

GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
PROGRAMS AND SERVICES					
S-01: Provide research, bibliographies, and reference materials and services.					
S-01-01: Provide research, bibliographies, and reference materials and services.		M, E, Q			
	A. Offer Reference and Research Services YES/NO		C	D	Service Statistics, Question 4. Number of Reference Questions Answered
	B. Offer Reference and Research Materials YES/NO		C	D	
	C. Prepare Bibliographies YES/NO		C	D	Service Statistics, Question 3. Number of Bibliographies Prepared
S-01-02: Provide full services including print (Periodical, Books, and Newspapers), non-print, CD-ROM, on-line, and Internet resources.		M, E, Q			
	A -Print: YES / NO		C	D	Circulation of Library Materials (Book), Response 6f, Total Adult and Juvenile Book Circulation >0 & Circulation of Library Materials (Non-Books), Periodicals and Newspapers Circulation > 0

Legend:

(E) - Education (Professional and Military)

(M) - Mission
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(Q) - Quality of Life
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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
	B - Non-Print: YES / NO		C	D	Circulation of Library Materials (Nonbook), Response 9, Total Non Book Circulation >0
	C - CD-ROM, DVD &/or Online: YES / NO		C	D	Automation/Online Statistics Question 3a. Do you use CD-ROM/DVD Reference Products? Automation/Online Statistics Question 1a. Do you use Online Reference Service? Or Questions ILS w/Internet Access Staff, Customer, Shared or Non-ILS w/Internet Access Staff, Customer, Shared or ILS&Non-ILS w/Internet Access Staff, Customer, Shared.
	D - Internet: YES / NO		C	D	Automation/Online Statistics Question 6,7,8 ILS w/Internet Access Staff, Customer, Shared or Non-ILS w/Internet Access Staff, Customer, Shared or ILS&Non-ILS w/Internet Access Staff, Customer, Shared.
S-01-03: Maintain Air Force general library core reference titles. SET DEFAULT TO YES	YES / NO	M, E			

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-01-04: Provide Selective Dissemination of Information (SDI) program with annotated, selective, and subject area bibliographies and reading lists from a broad range of resources both within the library and outside the library collection.	YES / NO	M, E	P	D	Service Statistics, Question 5, Number of Current Awareness Service Products Produced this FY >0
S-02: Provide document delivery and reciprocal interlibrary loan (ILL) services					
S-02-01: Promote, train staff, and use Air Force Centrally funded document delivery contracts to obtain information not readily available in the library.	YES / NO	M, E, Q			Service Statistics, Question 2e, Number of Articles Purchased >0
S-02-02: Deliver documents via e-mail, fax, file transfer, first class, or express mail. Provide this service free of charge to library customers.	REQUEST IS PROCESSED WITHIN ONE BUSINESS DAY. YES / NO	M, E	C	D	
S-02-03: Provide ILL services		M, E, Q	C	D	
	A - Items Loaned YES/NO				Service Statistics, Number of ILL Items Borrowed.
	B - Items Borrowed YES/NO				Service Statistics, Number of ILL Items Loaned.

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-03: Reserved					
S-04: Participate in consortia/networks.					
S-04-01: Participate as active members of at least one consortia or network (local, county, state, regional, etc.) in addition to AFLIS- or MAJCOM-sponsored, such as OCLC or FEDLINK.	YES / NO	M, E, Q	C	D	If FL Information Primary Regional Network Affiliation Notes where changed to input Anything but FEDLINK.
S-05: Partnerships					
S-05-01: Partner with other Air Force, DoD, Federal, State and Local libraires and activities. (Must Justify answer).	YES / NO	M, E, Q			
S-06: RESERVED					
S-07: Provide Electronic Databases.					
S-07-01: Provide customer access to FirstSearch.	Supply Number of Searches	M, E, Q			If they enter a number >0 then it will be a Yes.
S-07-02 RESERVED					
S-07-03: RESERVED					

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-07-04: Provide ELECTRONIC access to periodicals, newspapers, indexes and full-text databases.	YES / NO	M, E, Q	C	D	Pull from LARP numbers provided in the Materials Inventory Statistics, Electronic Periodical Subscriptions and/or electronic newspaper subscriptions. >0
S-07-05: Provide current end-user research tips, guides, or pathfinders for electronic resources.	YES / NO	M, E, Q			
S-08: Provide print, non-print, and electronic collections.					
S-08-01: Provide circulating book collections of adult fiction and non-fiction as well as juvenile fiction and non-fiction.		M, E, Q			
	(A) Measured by computing the average turnover ratio for each category: TURNOVER RATIO = [TOTAL CIRCULATION] / [TOTAL COLLECTION SIZE] Book Collection Turnover Ratio >=2.0 YES / NO				Book Collection Summary Turnover Ratio >= 2.0

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
	(B) Leased Non Book Collection Turnover Ratio (Leased Non Book Circulation / Total Non Book Lesased Collection) >=5.0 YES / NO				Lease Non Book Circulation Larp pg 3 section 6 >= 5.0
S-08-02: Provide circulating non-print collections of audio materials (cassettes and CDs), video materials, microforms, and other non-print collections as needed.		M, E, Q			
	(A) Measured by computing the average turnover ratio for each category: TURNOVER RATIO = [TOTAL CIRCULATION] / [TOTAL COLLECTION SIZE] Audiovisual Collection Turnover Ratio >= 2.0 YES/ NO				Audiovisual Collection Summary Turnover Ratio >=2.0
	B) Leased NonBook Collection Turnover Ratio(Leased NonBook Circulation / Total NonBook Leased Collection >= 5.0 YES / NO				Leased Non Book Turnover Ratio >=5.0

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-08-03: Maintain AFLIS core periodical titles plus A MINIMUM OF 25 additional print titles.	Indexed back issues that are not available in electronic format are maintained for 1 year. YES / NO	M, E, Q			Verify LARP Inventory Stats, Library Print Subscriptions >=75
S-08-04: Conduct inventory of physical collection	Complete inventory of entire library collection every 5 years. YES / NO	M, E, Q			

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-08-05: Update physical IN-HOUSE LIBRARY collection. <u>BARBARA WILL RESEARCH THIS TO CHANGE TO SHOW LOCAL FUND EMPHASIS</u>	<p>At a minimum, select (add) not less than 5% and deselect (withdraw) not less than 5% of collection annually.% COLLECTION ADDED = [ITEMS ADDED TO COLLECTION] / ([TOTAL COLLECTION] + [ITEMS WITHDRAWN] – [ITEMS ADDED]) % COLLECTION WITHDRAWN = [ITEMS WITHDRAWN FROM COLLECTION] / ([TOTAL COLLECTION] + [ITEMS WITHDRAWN] – [ITEMS ADDED]) WHERE COLLECTION = BOOKS + SUBSCRIPTIONS + AUDIOVISUAL MATERIALS + TECHNICAL REPORTS + CD-ROMS. YES / NO</p>				<p>Book Collection Summary % Book Collection Updated => 5% & % Book Collection Withdrawn =>5%</p>
S-09: Provide reserve and special collections.					
S-09-01: Coordinate with instructors to support reserve collections.	<p style="text-align: center;">YES / NO</p>	<p style="text-align: center;">E</p>			

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-09-02: Maintain collections that support Air Force initiatives and base unique mission requirements, such as Transition assistance or Chief of Staff Reading List.	Collections are either maintained in a physically separate collection or are integrated with the main collection, as long as the materials are easily identifiable (stickers/labels). YES/NO	M			
S-10: Provide programming and orientations.					
S-10-01: Provide adult and children's programs.		Q			
	(A) Adult programs: 3 per year. YES / NO				
	(B) Children's programs: 3 per year. YES / NO				
	(C) Young adult programs: 1 per year. YES/NO				
S-10-02: Provide informal training for end-users SUCH AS on-line, CD-ROM, Internet searching, and reference resources and services	YES / NO	M, E, Q	C	D	

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-10-03: Provide formal library instruction or orientation for education classes.	Orientations provided at least once per semester or once per quarter. YES / NO	E	C	D	Service Statistics, Question 9e, Number of Library-Use Orientations Provided >=4
S-10-04: Train organizational POCs in MANAGING OFFICE ACCOUNTS.	Training provided on a continual, as-needed basis. YES / NO	M			
S-10-05: Meet with education personnel to identify scope of education programs and curriculum requirements.	Meetings conducted at least once per quarter. YES / NO	E			
S-10-06: Consult home campus librarians to coordinate library support for degree programs.	YES / NO	E			
S-10-07: Attend and participate in base education planning and advisory meetings.	YES / NO	E			
S-11: Maintain an Integrated Library System (ILS).					
S-11-01: Use an Integrated Library System (ILS) consisting of an online public access catalog (OPAC) module, circulation control module, cataloging module, and WWW OPAC for library customers to view the library holdings over the WWW.		M, E, Q			

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
	(A) OPAC: YES / NO		C	D	Automation/Online Service question 4a, Do you have an Integrated Library System
	(B) Circulation Control: YES / NO		C	D	Automation/Online Service question 4 Integrated Library System Circulation.
	(C) Reserved				
	(D) Cataloging: YES / NO		C	D	Automation/Online Service question 4 Integrated Library System Cataloging.
	(E) Reserved				
	(F) WWW OPAC: YES / NO				Automation/Online Service question 4 Integrated Library System Web Connectivity.
	(G) Reserved		C	D	
S-11-02: RESERVE					

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-11-03: Utilize full-MARC (machine readable cataloging) record format and adhere to NISO Z39.50 standards.	YES / NO	M, E, Q	C	D	
S-11-04 RESERVE					
S-11-05 RESERVE					
S-11-06: Update customer database and bibliographic records to ensure currency, accuracy, integrity, and accountability.	100% data accuracy measured by using random sampling techniques. YES / NO	M, E, Q			
S-11-07: Provide number of customer ILS workstations.	Minimum of 3 customer ILS workstations with 1 additional workstation provided for every 25,000 physical attendees over 50,000 (based on annual statistics). YES / NO	M, E, Q			Circulation/Services Customer Served Physical Attendance formual 1 for every 25000 over 50000 with a min of 3 from Automation/Online Statistics questions ILS Public and Shared or ILS and Non-ILS public or shared
S-11-08: RESERVE					
S-11-09: Protect ILS by using an Uninterruptable Power Supply (UPS).	YES / NO	M, E, Q			
S-12: Maintain customer-use computers.					

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-12-01: Provide multiple format computers for customers to access the Electronic resources and the Internet. (Multiple format computer is defined as a computer having 2 of the following: Floppy Disk Drive, DVD, and CD-RW)	Minimum of 5 multimedia workstations connected to the Internet with 1 additional workstation provided for every 5,000 physical attendees over 50,000 (based on annual statistics). YES / NO	M, E, Q	C	D	Questions 6, 7, and 8 in Automation/Online Statistics section can provide answer.
S-12-02: Provide customers printing capabilities.	Minimum of 2 networked laser printer (12 pages per minute, 600DPI x 600DPI resolution). YES / NO	M, E, Q	C	D	Questions 5 in Automation/Online Statistics section can provide answer. CHANGE "PRINTER" TO "LASER PRINTERS" in larp.
S-12-03: Provide customers with word processing, database management, spreadsheet, and presentation software.	YES / NO	M, E, Q			
S-12-04: RESERVE	YES / NO	M, E, Q			
S-12-05: Provide Customers E-Mail capability This must stay in as a DoD Standard. However, in AF, per Comm AFI we aren't suppose to allow e-mail with government purchased computers. But many libraries are allowing this service. Barbara will need to work on this one - probably request a waiver from DoD.	YES / NO	Q	C	D	

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-13: Provide photocopier.					
S-13-01: Provide photocopier for customer use.	YES / NO	M, E, Q	C	D	Services Statistics, Question 7a, Number of Copiers, answers the issue of providing a photocopier. The only way to verify that it has the capacity for enlargement and reduction, production of 15 pages perminute and coin-operation and bypass capability is to actually see the copier during a SAV visit

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
FACILITIES AND HOURS OF OPERATION					
S-14: Provide access to library facilities.					
S-14-01: Hours of Operation that meets customer demand including evenings and weekeneds.		M, E, Q			
	(A) Open a minimum of 55 hours per week. YES / NO		C	D	Circulation/Services No of Hours Main Library Open per Week >=55
	(B) At least 30% of these hours are on evenings and weekeneds. YES / NO		C	D	# of weekened hours open * .30 = 16.5
	(C) OPEN ON SATURDAY OR SUNDAY YES / NO		C	D	
S-14-02: Provide facilities with adequate space to provide access to library resources.	Meet criteria specified in A218 32-1084, Table 16-20. YES / NO	M, E, Q			Facilities Data, Question 1d, Square Feet Authorized for Main Library
S-15: Provide access to professional services.					

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-15-01: Provide access to library professionals.	Each librarian works a minimum of 1 night per week and 1 weekend per month. YES / NO	M, E, Q			
S-16: Provide access to library resources.					
S-16-01: Provide library shelving to house library collections.		M, E, Q			
	(A) Arrange to accommodate existing collection plus 10% to accommodate growth, replacement, or shifting of the collection. YES / NO		C	D	
	(B) Reserved		C	D	
	©Reserved		C	D	
S-16-02: Provide data lines/wiring for ILS, ELECTRONIC RESOURCES, and the Internet.	At a minimum, the following areas are wired to allow access to the ILS, ELECTRONIC RESOURCES, and Internet:	M, E, Q			
	A - Circulation: YES / NO		C	D	
	B - Technical Services: YES / NO		C	D	

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
	C - Reference: YES / NO		C	D	
	D - Children's: YES / NO		C	D	
	E - Customer Computer-Use: YES / NO		C	D	
S-16-03: Provide a reading area.	Minimum of 1 area with casual seating for at least 5 customers plus minimum of 2, four-place formal tables. YES / NO	M, E, Q	C	D	
S-16-04: Provide a periodical area.	Minimum of 1 area with casual seating for at least 5 customers. YES / NO	M, E, Q	C	D	
S-16-05: Provide a circulation area.	Minimum of 1 circulation area with separate circulation desk. YES / NO	M, E, Q	C	D	
S-16-06: Provide an audiovisual area.	Capability of viewing and/or listening to all audiovisual materials in the library. YES / NO	M, E, Q	P	D	
S-16-07: Provide a children's area.	Minimum of 1 area with appropriately sized furniture YES / NO	M, E, Q	C	D	

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-16-08: Provide a study area.	Minimum of 4 individual study units/carrels. YES / NO	M, E, Q	C	D	
S-16-09: Provide a technical services area.	YES / NO	M, E, Q	C	D	
S-16-10: Provide an entrance area/foyer with electronic patron counter.	YES / NO	M, E, Q	C	D	
S-16-11: Provide an area for display of new materials and/or library programs.	YES / NO	M, E, Q	C	D	
S-16-12: Provide a photocopy area.	YES / NO	M, E, Q	C	D	Service Statistics question 7 Number of Copiers
S-16-13: Provide a faxing area.	YES / NO	M, E, Q	C	D	Service Statistics question 8 Number of Fax machines
S-16-14: Provide a typing area.	YES / NO	M, E, Q	C	D	
S-16-15: Provide a staff break area.	YES / NO	M, E, Q	P	D	
S-16-16: Provide a janitorial supply storage area.	YES / NO	M, E, Q	C	D	
S-16-17: Provide a library supply storage area.	YES / NO	M, E, Q	C	D	
S-16-18: RESERVE					
S-16-19: Provide Reference Material Area	YES / NO	M, E, Q	C	D	
S-17: Provide facility infrastructure.					

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-17-01: Provide base internet and intranet connectivity for staff.	YES / NO	M, E, Q			Automation/Online Statistics Questions 62a ILS connected to www via .mil or .com question 72a Non-ILS connected to www via .mil or .com or question 82a Combined ILS/Non-ILS connected to www via .mil or .com
S-17-02: RESERVE					
S-17-03: Provide lighting.	60-foot candles for lighting and reading surfaces throughout library. YES / NO	M, E, Q	C	D	
S-17-04: Provide climate controls as required for customer comfort and to avoid deterioration of library materials.		M, E, Q			
	(A) Air Conditioning, in facilities that have it, is working properly. YES / NO		C	D	
	(B) Heating equipment, in facilities that have it, is working properly. YES / NO		C	D	

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	(C) Permit proper functioning of library equipment and ensure library materials are protected from extreme humidity. YES / NO		C	D	
S-17-05: Provide restrooms in same building.	Separate men's and women's restroom facilities. YES / NO	M, E, Q	C	D	
S-17-06: Provide phone lines (voice) for staff use.	A minimum of 1 DSN and 1 commercial line. YES / NO	M, E, Q	C	D	FL Information, Question 1J, DSN Phone and Question 1K Com [Commercial] Phone
S-17-07: Adequate parking		M, E, Q			
	(A) Parking area is lighted and clearly marked. YES / NO		C	D	
	(B) Handicapped spaces identified for library customers are convenient to the library. YES / NO		C	D	
	(C) 1 bicycle rack. YES / NO		C	D	

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-17-08: Provide external signage. You must Justify your answer.	Visible sign at library with hours and building number posted and lighted. YES / NO	M, E, Q			
S-17-09: Provide external bookdrop.		M, E, Q			
	(A) Capable of handling return of print materials and protecting returned materials from weather and theft. YES / NO		C	D	
	(B) Reserve				

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
STAFFING					
S-18: Provide library staff.					
S-18-01: APF AND NAF EMPLOYEES Utilize classification standards for libraries		M, E, Q			
	(A) Reserve				
	(B) Libraries are staffed by individuals who possess qualifications based on the following OPM classification standards (or local equivalents for OCONUS installations): 1410: Library Directors and Librarians with MLS from American Library Association accredited institution YES / NO		C	D	Personnel section 1410 Series > 0

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	<p>(C) Libraries are staffed by individuals who possess qualifications based on the following OPM classification standards (or local equivalents for OCONUS installations): 1411: Library Technicians and Library Aides YES / NO</p>		C	D	Personnel section 1411 Series > 0
	<p>(D) Libraries are staffed by individuals who possess qualifications based on the following OPM classification standards (or local equivalents for OCONUS installations): 1412: Technical Information Specialists YES / NO</p>		C	D	Personnel section 1412 Series > 0

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
	<p style="text-align: center;">E - Library positions in the following GS Series are staffed by individuals who possess the qualification identified in the matching OPM classification standards (or local equivalents for OCONUS installations): 312: Clerk Stenographer and Typist; 322: Clerk-Typist; 326 Office Automation and Clerical Assistance; 332: Computer Operator; 334: Computer Specialist; 334 Computer Clerk and Assistant</p> <p style="text-align: center;">YES / NO</p>				<p style="text-align: center;">Personnel section 312 or 322 or 326 or 332 or 334 Series > 0</p>
<p>S-18-02: Staffing is based upon negotiated contract specifications</p>	<p style="text-align: center;">YES / NO</p>	<p style="text-align: center;">M, E, Q</p>			
<p>S-18-03: Reserve.</p>					
<p>S-18-04: Volunteers should not replace position indentified in OPM Standards.</p>	<p style="text-align: center;">YES / NO</p>	<p style="text-align: center;">M, E, Q</p>	<p style="text-align: center;">C</p>	<p style="text-align: center;">D</p>	

Legend:

(E) - Education (Professional and Military)

(M) - Mission
(C) - Core

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(Q) - Quality of Life
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(D) - DOD

GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-18-05: Provide library position for information technology support.	A - At least one member of the library staff has computer systems and network experience or education. YES/NO	M, E, Q			
	B - Systems administrators are subscribed to the AFLIS e-mail discussion list. YES/NO				

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
TRAINING					
S-19: Provide orientations to new library staff members.					
S-19-01: Provide orientations for new library staff.	Provide all new staff members, within first month of employment, an orientation that includes: The Installation's Mission; The AFLIS Program and its relationship to the individual's position; The availability of local library(s) and informational resources within the local military and public communities. YES / NO	M, E, Q			
S-19-02: Provide orientation for new library directors (Supervisory Librarian).		M, E, Q			
	(A) New library directors attend the Air Force Library Manager's Course within one year of assumption of duties. YES / NO				

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
	(B) Requirement for MAJCOM new library director on-site training identified within 30 days of new director's arrival. YES/NO				
S-20: Provide basic training in library operations.					
S-20-01: Develop a staff training plan.	Each library staff member has an individual development plan. YES / NO	M, E, Q			
S-20-02: Provide library directors adequate training opportunities.		M, E, Q			
	(A) Minimum of 40 contact hours of formal refresher or update library specific training sponsored by professional association or industry. YES / NO				

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
	(B) Each library director attends the Air Force Librarians Workshop and at least 1 national, regional, DoD, or AF-sponsored conference or workshop annually. YES / NO				
S-20-03: Provide librarians (other than library directors) and computer specialists adequate training opportunities.	Minimum of 40 contact hours of formal refresher or update library specific training sponsored by professional association or industry.	M, E, Q			
	(A) Professional support staff YES / NO				
	(B) Computer specialists YES/NO				
S-20-04: Provide staff members (other than librarians) adequate training opportunities.	Minimum of 20 hours of formal refresher or update library specific training. May include cross-training shown below. YES / NO	M, E, Q			
S-20-05: Library Staff receives training no less than twice yearly on library services.	YES / NO	M, E, Q	C	D	

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-21: Provide basic training in library technologies.					
S-21-01: Provide training to library technical information support position.	Attend vendor initial systems administration class for operation of library systems and networks. YES / NO	M, E, Q			
S-21-02: Provide Integrated Library System (ILS) training to library staff.	Training provided by software vendor completed within 2 months for staff unfamiliar with ILS. Hands-on, video, self-paced, or computer-based training (CBT) is acceptable. YES / NO	M, E, Q			
S-21-03: Provide customer assistance with library technologies.		M, E, Q			
	(A) All library staff members provide basic assistance on operation and use of hardware and software located in the library. YES / NO				

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
	(B) A minimum of 1 library staff member capable of providing expert assistance in troubleshooting problems as well as training library staff and customers is available during operating hours. YES / NO				
S-22: Provide cross-training.					
S-22-01: Provide cross-training so customers are provided competent customer service whenever the library is open.	YES / NO	M, E, Q	C	D	

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
FINANCIAL MANAGEMENT					
S-23: Develop library budgets.					
S-23-01: Develop annual central APF, local APF, and NAF budgets. Budgets address currency and modernization of materials, information and technical systems, as well as training needs.	Submitted budgets include actual library requirements, full justification and documentation, and meet suspense date in required format.	M, E, Q			
	(A) Central APF YES / NO				
	(B) Local APF YES/NO				
	(C) NAF YES/NO				
S-23-02: Develop long range budget plans (at least three years) that reflect the requirement for currency and modernization of materials, information and technology systems, and training needs.					
	(A) Currency and modernization of materials. YES / NO		C	D	
	(B) Information and technology systems. YES / NO		C	D	

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
	(C) Training needs. YES / NO		C	D	
S-24: Manage library expenditures.					
S-24-01: Meet obligation targets for Central APF.	Quarterly obligation targets are set by HQ AFSVA/SVPAL for central APFs YES / NO	M, E, Q			
S-24-02: Exploit best procedures, partnerships, and sources for favorable prices, terms, and licenses by taking advantage of publisher's discounts and consolidated purchasing opportunities.		M, E, Q			
	(A) Utilize standard Air Force and MAJCOM approved acquisition, office collection, and funds management software to accurately manage library acquisitions. YES / NO		C	D	
	(B) Purchases are made to ensure there are no breaks in service for recurring requirements. YES / NO				

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-24-03: Provide acquisition system for library materials.		M, E, Q			
	(A) LEOS used for Central Acquisition Funded Purchases YES/NO		C	D	If Leos provides > 0 any information from Central APF in the Fund Obligated
	(B) Local Funds purchases use an Acquisition system. YES/NO		C	D	
S-24-04: Take Advantage of Joint Service Opportunities for Savings and Efficiencies BARBARA IS WORKING ON THIS - CAN'T BE DONE IN AF	YES / NO	M, E, Q	C	D	

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
MARKETING					
S-25: Develop and conduct a library marketing program.					
S-25-01: Prepare and conduct an aggressive, comprehensive marketing program.	Promotes and advocates the library, its tri-fold mission, and specific library services as reflected in marketing analysis which may include surveys, focus groups, etc. YES / NO	M, E, Q			
S-25-02: Promote and advocate library programs and services through newcomer orientations, education orientation, tours, Commander's Calls, and faculty meetings.	YES / NO	M, E, Q			
S-25-03: Establish and implement a marketing action plan (MAP) based upon the library's mission and customer feedback.	Identified MAP actions are completed monthly. YES / NO	M, E, Q	C	D	
S-25-04: Develop a library brochure.	Current library brochure contains hours of operation and description of services provided. YES / NO	M, E, Q			
S-25-05: Conduct needs assessment surveys/focus groups.	Conduct a minimum of 1 needs assessment survey or focus group per year. YES / NO	M, E, Q			

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-26: Provide library world wide web (WWW) home page.					
S-26-01: Develop library WWW page which includes current library services, location, and hours of operation.	Provide "links" to other WWW sites IAW AFI 33-129, paragraphs 8-14. YES / NO	M, E, Q			
S-26-02: Post library services, location, and hours of operation on installation or organizational WWW page.	YES / NO	M, E, Q			Automation/Online Section question 14 Do you have a public web page? 15 Do you have a restricted web page? 16 Do you have an intranet web page?
S-27: Provide customer feedback.					
S-27-01: Provide a general customer comment card with return address to Flight Chief, QAE, or COTR. At a minimum, comment cards are reviewed monthly, with follow-up action for any negative comments addressed immediately, and resolved expeditiously.	YES / NO	M, E, Q			

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
STAFF AUTOMATION EQUIPMENT					
S-28: Provide library staff with technology necessary to accomplish the library mission.					
S-28-01: Provide library staff with access to technology necessary for them to perform the library mission.	Each library full-time equivalent (FTE) has access to 1 multimedia workstation with CD-ROM which provides access to:	M, E, Q			
	A - AF-standard software for word processing, spreadsheets, databases, and presentations YES/NO		C	D	
	B - E-mail connectivity and subscription to the AFLIS e-mail discussion list YES/NO				
	C - all modules of the library's Integrated Library System (ILS). YES / NO				Automation Online ILS All Modules
	(D) At least one networked laser printer. YES / NO		C	D	Automation Online Laser Printers staff and shared only

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
	(E) Each staff member has access to resources on the Base LAN/WAN. YES / NO				Automation/Online Statistics question 62 staff ILS connected to www via .mil? Question 72 staff Non-ILS connected to www. Via .mil? Question 82 staff ILS/Non_ILS connected to www via .mil?
	(F) Each staff member has access to at least 1 plain paper, fax machine in building. YES / NO		C	D	Service Statistics 8 # Fax Machines
	(G) Each staff member has access to a scanner. YES / NO				Service Statistics 7d, Number of Scanners
	RESERVE				
ADMINISTRATION					
S-29: Develop and implement plans.					

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-29-01: Develop and implement a strategic plan.	Schedule of goals and objectives, updated annually, based upon the AFLIS Strategic Plan and MAJCOM supplement. YES / NO	M, E, Q			
S-29-02: Develop and implement a collection development and selection plan.	Updated annually and adheres to the American Library Association (ALA) Freedom of Information Statement, ALA Library Bill of Rights, and includes process for reviewing challenged materials. YES / NO	M, E, Q			
S-29-03: Develop and implement a quality control or self-inspection plan.	Demonstrates accomplishment of standards. YES / NO	M, E, Q			
S-29-04: Develop and implement a technology plan.	Updated to include new hardware and software enhancements and upgrades or replacements to keep library systems current with changing environment of modern library services. YES / NO	M, E, Q			

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
S-30: Develop and maintain records and reports.					
S-30-01: Maintain library records.	Maintain and dispose of records IAW AFI 37-138 and AFMAN 37-139, Table 34-2. YES / NO	M, E, Q			
S-30-02: Prepare library annual report.	Completed annually with accurate, verifiable data. YES / NO	M, E, Q			
S-30-03: Maintain library continuity book.	The library continuity book contains:	M, E, Q			
	A - Copies of all documents cited in AFI 34-270, exclusive of regulations YES/NO				
	B - Location list for all pertinent documents for the operation of the library and acquisition of materials YES/NO				
	C - Pertinent POC addresses and phone numbers YES/NO				

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP
	D - Operating instructions (OIs) for major library functions of circulation, acquisitions, cataloging, materials processing, interlibrary loans, on-line services, administration procedures, office collections, and library technology YES / NO				
S-31: Meet suspenses.					
S-31-01: Meet suspenses.	Complete suspenses on time with accurate, verifiable data and prepare in the correct format. YES / NO	M, E, Q			

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