

## **LEVEL II MAJOR SERVICE CENTER**

This level of service will include service populations of 10,000-25,000.

Level II Major Service Center libraries serve their communities as resources for information, entertainment, cultural opportunity, and educational development. They provide broad subject coverage of information and popular materials in a variety of formats for persons of all ages. Level II Major Service Center libraries provide reference and interlibrary loan services for smaller libraries statewide.

### **1. Service**

#### **1.1 Hours of Operation:**

55-57 hours per week

### **2. Automation and Technology**

#### **2.1 Personnel Training Standards:**

All library staff members should be computer literate and able to use office software, telefacsimile, CD-ROM, and online services. Reference and information staff should be proficient in the use of online services and databases. One staff member trained in the use of online technology should be on duty whenever the library is open. The director shall provide for the proper training of all support staff.

#### **2.2 Automation Equipment Standards:**

The library should have a telefax machine and at least four full computer to telephone lines is a problem, the use of portable computers should be seriously considered. The library will have at least one phone line that exclusively supports automated services. At least two computers should be available for public use.

#### **2.3 Automated System Standards:**

The library should utilize an integrated online library automation system to for automation development.

### 3. **Resources**

#### 3.1 Cataloged Item:

The library should have at least 5 cataloged items per capita, supplemented by interlibrary loan and electronic access.

#### 3.2 Periodicals:

The library should have at least 15 subscriptions per 1,000 population with backfiles [in some format] kept 5-10 years.

#### 3.3 Non-print Formats:

Non-print materials should be selected on the basis of community analysis.

These may included video, audio, microforms, CD-ROM. To meet standards, the non-print format should be actively acquired.

#### 3.4 Non-traditional Items:

The library should include at least one non-traditional item selected on the basis of community analysis. These non-traditional items could included, but not be limited to cake pans, tools, toys, sewing patterns, craft kits, equipment, etc.

### 4. **Personnel**

4.1 One administrative librarian and, in addition, one full time equivalent position for every 1,500 people in the service area.

### 5. **Physical Facilities**

5.1 Linear feet of shelving [Figured at 7 vol. a linear foot + 600 linear feet]

11,000-19,000 linear feet

5.2 Square feet of shelving floor space [Figured at 15 vol. a square foot + 1,500 square feet]

6,500-10,000 square feet

5.3 Reader seating [3/1,000 people but not fewer than 40. Includes seats for both children and adults but does NOT include chairs necessary for group activities]

40-70 seats

5.4 Square feet of reader space [Figured at 30 square feet per person]

1,200-2,500 square feet

5.5 Square feet of staff work space [Figured at 75 square feet per staff member]

800-2,000 square feet

5.6 Square feet of computer work space

17 square feet should be assigned to every computer workstation.

5.7 Square feet of public service areas [Includes entrance, circulation desk, catalogs]

400-700 square feet

5.8 Square feet of additional service space [Includes areas for group activities or meeting room, heating and air conditioning, restrooms, custodial storage, library storage]

1,500-2,500 square feet

5.9 Square feet of non-assignable space [Includes ductwork, elevators, halls and other non-service areas]

350-500 square feet

5.10 Total floor space

9,500-15,700 square feet

5.11 User parking

30-50 spaces [One must be handicapped accessible]

5.12 Staff parking

10-15 spaces