| o | Library & staff schedules and scheduling | |
| o | Staff directory (pictures, birthdays!) | |
| o | Personnel policies & procedures (volunteer handbook) | |
| o | Staff e-mail | |
| o | Quick ILL requests, UPS delivery schedule | |

**B. Information Technology (IT) Infrastructure**

## Library Networks: Fast, Reliable Well Maintained *To the Checklist*

| Look at again? | Suggested Element of a Successfully Networked Public Library | Definitions and Examples |
|---|---|---|
| ○ | Complete the Summary of public library IT and networked services attached. | **Why it matters**: This provides an overview of the library's IT and networked services useful for you, IT consultants and vendors. |
| ○ | Does the library house server(s) in a separate, secure, adequate, well ventilated space with isolated ground circuits and back-up power protection? | **Why it matters**: These are basic precautions to secure library servers and preserve their operation. Adapted from: Kentucky Library Association and Kentucky Department of Libraries. (2002). Kentucky public library standards: Direction and service for the 21st century. |
| ○ | Does library keeps an inventory of hardware and software? | |
| ○ | Does library track licensing requirements? | |
| ○ | Does library maintain original hardware and software documentation? | |
| ○ | Does library have a plan for scheduled replacement of computer & network equipment? __ None (0) __ (3) 3-4 yrs. __ 5+ yrs. (5)  Has library maintained replacement schedule? | E.g., North Texas Regional Library System. (2004). Technology management report series: Gates computers sustainability and replacement plan. <http://www.ntrls.org/techbytes/TMR/Gates_plan.pdf>. **Why it matters**: This is the first step toward the recognition that this technology will need to be replaced and that a budget line should be created. |
| ○ | Library LANS: (Check one which best describes) __ All on one LAN __ Public & staff on separate LANS __Public LAN (only) __Staff LAN (only) __ No LAN | **Why it matters**: A library LAN allows sharing of resources (e.g., printers) and easier maintenance (e.g., easier installation of software upgrades) but requires good security. |
| ○ | Does library have network performance management software? | Measures aspects of network performance to keep performance at a planned level including: user response times, network throughput, and line utilization. Then analyzes measures to establish baseline levels. E.g., ProactiveNet <http://www.proactivenet.com/>. Concord Communications' eHealth Suite <http://www.concord.com/>. Lucent Technologies. <http://www.lucent.com/>. For an introduction see: See Boss, Richard. Network management. Chicago: ALA TechNotes series. <http://www.ala.org/ala/pla/plapubs/technotes/network management.htm>. **Why it matters**: Poor network performance, rather than not enough IT, can be the cause behind many problems noticed by library patrons – e.g., slow network response. |

**B. Information Technology (IT) Infrastructure**

| Security | *To the Checklist* | |
|---|---|---|
| **Look at again?** | **Suggested Element of a Successfully Networked Public Library** | **Definitions and Examples** |
| O | Adware/spyware block: | Report a brand used or No if software is not used. See: Landesman, Mary. (2005, April). Spyware stoppers. PC Magazine. <http://www.pcworld.com/reviews/article/0,aid,119572,00.asp>. |
| O | Browser front end | E.g., NetShift <http://www.softplatz.com/Soft /Business/Other/NetShift.html>, CybraryN. Solutions. <http://www.cybraryn.com /solutions/Web_Browser_Control.htm>. **Why matters**: Prevents unauthorized operating system access via Explorer. |
| O | Use of filtering software  (Check one which best describes)<br>__All public workstations filtered<br>__ Filtered or non filtered workstation alternatives offered | |
| O | Filtering/CIPA software | See Boss, Richard. Meeting CIPA requirements with technology. Chicago: ALA TechNotes series. <http://www.ala.org/ala/pla/plapubs/technotes/internetfiltering.htm>. Galecia group. Library filters <http://libraryfiltering.org/>. |
| O | Firewall software: | E.g., Check Point <http://www.chsckpoint.com>. Network Associates. <http://www.networkassociates.com/>. |
| O | Malicious software block. | E.g. McAfee Spamkiller <http://us.mcafee.com/root /package.asp?pkgid=156>. |
| O | Virus block | See: Bradley, Tony. (2006, March). New virus fighters. PC World. <http://www.pcworld.com /reviews/article/0,aid,124163,00.asp>. |
| O | Does library have a IT disaster and recovery plan? | A disaster plan addresses what to do when there is loss of equipment, damage to data, loss of software functionality or the loss of data communication. For an overview see Boss, Richard. Disaster planning for computers and networks. Chicago: ALA TechNotes series. <http://www.ala.org/ala/pla/plapubs/technotes/disasterplanning.htm>. |
| O | Does the library have a policy on use of chat? Does the library attempt to block? Block? | Report if library has chat policy. Report if library attempts to block chat use (via hardware or software). |
| O | Does the library have a policy on large file (E.g., music, video, audio book) downloading?<br>Does library attempt to block large file downloads? | Report if library has large file download policy. Report if library attempts to block large downloads (via hardware or software). |

**B. Information Technology (IT) Infrastructure**

## IT Funding   *To the Checklist*

| Look at again? | Suggested Element of a SNPL | Definitions and Examples |
|---|---|---|
| O | Has library manager conducted a scan of potential funding sources over the past month? | A scan consists of examining print or web sources that regularly identify sources of library funding.  These may include system, regional or State Library sources as well as national sources including: Grants for nonprofits: Computer technology <http://www.lib.msu.edu/harris23/grants/2comptec.htm> and Libraries <http://www.lib.msu.edu/harris23/grants/2lib.htm>. Technology grants news <http://www.technologygrantnews.com/>. **Why it matters**: Successfully networked libraries often relied on external funding and systematically scanned for external support. |
| O | Did library apply for e-rate last year? | |
| O | # information technology grant applications made by library over the past year? | Count of information technology related grant applications the library made over the past year.  Include e-rate application and any system, regional or State Library, IT related grant applications as well as other sources. **Why it matters**: Many successfully networked public libraries regularly seek external sources of support. Can be used for historical comparison. |
| O | # library IT grants applications approved over the past year? | Count of the number of library IT related grant applications that were funded over the past year. |
| O | Ratio annual grant applications to approved grants | Divide # information technology grant applications made by library over the past year by # library information technology grants applications approved over the past year. **Why it matters**: Can be used for historical comparison. |
| O | # local government meetings attended by library managers over the past month? | Examples of meetings include (but are not limited to) city or county council meetings, meetings with elected or appointed officials, local government committee meetings, local government agency visits, provision of information to local government officials. Exclude personal meetings – e.g., paying your local property tax. **Why it matters**: Successfully networked public libraries had managers that actively participated in local government even if local support was independent of it.  This has led to partnerships and funding opportunities. |
| O | Is funding for information technology and its replacement a line item on the library's budget to local government? | **Why it matters**: Successfully networked public libraries have begun to transition from non local (often one time grant) funding sources to beginning to seek or obtain local government funding for information technology and staff from local governments.  These are tangible measures of that transition.  Measures may be used for historical or peer comparison. |

**B. Information Technology (IT) Infrastructure**

| IT Funding To the Checklist | | |
|---|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| o | Is funding for library information technology staff a line item on the library's budget to local government? | |
| o | Does the local library pay for electronic resource or service subscriptions or licenses? | E.g., subscription fees for a licensed database. Do not include any amount paid for an Internet connection. There is interest in knowing how much is spent for what resources. However the subscriptions are packaged differently so comparison is difficult. |
| o | How much has library reduced periodical subscriptions due to full text subscription databases availability? | How much has the library reduced its periodical subscriptions as a result of the availability of full text subscription databases? $_____ |
| o | How much has the library reduced its reference collection as a result of the availability of subscription databases? | How much has the library reduced its reference collection as a result of the availability of subscription databases? $_____ |
| o | How much has the library increased spending for e-books over the past three years? | How much has the library increased spending for e-books over the past three years? $_____ |
| o | How much has the library increased spending for DVDs over the past three years? | How much has the library increased spending for DVDs over the past three years? $_____ |
| o | Does library pay for subscription databases and other online resources? If so, how much annually? | This is an estimate by the library manager. |

| IT Policy, Plans & Procedure Summary *To the Checklist* | | |
|---|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| o | Library has IT plan and it is incorporated into library strategic plan. | |
| o | Library has IT disaster recovery plan | |
| o | Every networked service has appropriate policy and procedures. | E.g., Have public workstations then have workstation acceptable use policy, Internet acceptable use policy, CIPA filtering policy. |
| o | Every networked service has a marketing plan that includes advertising and public relations. | See marketing section of Catalog. |
| o | Every networked service has an evaluation plan | See evaluation section of Catalog |
| o | Library has a plan to support IT, including its realistic replacement, and networked services. | See funding section of Catalog. |
| o | Library has policy to for staff IT and staff IT training. | See staff IT and training section of the Catalog. |
| o | Library makes IT (and other) plans, information, and polices available on its web site. | See policies on the web site section of the Catalog. |

**B. Information Technology (IT) Infrastructure**

## Networked Services Marketing  *To the Checklist*

| Look at again? | Suggested Element of a SNPL | Definitions and Examples |
|---|---|---|
| o | Does a marketing plan or marketing plan for IT services exist? | See: Ohio Library Council. Marketing the library. <http://www.olc.org/marketing/sampleplan.htm>.  New Mexico State Library. Library marketing plan workbook. <http://www.stlib.state.nm.us/files/Marketing_Plan_Workbook.pdf>.  Kansas State Library. Library Development. Marketing the small library. <http://www.skyways.org/KSL/development/marketingthesmalllibrary.pdf>. Cavill, Patricia M. (1998). Marketing plan worksheet. <http://www.sla.org/chapter/cwcn/wwest/v1n3/cavilb13.htm>. |
| o | % annual operating spent on marketing IT services?  _____% | A library manager estimate. **Why it matters**: Can be used for historical and peer comparison. A tangible measure of library's focus on marketing. |
| o | # IT related services that  the library offers?  _____ | |
| o | # IT related services that receive basic marketing attention? _____ | This is an estimate by local library manager. Basic marketing attention consists of written identification of audience, promotional activities and budget, and measures of marketing success (e.g. descriptive output – what was done?). **Why it matters**: Provides a rough estimate of marketing activity, establishes need to have a marketing plan for every library service, can be used to compare historically and to peers. |
| o | % of IT related services receive basic marketing attention?  _____% | Divide # IT related services receiving basic marketing attention by # IT related services offered then multiply by 100. |
| o | How many releases about the library, its programs or services have been made over the past month? _____ | Boerne (TX) Public Library. Library's weekly newspaper column. <http://www.boerne.lib.tx.us/>. Hickory (NC) Public Library. Staff columns. <http://www.ci.hickory.nc.us/library/columns2006.htm>. |
| **Media and Public Relations** | | Ohio Library Council. Public relations. <http://www.olc.org/marketing/4pr.htm>. |
| o | Does library have public relations plan? | Lake Bluff Public Library. (2005, January). Public relations plan <http://www.nsls.info/resources/marketing/LakeBluffPLMarketingPlan012705.pdf>. Minneapolis Public Library. Media toolkit. <http://www.mpls.lib.mn.us/media.asp>. |
| o | Does library have public relations contact? Do you let anyone know? | |

**B. Information Technology (IT) Infrastructure**

## Networked Services Evaluation *To the Checklist*

| Look at again? | Suggested Element of a SNPL | Definitions and Examples |
|---|---|---|
| o | Is there an IT services evaluation plan? | |
| o | % annual operating spent evaluating IT services? | A library manager estimate. **Why it matters**: Use for historical and peer comparison. |
| o | % of individual IT related services that are evaluated? | A minimum evaluation consists of identification of who audience for service is, a measure that assists in managing the service better (e.g., usage), a measure of the service's value that is meaningful to service's funding decision maker, a schedule and plan for data collection and analysis. |
| o | When was the last customer survey of library networked services conducted? _____ (indicate in months) | Surveys do not have to be elaborate or even electronic. See: Northeast Kansas Library System. New pathways to planning. <http://skyways.lib.ks.us/pathway/>. **Why it matters**: Can be used for historical and peer comparison. |

C. Networked Services Accessed from Within the Library

## IT & Collections Accessed from the Library To the Checklist

| Look at again? | Suggested Element of a SNPL | Definitions and Examples |
|---|---|---|
| o | Library offers public phone and has policies and procedures. | |
| o | Library offers photocopier and has policies and procedures. | Warren-Trumbull (OH) County Public Library. Photocopier policy. <http://www.wtcpl.lib.oh.us /Reference/photocopy.htm>. |
| o | Library offers cassette, VCR and DVD players and has policies and procedures. | |
| o | Library offers public fax and has policies and procedures. | This is a service where library users are permitted to send and receive faxes for a fee. Lincoln (NB) Public Library Fax policy. <http://www.lincoln.lib.nh.us/policies.htm#Fax1>. |
| o | Is video conference service offered to the public? | For example, for distance education, continuing education, remote business or committee meetings, trial depositions, etc. **Why it matters**: Libraries are increasingly viewed as community providers for this technology. |
| o | # annual video conference users: | **Why it matters**: A possible usage measure. |
| o | Library loans equipment (e.g., camcorders, digital cameras, DVD players, I pods) for loan and has policies and procedures? | Colchester-East Hants (Nova Scotia) Public Library. Digital camera loan. <http://cehlibrary.ednet.ns.ca/computer_services /sonycamera.htm>. Stephens, Michel. (2005, April 15) iPod experiments. Library Journal, <http://www.libraryjournal.com/article /CA515808.html> |

C. Networked Services Accessed from Within the Library

| Public Access Workstations & Training *To the Checklist* | | |
|---|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| ○ | # public access Internet workstations | Report data already collected under any of the following: # public access Internet workstations (EMIS) <http://www.ii.fsu.edu/emis /modulestart.cfm?moduleid=AB0CEA50-F480-45CD-A8C6B49B9EE56AB7>, Available Internet workstations (NISO) (5.6.2--NISO) <http://www.niso.org/emetrics/current/subcategory5.6.2.html> or Number of Internet Terminals used by the public] (NCES).  General definition is the number of Internet terminals (personal computers Used by General Public PCs), dumb terminals, and laptops), whether purchased, leased or donated, used by the general public in the library. |
| ○ | Bandwidth per available workstation | Divide Internet bandwidth (in bps, 56 Kbps (kilobits/second) = 56,000 bps, 128 kps = 128,000 bps T1= 1,000,000 bps) by number of public access workstations. **Why it matters**: May be used in a <u>rough</u> indicator of adequacy of bandwidth. |
| ○ | Population served per Public Access Internet Workstation _____ | Divide population of the legal service area by # public access Internet workstations.  See EMIS <http://www.ii.fsu.edu/emis/catalog_entrydetails.cfm?emetric_key=65>. **Why it matters**: North Carolina Public Library Directors Association,  Guidelines <http://www.ils.unc.edu/Daniel /NCPLDA/guidelines.html#tech> and Kentucky Library Association and Kentucky Department of Libraries. (2002). Kentucky public library standards: Direction and service for the 21st century. <http://www.kdla.ky.gov/libsupport /standards/manual.pdf> both recommend one workstation per 2,500 population served.  Can compare workstations availability across different size libraries.  Also useful for peer comparisons. |
| ○ | % of staff workstations that have the below: __% Internet connection, __% Spreadsheet __% Word processing __% Presentation __% Database __% Desktop publishing __% Web design | This is a minimal estimate.  Next step is to collect usage data on each software package. |
| ○ | Print management | Management of workstation printer copies and charges.  See North Texas Regional Library System. (2003). <>. E.g., Pharos <http://www.pharos.com/>. CybraryN. Solutions. <http://www.cybraryn.com/solutions/default.htm>. Envisionware <http://www.envisionware.com /copiers_printers.htm>. |

C. Networked Services Accessed from Within the Library

**Public Access Workstations & Training** *To the Checklist*

| Look at again? | Suggested Element of a SNPL | Definitions and Examples |
|---|---|---|
| o | Are workstations accessible? Are accessible technologies advertised? | Assistive technologies are ones that aid library patrons with disabilities basic e.g., include: magnifying machines, closed-captioned videos and DVDs, and books on tape and CD. For a partial list see Michigan State University. Assistive technology Center. Equipment in the ATC. <http://www.lib.msu.edu/services/atc/equipment.html>. TechSoup. Accessible technology. <http://www.techsoup.org/howto /articles/access/index.cfm>. Librarians Connections. Assistive technologies…<http://www.disabilityresources.org/DR Mlibs-ass.html>. E.g. Fayetteville (AK) Public Library. Assistive technology workstations. <http://www.faylib.org/services/assistive_technologies. asp>. Hennepin County (MN) Public Library. Accessibility at Hennepin County Public Library. <http://www.hclib.org/pub/info/Accessibility.cfm>. |
| o | IT user training _____ Formal IT user training _____ Point of use IT user training _____ | Information Technology User Training is the combined count of the attendance at Formal User IT Training 1 and use of Point-of-Use (POU) IT Training. 2 The results are reported in three counts: Information Technology User Training, Formal User IT Training and POU IT Training. See EMIS instructions <http://www.ii.fsu.edu/emis/module_slide.cfm?modulei d=CFB2B640-FE88-495E-BB878D03102129BD&fk_presentationid=9710F3A3-1B82-445F-87D187C555C6D50D&slideid=A8BE17CA-538B-4234-80437E423382385F&slidenumber=2>. **Why it matters**: This data may assist in reallocation of Reference budget to meet demand for formal training. POU training may be counted as part of reference transactions. Data can be evidence of library's contribution to local job re-skilling. |
| o | Does library have scheduled replacement plan for public workstations? __ None __ 3-4 yrs. __ 5+ yrs. | **Why it matters**: This is first step in recognition that this technology will need to be replaced and that a budget line should be created. |
| o | Has library maintained replacement schedule? __ No plan __ Yes __ No | **Why it matters**: The above plan must be realistic. |

C. Networked Services Accessed from Within the Library

| **Integrated Library System (ILS) & Related Services *To the Checklist*** | | |
|---|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| o | Does the library have an integrated library system (ILS)<br><br><br><br><br><br><br><br><br><br><br><br><br>Does the library have any of the below modules: | Does the library have an integrated library system? An Integrated Library System (LS) is a group of automated library subsystems working together and communicating within the same set or system of software to control such activities as circulation, cataloging, acquisitions and serial control. Oklahoma Department of Libraries. Trustee manual: Glossary. <http://www.odl.state.ok.us/servlibs/l-files/glossi.htm>. **E.g.**, If so, respond with the ILS brand, name/source of open source software or Local (for locally developed). If no ILS or plans to introduce over the next three months, respond No. **Why it matters**: An ILS may be a core of a local library's electronic resource and service offerings. Knowing the most popular brands in aggregate may assist in ILS selection. E.g., Koha (open source). <http://koha.org/about-koha/> [See West Liberty (IA) Public Library Migrates to Koha. <http://oss4lib.org/node/506>], Autographics. <http://www4.auto-graphics.com/>, Sirsi/Dynix <http://www.sirsidynix.com/>, TLC <http://www.tlcdelivers.com/tlc/automate.asp >. |
| o | Acquisitions module | E.g., Innovative Interfaces. Millennium. Acquisitions. <http://www.iii.com/mill/acq.shtml> See e.g., Lugg, Rick & Fischer, Ruth. (2005, July 15). Acquisitions' Next Step. LJ.com. <http://www.libraryjournal.com /article/CA623005.html> |
| o | Cataloging | E.g., Innovative Interfaces. Millennium. Cataloging. <http://www.iii.com/mill/catalog.shtml>. |
| o | Federated search | Allows searching of multiple library collections or databases with one search query E.g., Autographics. AGent Portal <http://www4.auto-graphics.com/agentportal_federatedsearch.htm>. ExLibris MetaLib <http://www.exlibris-usa.com/metalib.htm>. Index Data. <http://www.indexdata.dk/keystone/>. Innovative Interface. MAP. <http://www.iii.com/mill /digital.shtml#map>. Serials Solution. Central search <http://www.serialssolutions.com /promotion/centralsearch.asp>. |
| o | Kids search engine/catalog | E.g., Innovative Interfaces. Kid online. <http://www.iii.com/mill/webopac.shtml#kidsonline>, Sirsi/Dynix/DRA. School Rooms. <http://www.schoollibraryjournal.com/article/CA6286452.html>. See also non ILS kids search engines under web services below. |
| o | OPAC | Provides an Online public access catalog. E.g., Innovative Interfaces. Millennium. WebOPAC. <http://www.iii.com/mill/webopac.shtml>. |

C. Networked Services Accessed from Within the Library

| Integrated Library System & Related Services *To the Checklist* | | |
|---|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| o | Reports module | E.g., Sirsi/Dynix Directors station <http://www.sirsidynix.com/Solutions/Products/analytical.php>, Innovative Interfaces Report writer and Web management reports <http://www.iii.com/mill/serials.shtml>. |
| o | Serials module | E.g., Innovative Interfaces. Millennium. Serials <http://www.iii.com/mill/serials.shtml>. |
| o | # Self check outs | Self check outs (and the underlying RFID technology tags) allow automated check out of library materials by patrons without assistance of library circulation personnel. Report the number of public self checks available. Respond 0 if no self checks are offered. For a review of vendors see <http://www.libraryjournal.com/index.asp?layout=articlePrint&articleID=CA456766>or Library yellow pages <http://www.librariansyellowpages.com/LYPSearch/SearchByCategory.aspx?Tag=131>. **Why it matters**: Self checks address personnel shortages and respond to independent minded patrons.  May assist library managers by indicating brand popularity. |

D. Library Web Site Resources & Services

| **Library Web Site Usability & Functionality** *To the Checklist* | | |
|---|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| **Web site functionality & usability** | | Overview: Covey, Denise Troll. (2002). Usage and usability assessment: Library practices and concerns. Washington, DC: Council on Library and Information Resources. <http://www.clir.org/pubs/reports/pub105/contents.html>. |
| **Interfaces** Does the library offer any of the following interfaces? | | A web site interface provides a distinctive way of viewing often the same library resources and services and those uniquely suited for the interface's principal audience. |
| o | Kids interface | E.g., Central Rappahannock VA Regional Library <http://www.kidspoint.org/>, Newark (NJ) Public Library. Kids <http://www.npl.org/Pages/KidsPlace/index.html>. OPLIN. Oh kids! <http://www.oplin.org/ohkids/index.htm>. |
| o | Teen interface | E.g., Boston Public Library. Extreme teen lounge <http://www.bpl.org/teens/>. Carnegie Library of Pittsburgh. Teens real life. <http://www.clpgh.org/teens/>. Austin Public Library. Youth (wired). <http://www.youthwired.sat.lib.tx.us/>. OPLIN. Oh teens! <http://www.oplin.org/teenhome.php>. |
| o | Senior interface | E.g., Phoenix Public Library. Senior living <http://www.phoenixpubliclibrary.org/seniorliving.jsp>. Brooklyn Public Library. Seniors. <http://www.brooklynpubliclibrary.org/seniors/>. Lawrence (KS) Public Library. Senior services <http://www.lawrence.lib.ks.us/seniorservices/index.html>. |
| o | Parents and Teachers | E.g., Harris County (TX) Public Library. Parents and teachers <http://www.hcpl.net/kidsite/pandt/pt.htm>. OPLIN. Oh teach! <http://www.oplin.org/main.php?Id=64&msg=> |
| o | My Library, myBistro (personalized interface) | Overview: University Libraries of Notre Dame. Issues to be addressed by my library adopters. <http://dewey.library.nd.edu/mylibrary/librarians-guide.shtml>. E.gs., Charlotte & Mecklenburg County Public Library. Brarydog. <http://www.brarydog.net/>; Worthington (OH) Libraries. My library. <http://www.worthingtonlibraries.org/MyLibrary/Login/index.cfm>. |

D. Library Web Site Resources & Services

## Library Web Site Usability & Functionality: Navigation Aids *To the Checklist*

| Look at again? | Suggested Element of a SNPL | Definitions and Examples |
|---|---|---|
| o | Multilingual | E.g., Polaris multilingual PowerPAC. <http://www.polarislibrary.com/Polaris/SubSys/Multilingual.asp>. Queens (NY) Library. (see upper right). <http://www.queenslibrary.org/>. San Antonio Public Library (in Spanish). <http://www.sanantonio.gov/library/espanol/?res=1024&ver=true>. Austin Public Library (Spanish). <http://www.ci.austin.tx.us/library/spanish.htm>. Morton Grove (IL) Public Library. Russian Webrary. <http://www.webrary.org/ref/rusmenu.html>. |
| o | Navigation bar | E.g., (left side) Bayard (IA) Public Library. <http://www.bayard.swilsa.lib.ia.us/>. (top) Cumberland County (NJ) Public Library. <http://www.clueslibs.org/>. |
| o | Site index | Chicago Public Library. Site index. <http://www.chipublib.org/003cpl/contentsa2z.html>. |
| o | Site search | E.g., Clearwater (FL) Public Library. Search the CPLS site. <http://www.clearwater-fl.com/cpl/index.asp> |
| o | ADA compliant | TechSoup. Accessible technology. <http://www.techsoup.org/howto/articles/access/index.cfm>. Toronto Public Library. Accessibility options. <http://www.torontopubliclibrary.ca/acc_index.jsp>. Phoenix Public Library. Font size (bottom). <http://www.phoenixpubliclibrary.org/>. Baker County (OR) Public Library Small, normal, large text (right side top) <http://baker.plinkit.org/>.  To test your site use: Watchfire. WebXACT. <http://webxact.watchfire.com/> or Web Accessibility Versatile Evaluator (WAVE) <http://www.wave.webaim.org/index.jsp> or A-Prompt <http://aprompt.snow.utoronto.ca/>. Minow, Mary. (1999, April).Does Your Library's Web Page Violate the Americans with Disabilities Act? California Libraries. 9 (4), p. 8-9. <http://www.librarylaw.com/ADAWebpage.html>. Ohio Library Council. Evaluation and usability of the library web site. <http://www.olc.org/marketing/5evaluation.htm>. |
| o | Help? | Phoenix Public Library. Help pages. <http://www.phoenixpubliclibrary.org/help.jsp>. |
| o | Contact us | Davenport Public Library. Contact us. <http://www.davenportlibrary.com/Default.aspx?PageId=114&nt=114>. |
| o | FAQs | Phoenix Public Library. Frequently asked questions (FAQs). <http://www.phoenixpubliclibrary.org/faq.jsp>. |
| o | Most popular links on home page | E.g., Burlington County (NJ) Public Library. Quick links (Upper left side). <http://www.bcls.lib.nj.us/>. Multnomah County (OR) Public Library. Most popular (upper right). <http://www.multcolib.org/>. |
| o | Services A-Z | E.g., Burlington County (NJ) Public Library. Services A-Z. <http://www.bcls.lib.nj.us/services/>. Multnomah County (OR) Public Library. Services A-Z index. <http://www.multcolib.org/services/atoz.html>. |

D. Library Web Site Resources & Services

## Library Web Site Usability & Functionality: Media Use *To the Checklist*

| Look at again? | Suggested Element of a SNPL | Definitions and Examples |
|---|---|---|
| o | Graphics | OPLIN. Oh kids! <http://www.oplin.org/ohkids/index.htm>. |
| o | Sound | Florida Electronic Library. Florida Memory Project. Net making and net fishing in Florida: Audio interview with Billy Burbank III <http://www.floridamemory.com/OnlineClassroom/netmaking/>. |
| o | Photographs | Poplar Creek (IL) Public Library.<http://www.poplarcreek.lib.il.us/>.  Carnegie Library of Pittsburgh. Teens real life. <http://www.clpgh.org/teens/>. Deschutes (OR) Public Library. Pictures from central Oregon. <http://www.dpls.lib.or.us/images/postcards/co2.jpg>.  Tacoma (WA) Public Library. South sound photo album. <http://search2.tpl.lib.wa.us/southsound/sspaabout.asp>. |
| o | Video clips<br>Web cams | Toledo-Lucas County Public Library. Video for dial up and broadband users. <http://www.library.toledo.oh.us/video/OKorg%20spot-1.wmv>. Pasadena Central Public Library. Coffee cam. <http://www.cityofpasadena.net/library/coffeecam.asp>.  Alliance Library System. (2005). Why the library matters. Toronto, Canada:Tumbleweed Press <http://www.tumblebooks.com/>. <http://www.tumblebooks.com/librariesmatter.swf>. |
| o | Virtual tour | Mill Valley Public Library. Virtual tour. <http://www.millvalleylibrary.org/tour.html>. Seattle Times. Seattle Public Library tour <http://seattletimes.nwsource.com/news/local/library/>, Grosse Point (MI) Public Library. Ewald branch virtual tour. <http://www.gp.lib.mi.us/information/virtual/ewald/index.html>. Cedar Falls (IA) Public Library. Library walkaround. <http://www.wplwloo.lib.ia.us/cfpl/022904-walkaround/index.html>. OCLC. WorldCat: Find-in-a-library. <http://www.oclc.org/productworks/holdingsonamap.htm>. |
| o | Podcasts of library programs | Lansing (MI) Public library. Podcast information page. <http://www.lansing.lib.il.us/podcast.htm>. Thomas Ford (IL) Public Library. Click a story. <http://www.fordlibrary.org/clickastory/>. Eash, Esther Kreider. (2006, April). Podcasting 101 for K–12 librarians. *Computers in libraries, 26* (4), <http://www.infotoday.com/cilmag/apr06/Eash.shtml> NB. May have to go the route of <http://www.infotoday.com/cilmag/apr06/> then looking for this free article. Vogele, Colette. (2006). Podcasting legal guide. San Francisco: Creative Commons. <http://wiki.creativecommons.org/Podcasting_Legal_Guide>. |

**D. Library Web Site Resources & Services**

| **Ways to Offer Financial Support on Library Web Site _To the Checklist_** | | |
|---|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| o | Library Foundation link | E.g., Princeton (NJ) Public Library Foundation. <http://www.princetonlibrary.org/yoursupport/foundation/index.html>. |
| o | Friends link | E.g., Friends of Libraries USA (FOLUSA). <http://www.folusa.org/>. E. Brunswick (NJ) Public Library. Friends of the Library. <http://www.ebpl.org/About_The_Library/Friends_of_The_Library.asp>. |
| o | News of fund raising efforts | E.g., Boerne (TX) Public Library. Annual book sale. <http://www.boerne.lib.tx.us/>. E. Brunswick (NJ) Public Library. Donations, gifts and tributes. <http://www.ebpl.org/About_The_Library/Donations_Gifts_and_Tributes.asp> |
| o | Volunteer page | E.g., Joe Barnhart Beeville (TX) Public Library. Volunteer page (job description, application (e-mail capacity), contacts). <http://www.bclib.org/support_files/html/volunteers.htm>. |
| o | Library store | E.g., Denver Public Library. Browse photos for purchase online. <http://denverlibrary.org/photo_gallery/index.cfm>. Spartenburg (SC) Public Library store. <http://www.infodepot.org/store.htm>. Los Angeles Public Library store. <http://www.libraryfoundationla.org/cgi-bin/store/>. E.g., Canton (MI) Public Library. Secondhand prose. <http://www.cantonpl.org/friends/index.html>. Princeton (NJ) Public Library. Library store. <http://www.princetonlibrary.org/store/index.html>. |
| o | Library café menu and hours | E.g., Boston Public Library. Restaurants. <http://www.bpl.org/general/restaurants.htm>. Canton (MI) Public Library. Library Café. <http://www.cantonpl.org/info/cafepage.html> |
| o | Wish list | Apache Junction (AZ) Public Library. Library wish list. <http://www.ajpl.org/library/wishlist.htm> |
| **Personnel** | | To the Checklist |
| o | Staff directory | Newark (OH) Public Library. Staff directory. <http://www.npls.org/staff.cfm>. |
| o | Staff employment | Las Vegas-Clark County Library District. About the library -- Employment. <http://www.lvccld.org/about/employment.cfm>. |
| **Policy & Procedures** Is this policy on the web site? _To the Checklist_ | | Resource: Wisconsin Association of Public Librarians. Sample policies for small public libraries <http://www.owls.lib.wi.us/info/3ps/policies/sample_policies.htm>. |
| o | ADA compliance | Kenosha (WI) ADA compliance policy <http://www.kenosha.lib.wi.us/policies/simmonsada.pdf>. Beloit (WI) Public Library. ADA compliance policy. <http://als.lib.wi.us/BPL/adapolicy.htm>. |
| o | CIPA/filtering | New York Public Library. Policy on public use of the Internet. <http://www.nypl.org/pr/pubuse.cfm>. Northland Public Library. Computer use policy. <http://www.einetwork.net/ein/northland/computers/policy.html>. |

**D. Library Web Site Resources & Services**

| Policies & Procedures Available on the Library Web Page *To the Checklist* | | |
|---|---|---|
| **Look at again?** | **Suggested Element of a Successfully Networked Public Library** | **Definitions and Examples** |
| O | Circulation | Includes: how to obtain library card, fines, renewals, etc. Kenton (KY) Public Library. Library circulation policies. <http://www.kenton.lib.ky.us/information/card.html>. Norfolk (VA) Public Library. Circulation policies. <http://www.npl.lib.va.us/policies/pol_circ.html>. |
| O | ILL policy & procedures | Delphi (IN) Public Library. ILL policy. <http://www.carrollnet.org/dpl/ill.html>; Hershey (PA) Public Library. ILL policies <http://www.carrollnet.org/dpl/ill.html>; Skokie Public Library. ILL policies <http://www.skokie.lib.il.us/s_about/loan.html>. |
| O | Internet acceptable use | E.g., Albany (OR) Public Library. Acceptable use policy <http://library.ci.albany.or.us/services/iaup.php>. San Antonio Public Library. Acceptable use policy. <http://www.youthwired.sat.lib.tx.us/YWacceptable_use.htm>. |
| O | Library mission | E.g., Mid Hudson Public Library. Sample mission statements. <http://midhudson.org/department/member_information/missions.htm>. Decorah (IA) Public Library. Mission and goals. <http://www.decorah.lib.ia.us/mission.html>. |
| O | Privacy | E.g., Henrico County (VA) Public Library. Privacy policy. <http://www.co.henrico.va.us/privacy.html>. Pasadena (CA) Public Library. Privacy policy. <http://www.ci.pasadena.ca.us/privacyStatement.asp>. New York Public Library. Privacy policy. <http://www.nypl.org/legal/privacy.cfm>. Seminole County (FL) Public Library. Privacy policy <http://www.seminolecountyfl.gov/guide/privacy.asp>. |
| O | Workstation use | E.g., Orange County (FL) Public Library. Workstation use policy <http://www.ocpl.org/about-wrkstsn.asp>. Chelmsford (MA) Public Library. Workstation use policy. <http://www.chelmsfordlibrary.org/library_info/policies/workstation_use_policy.html> |

## D. Library Web Site Resources & Services

| **Plans** | | *To the Checklist* |
|---|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| o | Strategic/Long range plan | E.g., Evanston (IL) Public Library. Strategic plan <http://www.epl.org/library/strategic-plan-00.html>. Brantford (Ontario) Public Library. Strategic plan. <http://www.tbpl.ca/internal.asp?id=78&cid=267>. St. Charles (IL) Public Library. Strategic plan. <http://www.st-charles.lib.il.us/contact/policy/strategicplan.htm>. |
| o | IT plan | E.g., Chapel Hill (NC) Public Library. IT plan. <http://www.ci.chapel-hill.nc.us/documents/Library/Library%20 Master%20Plan/Library%20Information%20Technolog y %20Plan%202003-2007.pdf |
| **Information about the Library** | | *To the Checklist* |
| o | Library news | E.g., Brevard County (FL) Public Library. Newsletter. <http://www.brev.org/contact_us/subscribe_eletter.htm >. Newsletters: Orange County (FL) Public Library offers Books and Beyond. Fresh Picks, Informed Teen and Technology @ OCLS http://www.ocls.info/News/Newsletters/default.asp?bhf v=8&bhqs=1>. Library blogs: e.g., Boerne (TX) Public Library's blog. <http://www.boernelibrary.blogspot.com/>. Homer Township Pub. Lib. Library newsletter: RSS/Atom news feed. <http://www.homerlibrary.org/newsfeed.asp>. See also: RSS Bandit <http://www.rssbandit.org/> |
| o | Annual report | E.g., Geneva (IL) Public Library. Library statistics. <http://www.geneva.lib.il.us/AnnualReport.pdf>.Bethle hem (PA) Public Library. Annual report <http://www.bethlehempubliclibrary.org/pdfs/annualrep ort04_05.pdf>. Volusia County (FL) Public Library. Annual report. <http://www.vcpl.lib.fl.us/vcplannual.html>. |
| o | Library/history | E.g., Boerne (TX) Public Library. Our history. <http://www.boerne.lib.tx.us/ourhistory.htm>.Cerritos (CA) Public Library. Library history. <http://www.ci.cerritos.ca.us/library/libhistory.html>. Selby (FL) Public Library. Library history. <http://suncat.co.sarasota.fl.us/Libraries/selbyhistory.as px> |

## D. Library Web Site Resources & Services

| Information about the Library (Continued) | *To the Checklist* |
|---|---|
| **Look at again?** **Suggested Element of a SNPL** | **Definitions and Examples** |
| ○ Library/branch directory | A library directory should do more than list name, address, phone and e-mail. A good directory should be an invitation. A good directory should include a building picture, contact person, address (including phone and e-mail), hours (including holiday closings), map and directions by car and public transportation, an overview of resources (meeting rooms (with remote booking possible) workstations (with remote booking possible), assistive technology, special collections) and services. E.g., Las Vegas-Clark County Library District. Library locations. <http://www.lvccld.org/about/locations.html>. |
| ○ Library Board | Clintonville (WI) Public Library. Library Board and minutes. <http://www.owls.lib.wi.us/cpl/board/board.asp>. |
| ○ Library statistics | E.g., Hartford Public Library provides useful library and community statistics about it branches, e.g., Godwin Branch <http://198.134.159.33/goodwinprofile.html>. Louisville (CO) Public Library. Library statistics (includes database use). <http://www.ci.louisville.co.us/library/2005_2004Statistics.htm>. Johnson City (TN) Public Library. Library statistics (3 electronic). <http://www.jcpl.net/stats/documents/JCPL-Stats-FY05-06-M06.pdf>. |
| **Web Site Feedback** *To the Checklist* | Does the library have on its web site, or did offer in the past year? |
| ○ Web customer survey | See: SeniorCorpTechCenter. Using Survey Monkey to create an online Survey. <http://www.seniortechcenter.org/reference_library/internet/surveymonkey.php>. Vendors include: SurveyMonkey <http:// www.surveymonkey.com/> SurveyTracker <http://www.surveytracker.com/software/software.htm>. E.g., Lee County (FL) Public Library System. Survey of electronic resources. <http://www.lee-county.com/library/ref/Electronic%20Resources/EResourcesurvey-INter.htm>. |
| ○ Feedback form | Form that asks for patron comments or suggestions. E.g. Mesa (AZ) Public Library. How do we measure up? <http://www.mesalibrary.org/about_us/forms/suggestion_form.asp>. |
| ○ Web site rating | E.g. Phoenix Public Library. Rate this page (bottom). <http://www.phoenixpubliclibrary.org/>. |

D. Library Web Site Resources & Services

## ILS and Related Services on Library Web Site *To the Checklist*

| Look at again? | Suggested Element of a SNPL | Definitions and Examples |
|---|---|---|
| o | Integrated library system (ILS) on web site? | An Integrated Library System (LS) is a group of automated library subsystems working together and communicating within the same set or system of software to control such activities as circulation, cataloging, acquisitions and serial control. Oklahoma Department of Libraries. Trustee manual: Glossary. <http://www.odl.state.ok.us/servlibs/l-files/glossi.htm>. The question here is whether the ILS is available on the Internet. Note: the below general services may be ILS subsystems E.g., Autographics. <http://www4.auto-graphics.com/>, Innovative Interfaces. <http://www.iii.com/>, Sirsi/Dynix. <http://www.sirsidynix.com/>. |
| o | OPAC | Online public access catalog (OPAC) of the library's collections. See above. |
| o | Federated searching of library collections | Allows searching of multiple library collections or databases with one search query E.g., Autographics. AGent Portal <http://www4.auto-graphics.com/agentportal_federatedsearch.htm>. ExLibris MetaLib <http://www.exlibris-usa.com/metalib.htm>. Index Data. <http://www.indexdata.dk/keystone/>. Serials Solution. Central search <http://www.serialssolutions.com/promotion/centralsearch.asp>. |
| o | A-Z periodical list | EBSCOhost. A to Z service. <http://www.ebsco.com/atoz/default.asp>. Serials Solutions. A-to-Z title lists. <http://www.serialssolutions.com/azreports.asp>. Taylor periodical administration System. <http://www2.taylor.edu/library/upland/sjo/tpas.html>. |
| o | Child search engine or catalog | This is to search local library holdings. Not a commercial search engine like Ask for kids (was Ask Jeeves for Kids) <http://www.askforkids.com/>. E.g., Innovative Interfaces. Kid online. <http://www.iii.com/mill/webopac.shtml#kidsonline>, Sirsi/Dynix/DRA. School Rooms. <http://www.schoollibraryjournal.com/article/CA6286452.html>. |
| o | Remote placing a hold on library material | E.g., Louisville (CO) Public Library. Look under Library Tools (on left side of home page) <http://www.ci.louisville.co.us/library/#>. |

D. Library Web Site Resources & Services

## Integrated Library System and Related Services on Library Web Site *To the Checklist*

| Look at again? | Suggested Element of a SNPL | Definitions and Examples |
|---|---|---|
| o | Remote access to patron account | Including list of checked out library materials, renewal of overdue materials and list of patron holds. |
| o | E-mail to patrons re. overdue and holds | Send e-mails to patrons regarding overdue items and holds. E.g. Mesa (AZ) Public Library. E-mail notices. <http://www.mesalibrary.org /about_us/forms/email.htm>. |
| o | Online patron reading log | Keep an online list of books patron has read and books you want to read.  E.g., Orion Township Public Library. My reading log. <http://myreadinglog.org/>. |
| o | Patron library material purchase request | E.g., Tillamook County (OR) Public Library. Library purchase request form. <http://www.co.tillamook.or.us/gov/Library/request. htm>. |
| o | Remote library meeting room scheduling application | E.g., Madison (WI) Public Library. Meeting room application <http://www.madisonpubliclibrary.org /about/meetingroom.pdf>. |
| o | Remote library workstation reservation | E.g., Las Vegas-Clark County Library District. Remote computer reservation. <http://www.lvccld.org/library/reservations.html> |
| o | Does library offer a remotely obtained library card? | E.g., Burlington County (NJ) Public Library. Get a library card online. <http://www.bcls.lib.nj.us/about/borrowing.shtml>. Anderson (IN) Public library. Apply for a library card online <http://www.and.lib.in.us/cardform.shtml> and in Spanish <http://www.and.lib.in.us/cardform_span.shtml>. Las Vegas-Clark County Library District. Patron self registration. <https://ilsweb.lvccld.org/selfreg~S12>. |
| **General Services on Library Web Site** | | To the Checklist |
| o | Does library participate in region or statewide library card? | Local library card may be used at other libraries and to use other remote services (e.g., State Library's subscription databases). |
| o | Does library provide a library event calendar? | E.g., Lawrence (KS) Public Library. Events calendar. <http://www.lawrence.lib.ks.us/eventscalendar/index .html>. San Diego Public Library. Calendar of events. <http://www.eventkeeper.com/code/events.cfm?curO rg=SANDIEGO>. |

D. Library Web Site Resources & Services

## Integrated Library System and Related Services on Library Web Site

**General Services on Library Web Site** *To the Checklist*

| Look at again? | Suggested Element of a SNPL | Definitions and Examples |
|---|---|---|
| O | Does library identify accessible services? | E.g., Burlington County (NJ) Public Library. Services for persons with disabilities. <http://www.bcls.lib.nj.us/services/disabilities.shtml>. Harris County (Houston, TX) Public Library. Disability information. <http://www.hcpl.lib.tx.us/about/ada_working.pdf>. Fayetteville (AK) Public Library. Assistive technology workstations. <http://www.faylib.org/services/assistive_technologies.asp>. Hennepin County (MN) Public Library. Accessibility at Hennepin County Public Library. <http://www.hclib.org/pub/info/Accessibility.cfm>. Multnomah County (Portland, OR) Public Library. Accessible services. <http://www.multcolib.org/services/accessible.html>. |
| O | How many subscription databases can a library user access from the library? | This may be resources purchased by the library or available from school, regional or state library sources. |
| O | How many subscription databases can a library user access remotely? | This may be resources purchased by the library or available from school, regional or state library sources. |
| O | Can patrons download digital books (e-books and audio books)? | Vendors: NetLibrary <http://www.netlibrary.com/>. E.g., Omaha Public Library. Digital books catalog. <http://ebooks.omahapubliclibrary.org/>. Toledo-Lucas County Public Library. e-books. <http://digitalbooks.toledolibrary.org/195C6A0E-2D1A-4A2C-BD64-1AC691228787/10/112/en/Default.htm>. |
| O | Can patrons download movies? | Denver Public Library. Downloadable movies. <http://www.denver.lib.co.us/news/dplnews/downloadable_movies.html>. |

**D. Library Web Site Resources & Services**

| Virtual Reference & Readers Advisory<br>*To the Checklist* | See: OCLC. Best practices in virtual reference. <http://www.oclc.org/community/topics/virtualreference/bestpractices/default.htm>. |
|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| o | Does library provide access to virtual reference via e-mail or form? | Virtual reference may actually be provided by another library or vendor. E.g., Morris County (NJ) Public Library. Ask a librarian (e-mail). <http://www.gti.net/mocolib1/refbox.html>. |
| o | Does library provide access to virtual reference via chat | Virtual reference may actually be provided by another library or vendor. E.g., Homer Township Public Library. Ask A Librarian. <http://www.homerlibrary.org/ask.asp>. Commercial products include: QuestionPoint. <http://www.questionpoint.org/>.  See McKiernan, Gerry. LiveRef: A registry of real time digital reference services. <http://www.iastate.edu/~CYBERSTACKS/LiveRef.htm>.Vendors: Sirsi/Docutek. VRLplus. <http://www.docutek.com/products/vrlplus/index.html>. |
| o | Virtual reference via Internet messaging | See: About library success: A best practices wiki: Online reference. <http://www.libsuccess.org/index.php?title=Online_Reference>. E.g., Alexandrian (IN) Public Library. AskAlexandrian. <http://www.apl.lib.in.us/im.html>. Cass (MI) District Library. Ask A Librarian. <http://cass.lib.mi.us/ask.htm>. Homer Township Public Library. Ask A Librarian. <http://www.homerlibrary.org/ask.asp>. |
| o | "My Library" for Reference | E.g., Hennepin County (MN) library. My reference tools. <http://www.hennepin.lib.mn.us/pub/search/myRef/myRefAdd.cfm>. See: University of Leicester. Elite project. <http://www.le.ac.uk/li/distance/eliteproject/index.htm>. |
| o | Remotely request interlibrary loan | E.g., Las Vegas-Clark County Library District. Remote Interlibrary loan request. <http://www.lvccld.org/library/interlibrary.html>. |
| o | Online book and media reviews | E.g., Austin Public Library. Good reads. <http://www.ci.austin.tx.us/library/readroom_index.htm>. Washington-Centerville (OH) Public Library. Good reads. <http://www.wcpl.lib.oh.us/adults/goodreads.html>. |

**D. Library Web Site Resources & Services**

| Virtual Reference & Readers Advisory<br>*To the Checklist* | See: OCLC. Best practices in virtual reference. <http://www.oclc.org/community/topics/virtualreference/bestpractices/default.htm>. |
|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| ○ | Readers advisory service | E.g. Anchorage (AK) Municipal Libraries. Readers advisory service. <http://www.booksite.com/texis/scripts/bookletter?sid=5643> contains lists of book recommendations, BookLetters <http://www.bookletters.com/> (commercial service provides libraries with book recommendations in selected areas and sends monthly newsletters on new books by category to library users), best sellers, and book awards. Bettendorf (IA) Public Library. Teens' Booknews. <http://www.supportlibrary.com/nl/nl_rview.cfm?x=57>. |
| ○ | Online book, movie discussion clubs | E.g., San Antonio Public Library. Book discussion groups. <http://www.sanantonio.gov/library/fiction/fic_Discuss.asp?res=1          024&ver=true>. –including description, online sign up, meeting dates, blog or listserv, book titles,  book recommendations  and contact information. |
| ○ | Organized links and pathfinders with web links | E.g., State Library of Iowa. Pathfinder project <http://www.thepathfinderproject.org/>, Not only contains pathfinders by provides a way to create web based pathfinders. Bloomfield (NJ) Public Library. Internet links. <http://www.bplnj.org/pathfinders/readyreference.html>. |
| **Community Information** | | *To the Checklist* |
| ○ | Help me through the day information | Canton (MI) Public Library. Help me make it through the day page. <http://www.cantonpl.org/helpmemk.html>. Highlighted on the home page (where time and temperature are also displayed) this page contains airline schedules, weather, traffic conditions, daily crossword,  school closings, tax information, news and sports headlines, voting information, consumer information, Wall Street and tourist events and activities.  **Why it matters**: If want to be the first place community turns to for information then library must collect frequently needed community information in one place. |

**D. Library Web Site Resources & Services**

| Community Information | | *To the Checklist* |
|---|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| O | Local business directory or link | Baltimore County (MD) Public Library. Business Directory (alphabetical and by product) <http://www.bcplonline.org/info/business/busilinks.html>. Skokie (IL) Public Library. Major employers of Skokie. <http://www.skokielibrary.info/s_community/cm_employment/Skokie_employers.html>. |
| O | Aids to local business start up | Baltimore County (MD) Public Library. Resource directory for small business owner in Baltimore County. < http://www.bcplonline.org/info/business/busi_resource.html>. Santa Cruz (CA) Public Library. Starting a Business in Santa Cruz County <http://www.santacruzpl.org/ref/scbus.shtml>. |
| O | Local clubs, churches community organizations | Evansville (IN) Vanderburgh Public Library. Churches. Clubs. <http://www.evpl.org/community-information/communityinformationindex.html> |
| O | Consumer information | Middle Country Public Library. Consumer information. <http://www.mcpl.lib.ny.us/resources_consumer.html>. Richmond (VA) Public Library. Consumer information. <http://www.richmondpubliclibrary.org/links/coninfo.htm>. |
| O | Daily crossword or game | Might link to local newspaper or national newspaper crossword. Washington Post crossword <http://crosswords.washingtonpost.com/wp-srv/style/crosswords/daily/front.htm>. |
| O | Local employment and jobs | E.g., Bay Area Library & Information System (BALIS). JobStar Central <http://jobstar.org/index.php>. |
| O | Local entertainment listings & reviews | Santa Cruz (CA) Public Library. Garfield Public Library. Movie reviews by local teens. <http://www.santacruzpl.org/ref/localstats.shtml>. Jacksonville (FL) Public Library. Entertainment (not local but fun) <http://jpl.coj.net/sites/teen_entertainment.html>. Or consider RSS feed from national source: Edmonton (Canada) Public Library. Movie reviews <http://www.epl.ca/EPLMaster.cfm?id=MOVIEREVIEWS0001> |

**D. Library Web Site Resources & Services**

| Community Information | | *To the Checklist* |
|---|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| o | Community events calendar | Pasadena Central Public Library. Community events calendar (covers library, city government and community at large). <http://webevent.ci.pasadena.ca.us/scripts/publish/webevent.pl>. Hooksett (NH) Public Library. Community events calendar <http://www.hooksett.lib.nh.us/calendar/calendar.htm>.  Poplar Creek (IL) Public Library. Community events calendar. <http://www.poplarcreek.lib.il.us/eventcal/calendar.asp?eclid=pc1909il>. |
| o | Exhibitions | New York Public Library. Exhibitions. <http://www.nypl.org/events/exhibitions.cfm>. Johnson City (TN) Public Library. Frankenstein exhibit. <http://www.jcpl.net/frankenstein/splash.asp>. |
| o | Maps & directions | National service like MapQuest <http://www.mapquest.com/> but keyed to local area. |
| o | Local/National/Intl News/sports headlines | From a local source or national or international. |
| o | Schools | Evansville (IN) Vanderburgh Public Library. Schools. <http://www.evpl.org/community-information/communityinformationindex.html> |
| o | School closings | Canton Public Library linked to a local talk radio site. |
| o | Social service providers | Santa Cruz (CA) Public Library. Community information database <http://www.santacruzpl.org/cid/public/>. Evansville (IN) Vanderburgh Public Library. Social service providers. <http://www.evpl.org/community-information/communityinformationindex.html> |
| o | Host community special interest blogs, forums or listservs | Sugar Grove (IL) Public Library. Forums. <http://www.sugargrove.lib.il.us/site/>. |
| o | Local statistics | E.g., look at e-podunk <http://www.epodunk.com/> for you area. Santa Cruz (CA) Public Library. Statistical websites for Santa Cruz County. <http://www.santacruzpl.org /ref/localstats.shtml>. |
| o | Stock prices | Can link to a national site like Yahoo. Finance < http://finance.yahoo.com/>. |
| o | Time | |
| o | Tourist information events and activities | Evansville (IN) Vanderburgh Public Library. Local attractions/ things to do. <http://www.evpl.org/community-information/communityinformationindex.html>. |

**D. Library Web Site Resources & Services**

| Community Information | | *To the Checklist* |
|---|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| o | Traffic conditions | From local AAA or radio/TV station. |
| o | Local transportation information (Local airline, train, bus schedules or links) | |
| o | Local weather | Can link to a local National Weather Service forecast. |
| **Community History** | | *To the Checklist* |
| Items of historical importance are first digitized then indexed or a finding aid is produced then the item is associated with larger collections of related materials using cataloging and other standards. | | |
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| o | Newspaper | Petersburg (VA) Public Library Newspaper Index. <http://ajax.lva.lib.va.us/F/?func=file&file_name=find-b-clas68&local_base=CLAS68>. Appleton (WI) Public Library. Post-Crescent newspaper. <http://www.apl.org/pcindex/index.asp>.Santa Cruz (CA) Public Library. Newspaper clipping file database. <http://www.santacruzpl.org/history/clippingfile/>. |
| o | Documents | |
| o | Images | Salem (OR) Public Library. Oregon historic photo collection. < http://photos.salemhistory.org/>. Greater Cincinnati Library Consortium (GCLC) Memory Project. <http://memory.gclc-lib.org/>. |
| o | Audio | Boulder (CO) Public Library. Maria Rogers Oral History Program. <http://www.bplcarnegie.org/oralhistory/>. |
| o | Video clips | |
| o | Maps | Delaware Division of Libraries. DelAWARE. Sanborn maps 1867-1970. <http://www.state.lib.de.us/Collection_Development/Electronic_Resources/DelAWARE> |
| o | Objects & other | Appleton (WI) Public Library. Veterans grave registrations. <http://www.apl.org/history/vetgraves/index.asp>. |
| o | Vital records | Wheaton (IL) Public Library. Vital records index. <http://wpl.wheaton.lib.il.us:81/>. |
| o | Are there links to local history organizations? | |
| o | Is there a history of the community? | E.g., Everett (WA) Public Library. A brief history of Everett Washington. <http://www.epls.org/nw/snoh.htm>, |
| **Government Information** | | *To the Checklist* |
| o | Local government | |
| o | State government | |
| o | Federal government | |

## D. Library Web Site Resources & Services

| | Library Web Site Services to Special Populations | |
|---|---|---|
| **Look at again?** | **Suggested Element of a SNPL** | **Definitions and Examples** |
| o | **Adults** | Washington-Centerville (OH) Public Library. Adults. <http://www.wcpl.lib.oh.us/adults/index.htm>. Lansing Public Library. Adults. <http://www.lansing.lib.il.us/Departments/Adult_Services.htm>. |
| o | **Business** | Washington-Centerville (OH) Public Library. Business. <http://www.wcpl.lib.oh.us/business/index.htm>. |
| o | **Investing** | Tucson-Pima (AZ) Public Library. Investing. <http://www.lib.ci.tucson.az.us/business/investin.htm> |
| o | **Research** | Milwaukee Public Library. Business resources. <http://www.mpl.org/FILE/business_index.htm>. |
| o | **Small business** | Providence (RI) Public Library. Small business start up. <http://www.provlib.org/econadv/business/smallbusstart/busstart.htm >. |
| o | **Disabled** | |
| o | Does library identify accessible services? | Burlington County (NJ) Public Library. Services for persons with disabilities. <http://www.bcls.lib.nj.us/services/disabilities.shtml>. Harris County (Houston, TX) Public Library. Disability information. <http://www.hcpl.lib.tx.us/about/ada_working.pdf>. Fayetteville (AK) Public Library. Assistive technology workstations. <http://www.faylib.org/services/assistive_technologies.asp>. Hennepin County (MN) Public Library. Accessibility at Hennepin County Public Library. <http://www.hclib.org/pub/info/Accessibility.cfm>. Multnomah County (Portland, OR) Public Library. Accessible services. <http://www.multcolib.org/services/accessible.html>. |
| o | **Homeschoolers** | Waterboro (ME) Public Library. Homeschoolers. <http://www.waterborolibrary.org/homeschool/>. Johnsburg (IL) Public Library. Homeschool resource center. <http://www.johnsburglibrary.org/hrc.htm>. Beufort County (SC) Public Library. Homeschooling <http://www.co.beaufort.sc.us/bftlib/homeschool.htm>. St. Louis (MO) Public Library. Home schooling resources. <http://www.slpl.lib.mo.us/netsrc/ee-home.htm>. Lexington (KY) Public Library. Resources for homeschoolers. <http://jacksonville-al.org/home_school.shtml>. |
| o | **Kids** | Mesa (AZ) Public Library. Kids. <http://www.mesalibrary.org/kids/default.asp>. |
| o | Kids search engines | Ask Jeeves for Kids <http://www.askforkids.com/> or Yahooligans <http://yahooligans.yahoo.com/> and databases designed for kids (EBSCOhost Searchasaurus <http://www.epnet.com/thisTopic.php?marketID=9&topicID=15> |
| o | Homework help | Tucson-Pima County Public Library. Homework help. <http://www.lib.ci.tucson.az.us/homeworkhelp/>. |
| o | Availability of games | Levine, Jenny. (2006). Video games and libraries. <http://www.mls.lib.il.us/cats.cfm?catid=172>. |
| o | Reading lists | Mesa (AZ) Public Library. Reading lists. <http://www.mesalibrary.org/kids/books.asp>. |
| o | Fun & Games | Mesa (AZ) Public Library. Fun & games. <http://www.mesalibrary.org/kids/sites.asp> |
| o | **Teens** | |
| o | Social networking | See e.g., MySpace <http://www.myspace.com/>, Facebook <http://www.facebook.com>. |

**D. Library Web Site Resources & Services**

## Library Web Site Services to Special Populations

| Look at again? | Special Populations | Examples |
|---|---|---|
| o | **Parents & Teachers** | Mesa (AZ) Public Library. Parents. <http://www.mesalibrary.org/kids/parents.asp>, teachers <http://www.mesalibrary.org/kids/teachers.asp>. |
| o | **Preschoolers** | Mesa (AZ) Public Library. Preschoolers. <http://www.mesalibrary.org/kids/preschoolers.asp>. |
| o | **Seniors** | Wired seniors < http://www.wiredseniors.com/>. Montgomery County (MD) Public Library. Senior Site. <http://www.montgomerycountymd.gov/lsetmpl.asp?url=/content/libraries/seniors/seniorsite.asp>. Columbus (OH) Metropolitan Library. <http://www.cml.lib.oh.us/ebranch/resourcecenters/seniors/index.cfm?rcat_id=486&folder_name=seniors>. Dallas Public Library. Growing on. <http://dallaslibrary.org/ss/seniors.htm>. |
| o | Library materials | Brooklyn Public Library. Seniors. Reading lists <ttp://www.brooklynpubliclibrary.org/readinglists.do?dispatch=detail&readinglistpageid=1564>. Fresno County. Senior resource center. Large print books. <>. |
| o | Health | Cuyahoga County (OH) Library. Seniors. Health. <http://www.cuyahogalibrary.org/researchinfo/specialists/SENIORS/HEALTH.htm>. |
| o | Retirement | Morton Grove (IL) Public Library. Senior Center. Retirement. <http://www.webrary.org/senior/srretirement.html>. |
| o | Travel | Cuyahoga County (OH) Library.Seniors. Travel. <http://www.cuyahogalibrary.org/researchinfo/specialists/SENIORS/TRAVEL.htm> |
| o | Government services | FirstGov for seniors. <http://www.firstgov.gov/Topics/Seniors.shtml>. Fresno County. Senior resource center. Free Library Services to Seniors and Caregivers. <http://www.fresnolibrary.org/seniors/service.html>. Cuyahoga County (OH) Library. Seniors. Helpful agencies. <http://www.cuyahogalibrary.org/researchinfo/specialists/SENIORS/AGENCIES.htm>. |
| o | Fun & games | East Baton Rouge (LA) Public Library. Senior connection. Hobbies and crafts. <http://www.ebr.lib.la.us/reference/seniors/seniorhobbies.htm>. |
| o | Volunteering | East Baton Rouge (LA) Public Library. Senior connection. Volunteer connection. <http://www.ebr.lib.la.us/reference/seniors/seniorvolunteer.htm>. |

**D. Library Web Site Resources & Services**

| **Library Web Site Services to Special Populations** | | |
|---|---|---|
| **Look at again?** | **Special Populations** | **Examples** |
| o | **Teens** | Multnomah County (OR) Public Library. Teens. <http://www.multcolib.org/teens/> |
| o | Homework help | Seattle Public Library. Homework help. <http://www.spl.org/default.asp?pageID=audience_teens_homework>. |
| o | Journals, Blogs | Multnomah County (OR) Public Library. Teens. Blogs. <http://www.multcolib.org/teens/blogs.html>. |
| o | Teen virtual lounges | You can fret about where teens go or you can set up attractive, safe, places for them to visit. Multnomah County (OR) Public Library. Teen lounges. <http://www.multcolib.org/teens/lounges.html>. |
| o | Library materials | TeensConnect.com <http://www.teens-connect.com/> includes: great reads, teen writers corner and web links. Lansing (MI) Public Library. Book blog. <http://www.lansing.lib.il.us/teen_scene.htm#Book%20Blog!>. |
| o | Real life | Multnomah County (OR) Public Library. Teens. Health, sex, your body. <http://www.multcolib.org/teens/healthsex.html>. |
| o | Fun & games | Multnomah County (OR) Public Library. Teens. Games, e-mail, wifi and more. <http://www.multcolib.org/teens/gamestech.html> |
| o | College advice | Boston Public Library. College advice. <http://www.bpl.org/teens/collegeadvice.htm>. |
| o | Teen student assistant jobs | Seattle Public Library. Teen student assistant jobs. <http://www.spl.org/default.asp?pageID=audience_teens_studentjobs>. |