

Appendix 1

The IFLA/UNESCO Public Library Manifesto

A Gateway to Knowledge

Freedom, prosperity and the development of society and of individuals are fundamental human values. They will only be attained through the ability of well-informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information.

The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups.

This Manifesto proclaims UNESCO's belief in the public library as a living force for education, culture and information, and as an essential agent for the fostering of peace and spiritual welfare through the minds of men and women.

UNESCO therefore encourages national and local governments to support and actively engage in the development of public libraries.

The Public Library

The public library is the local centre of information, making all kinds of knowledge and information readily available to its users.

The services of the public library are provided on the basis of equality of access for all, regardless of age, race, sex, religion, nationality, language or social status. Specific services and materials must be provided for those users who cannot, for whatever reason, use the regular services and materials, for example linguistic minorities, people with disabilities or people in hospital or prison.

All age groups must find material relevant to their needs. Collections and services have to include all types of appropriate media and

modern technologies as well as traditional materials. High quality and relevance to local needs and conditions are fundamental. Material must reflect current trends and the evolution of society, as well as the memory of human endeavour and imagination.

Collections and services should not be subject to any form of ideological, political or religious censorship, nor commercial pressures.

Missions of the Public Library

Missions of the public library. The following key missions which relate to information, literacy, education and culture should be at the core of public library services:

- 1 creating and strengthening reading habits in children from an early age;
- 2 supporting both individual and self conducted education as well as formal education at all levels;
- 3 providing opportunities for personal creative development;
- 4 stimulating the imagination and creativity of children and young people;
- 5 promoting awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations;
- 6 providing access to cultural expressions of all performing arts;
- 7 fostering inter-cultural dialogue and favouring cultural diversity;
- 8 supporting the oral tradition;
- 9 ensuring access for citizens to all sorts of community information;
- 10 providing adequate information services to local enterprises, associations and interest groups;
- 11 facilitating the development of information and computer literacy skills;
- 12 supporting and participating in literary activities and programmes for all age groups, and initiating such activities if necessary.

Funding, legislation and networks

The public library shall in principle be free of charge. The public library is the responsibility of local and national authorities. It must be supported by specific legislation and financed by national and local government. It has to be an essential component of any long-term strategy for culture, information provision, literacy and education.

To ensure nationwide library coordination and cooperation, legislation and strategic plans must also define and promote a national library network based on agreed standards of service

The public library network must be designed in relation to national, regional, research and special libraries as well as libraries in schools, colleges and universities.

Operation and management

A clear policy must be formulated, defining objectives, priorities and services in relation to the local community needs. The public library has to be organized effectively and professional standards of operation must be maintained.

Cooperation with relevant partners—for example, user groups and other professionals at local, regional, national as well as international levels has to be ensured.

Services have to be physically accessible to all members of the community. This requires well situated library buildings, good reading and study facilities, as well as relevant technologies and sufficient opening hours convenient to the users. It equally implies outreach services for those unable to visit the library.

The library services must be adapted to the different needs of communities in rural and urban areas.

The librarian is an active intermediary between users and resources. Professional and continuing education of the librarian is indispensable to ensure adequate services.

Outreach and user education programmes have to be provided to help users benefit from all the resources.

Implementing the Manifesto

Decision makers at national and local levels and the library community at large, around the world, are hereby urged to implement the principles expressed in this Manifesto.

This Manifesto is prepared in cooperation with the International Federation of Library Associations and Institutions (IFLA).

The Manifesto can be seen in over twenty languages on the IFLA web-site: <http://www.ifla.org/VII/s8/unesco/manif.htm>

Appendix 2

The Finnish Library Act (904/1998)

Issued in Helsinki on the 4th of December 1998

In accordance with a decision of Parliament the following is enacted

Chapter 1 Objectives

1. This act prescribes the library and information services to be provided by municipal public libraries, and the promotion of these services both nationally and regionally.

2. The objective of the library and information services provided by public libraries is to promote equal opportunities among citizens for personal cultivation, for literary and cultural pursuits, for continuous development of knowledge, personal skills and civic skills, for internationalisation, and for lifelong learning.

Library activities also aim at promoting the development of virtual and interactive network services and their educational and cultural contents.

Chapter 2 Arranging library and information services

3. The municipality shall be responsible for arranging the library and information services referred to in this act.

The municipality may provide the library and information services independently, or partly or totally in co-operation with other municipalities, or in any other way. The municipality is responsible for the services being in accordance with this act.

Library users shall have access to library and information professionals, and to continually renewing library material and equipment.

In a bilingual municipality, the needs of both language groups shall be taken into consideration on equal grounds

In the municipalities of the Saami home area, the needs of both the Saami and the Finnish language groups shall be taken into consideration on equal grounds.

Chapter 3 The library and information service network

4. A public library shall operate in co-operation with other public libraries, with research libraries and with libraries in educational establishments, as part of the national and international networks of library and information services.

The libraries acting as the central library for public libraries and as provincial libraries supplement the services of public libraries.

The central library for public libraries is a public library in a municipality appointed by the relevant ministry, with the consent of the municipality. Its sphere of operations shall be the whole country.

A provincial library is a public library in a municipality appointed by the relevant ministry, with the consent of the municipality. The sphere of operations shall be laid down by the relevant ministry.

The tasks of the central library and the provincial library shall be enacted in a decree. The relevant ministry can, after consulting the municipality, cancel the designation as central or a provincial library.

Chapter 4 Library services free of charge

5. The use of the library's own collections within the library and borrowing from them shall be free of charge.

Inter-library loans issued by the central library and by the provincial libraries to public libraries shall be free of charge.

For other library transactions, the municipality may charge a fee amounting to the prime cost of the transaction at most.

For a specific reason, the fee which would otherwise be fixed to amount to the prime cost may exceed this.

Chapter 5 Evaluation

6. The municipality shall evaluate the library and information service it provides.

The purpose of the evaluation is to improve access to library and information services and to promote their development. The evaluation shall monitor the implementation of the library and information services and the quality and cost-effectiveness of the services.

Each municipality is obliged to take part in evaluation referred to by this clause.

Decisions about national evaluation and about national participation in international evaluations shall be made by the relevant ministry, which shall carry out the evaluation together with the Provincial State Offices.

The municipality shall contribute to the evaluation referred to in this subsection.

Salient findings of the evaluation shall be made public.

Chapter 6 State administration of library and information services

7. The relevant ministry shall be the national administrator for library and information services. The provincial state office shall be the regional administrative authority. The tasks of the provincial state office shall be enacted in a decree.

Chapter 7 Miscellaneous regulations

8. The library system shall have a sufficient number of staff qualified for library and information service and other personnel. The qualification requirements for library staff shall be enacted in a decree.

For a specific reason, the relevant ministry may grant exception from the formal qualification requirements.

9. The municipality shall receive statutory state aid towards the cost of operating the library under the Act on the Financing of Educational and Cultural Provision (635/1998).

The municipality shall receive a government grant towards the costs of constructing and renovating a library under the Act on the Financing of Educational and Cultural Provision. The purchase of a mobile library bus or boat shall also be regarded as construction.

10. The library may issue library rules which contain provisions concerning the use of the library and the rights and duties of the library user.

Infringement of the library rules shall be chargeable with fines commensurate with the infringement.

11. More detailed provisions on the application of this act shall be issued by statute.

THE FINNISH LIBRARY DECREE (1078/998)

Issued at Helsinki on 18th December 1998

Section 1 Functions of the Central Library of Public Libraries

The central library of public libraries shall

1. act as the national interlibrary lending centre
2. promote co-operation of public libraries and between public and scientific libraries
3. develop common methods and instruments necessary for organising library and information services
4. perform other duties assigned by the competent Ministry.

Section 2 Functions of a Provincial Library

A Provincial Library shall

1. support the information and interlibrary lending services of the public libraries within its region
2. develop information services relating to its own sphere of operation
3. provide the personnel of the sphere of operation with training in new forms and development projects of library work
4. perform other duties assigned by the competent Ministry.

Section 3 Functions of the State Provincial Office

The State Provincial Office shall

1. in co-operation with the competent Ministry, monitor and promote library and information services needed by the population, and evaluate the accessibility and quality of the services
2. promote regional, national and international development projects in the field of library and information service
3. perform other duties assigned by the competent Ministry.

Section 4 Qualification Requirements

A minimum of two thirds of the personnel referred to in Section 8, Subsection 1 of the Library Act (904/1998), must have a university degree, or college diploma, or a vocational qualification which includes, or has been supplemented with, a minimum of 20 credits of library and information studies at a university or a vocational institution.

The qualification required from the person responsible for the library and information services in a municipality shall be a higher university degree which includes, or has been supplemented with, a minimum of 35 credits of library and information studies.

Section 5 Entry into Force

The Decree shall come into force on the first day of January 1999.

The provisions of Section 4, Subsection 1 shall not apply to the personnel employed by a library at the time when this Decree comes into force.

Any process of filling a vacant post or position pending at the time when this Decree comes into force shall be subject to / comply with the qualification requirements valid prior to the entry into force of this Decree.

Before the entry into force of this Decree, necessary measures may be taken to implement it.

Section 6 Transitional Provisions concerning Personnel

Not detailed here

Section 7 Transitional Provisions concerning the Completion of Studies

Not detailed here

Appendix 3

Customer charter

A number of public library services have prepared customer/user charters. The following example is from Buckinghamshire County Library, England.

http://www.buckscc.gov.uk/bcc/libraries/customer_charter.page

Buckinghamshire County Library Library Service Customer Charter

We want everyone in Buckinghamshire to receive a high quality service. Our charter sets out the standards we aim to achieve. It also tells you what to do if you want our service to change or improve.

Accessible and welcoming

- Library access and membership is free to all.
- The Centre for Buckinghamshire Studies and the Buckinghamshire County Museum are both free to visit.
- Our network of 27 libraries and six mobile libraries means that 99% of households are within one mile of a library service. Items can be borrowed, returned or renewed at any library.
- Opening times are planned to meet the needs of local communities. We will consult local people before making any changes.
- Our services will reflect the cultural and linguistic diversity of local communities.
- All our premises have ramped or level access, and are equipped with a hearing loop. We are committed to making our services fully accessible to people with disabilities. Our staff have received Disability Awareness Training and are always pleased to provide assistance.
- We will provide a delivered Home Library Service for anyone who is unable to visit a library in person, owing to age, illness or disability.

A quality service

- You will be served by helpful and courteous staff wearing identity badges, who have received training in customer care.
- 98% of our customers will be served within 3 minutes of beginning to wait.
- Our libraries will supply 50% of requested books and other items within 7 days, 72% within 15 days, and 85% within 30 days.

Consultation and feedback

- Your ideas and opinions will help us improve our services. You can speak to a manager, fill in a Customer Comment Form, or contact us by letter (Head of Service, Culture and Learning, Buckinghamshire County Council, County Hall, Aylesbury, Bucks HP20 1UU) or email on library@buckscc.gov.uk; museum@buckscc.gov.uk; archives@buckscc.gov.uk.
- We will acknowledge or reply to formal complaints within 3 working days. You will receive a full reply within 10 working days, but if further investigation is required, you will be informed how long this will take.
- Our Complaints Procedure is displayed in every library, the County Museum and the Centre for Buckinghamshire Studies.
- We will survey the satisfaction levels of adults and children using all our services at least every 2 years, and publish the results.

Our performance will be checked against the standards in this charter, and the results published.

For more information call 0845 2303232 or email library@buckscc.gov.uk

Appendix 4

Library Building Standards – Ontario, Canada and Barcelona, Spain

There is no universal standard of measurement for public library buildings. However standards have been developed in some countries or regions. As examples, which may be useful when planning a library building, standards used by Ontario, Canada and Barcelona, Spain are included in this appendix. It is important that the unique needs of any community must be a primary factor in determining the final space allocated for the library. The examples in this appendix should be used in conjunction with all the sections of Paragraph 3.10 Library Buildings.

Library planners should keep in mind that automation has changed library services patterns and the design and size of the library must take current and future technology into account.

Ontario Public Library Guidelines 1997

The following methods are used by Ontario Public Libraries to determine floor-space requirements.

- 1. Average square feet per capita.** For a community under 100 000 population the appropriate standard is 56 sq. m. (600 sq. ft.) per 1000 capita

- 2. Building size determined by major components.**
 - (1) Collection space: Collection space can be determined by using the average standard of 110 volumes per sq. m. (10.8 sq. ft.) This allows for low shelving and wider aisles in specialized areas such as children's and reference collections, with regular shelving and aisle allocations in the larger non-fiction area.

Space required = 1 sq. m. (10.8 sq. ft.) for every 110 volumes.

- (2) User space: An acceptable standard for user space in a library is 5 user spaces per 1000 capita. This allows for individual study stations in adult and children's areas, as well as informal seating, reference tables, A/V stations, public Internet stations.

A space of 2.8 sq. m. (30 sq. ft.) for each reader station is an acceptable standard.

- (3) Staff space: A recommended library standard used to determine the number of staff is 1 staff member per 2000 population (See also Paragraph 5.6). Staff space can be determined by using a total space per staff member of 16.3 sq. m. (175 sq. ft.) This figure includes work-stations, reader services desks, circulation areas, lounge, locker facilities, etc.

Space required: 16.3 sq. m. (175 sq. ft.) per staff member @ 1 staff member per 2000 population.

- (4) Multi-purpose rooms: Each library should assign space for these rooms based on community service and programme objectives.
- (5) Non-assignable space: Non-assignable space includes washrooms, janitorial space, mechanical, elevators, staircases, etc. The need for non-assignable space is reduced where the library shares washrooms, mechanical areas etc. with another tenant in one building.

Space required = 20% of net space (i.e. 20% of the total of items (1) to (4)).

- (6) Minimum overall size

The minimum size for an independent library should not be less than 370 sq. m. (4000 sq. ft.).

In a multi-branch system, the branch should have not less than 230 sq. m. (2500 sq. ft.) of floor space plus 14 sq. m. (150 sq. ft.) for each additional 1000 volumes over 3000 volumes in its collection.

Ontario Public Library Guidelines: a development tool for small, medium and country libraries, Sudbury, Ontario, Ontario Library Service North, 1997.

Diputació de Barcelona Library Service: Basic Public Library Standards Revised March 1999

Pop.	Branch Library		Public Library		Townships		Central Library		County Library	
	Towns	Towns	Towns	Towns	Towns	Towns	Towns	Towns	Towns	Towns
	3000-5000	5000-10 000	10-20 000	20-30 000	30-50 000	over 50 000	over 50 000	up to 50 000	over 50 000	
PREMISES, m²										
Public Areas										
Lobby	15-15	15-30	30-40	40-60	60-110	110-150	110-150	60-110	110-150	
Multi-purpose Hall	-50	50-60	60-80	80-100	100-150	150-200	150-200	100-150	150-200	
General Area: Lending	130-200	200-270	270-410	410-645	645-930	930-1 450	930-1 450	580-930	930-1 450	
Reference										
Magazines/Audiovisuals	60-90	90-100	100-115	115-140	140-250	250-400	250-400	110-250	250-400	
Children's Area	60-90	90-120	120-160	160-225	225-300	300-360	300-360	180-300	300-360	
Areas Reserved for Staff										
Office	15-15	15-20	20-20	20-30	30-40	40-100	40-100	50-65	65-180	
Storeroom	20-30	30-40	40-60	60-80	80-150	150-230	150-230	115-210	210-350	
Rest Area	-10	10-10	10-15	15-20	20-30	30-35	30-35	20-35	35-40	
Car Park					-40	40-75	40-75	75-150	150-170	
Programme Area	300-500	500-650	650-900	900-1300	1300-2000	2000-3000	2000-3000	1300-2200	2200-3300	
Service Areas										
Cleaning Facilities)))))))))	
Corridors, etc.)))))))))	
Toilet Facilities)))))))))	
Total Built Area	390-650	650-845	845-1170	1170-1690	1690-2600	2600-3900	2600-3900	1690-2860	2860-4290	
The total built area is the programme area plus 30%										
FACILITIES										
Places for Reading, Audiovisuals and Computer Work (number of places)										
General Area	20-30	30-40	40-60	60-85	85-115	115-145	115-145	50-115	115-145	
Children's Area	15-20	20-25	25-35	35-50	50-65	65-75	65-75	40-65	65-75	
Magazines: Table	2-4	4-4	4-6	6-10	10-15	15-20	15-20	6-15	15-20	
Informal	6-8	8-10	10-10	10-15	15-20	20-25	20-25	10-20	20-25	
Audiovisuals	6-8	6-8	8-12	12-16	16-20	20-25	20-25	16-20	20-25	
PCs - General	4	6-8	8-10	10-14	14-18	18-27	18-27	14-18	18-27	
PCs - CD-ROM	1-2	1-2	2-2	2-4	4-5	5-9	5-9	5-6	6-9	
Multi-purpose Hall	-35	35-45	45-60	60-75	75-115	115-150	115-150	75-115	115-150	
Shelf Space: 33 books x m	300	395-760	760-1090	1090-1515	1515-2120	2120-2725	2120-2725	1820-2425	2425-3335	
CD Racks:										
225 CD/60x90 cm unit	5-7	5-7	7-10	10-13	13-17	17-25	17-25	15-20	20-30	

Appendix 5

Update of IFLA Manifesto

“10 ways to make a public library work / Update your libraries”.

Public library principles are the foundation of the UNESCO Public Library Manifesto 1994. This manifesto is a universal framework which expresses the general aims that public libraries should follow and the services that must be developed to provide universal access to global information.

IFLA and UNESCO understand that libraries and municipal governments need guidelines to help standardise the implementation of the Manifesto. IFLA Sections have worked to provide several guidelines including recommendations, best practices and standards to improve library services.

Over the last few years, several guidelines have been published as follows:

- *The IFLA/UNESCO Public Library Manifesto*. IFLA. 1994.
<http://www.ifla.org/VII/s8/unesco/eng.htm>
- *The Public Library Service: IFLA/UNESCO guidelines for development*. IFLA Publications 97. Munchen, Germany. Saur 2001. ISBN 3-598-21827-3.
<http://www.ifla.org/VII/s8/proj/publ97.pdf>

The IFLA Public Library Section in 2009 have now produced some additional recommendations to supplement the manifesto so that public libraries can place their services in the 21st century with use of the new technologies which have become available since 1994.

We hope that you will share with us the conviction that our public libraries have a relevant role in the developing world of Internet and digital provision. Our skills will have to be continually developed and enhanced but we believe that the degree of success of the public library and its role with these technologies in the next few years will be determined as the key to opening the gateway of a new global community.

We have to be “brave” and propose new ideas to improve our libraries services.

1. Develop public library buildings with the emphasis as community/cultural spaces not just physical stores of knowledge.
2. Liberate our services using the World Wide Web and Web 2.0, and look towards Web 3.0 and 4.0.
3. Connect with our communities and educate and train people where required. Librarians and Information Scientists can act as educators and personal knowledge advisors and not just keepers of keys or Internet gate-keepers.
4. Develop a “world wide wisdom” – a global knowledge and understanding by creating international cultural pathways on the web.
5. Work internationally to erode barriers and censorship whilst respecting all cultures.
6. Support our staff with continued training and encouragement to be proactive.
7. Develop our digitised collections services and knowledge – the hybrid library – knowledge, education and information in diverse forms.
8. Improve accessibility to our catalogues and databases especially for users with visual impairments.
9. Establish national and international standards on the Internet environment.
10. Public libraries as cultural storehouses – the “live” environment alongside the “recorded” one – archives, museums, libraries and culture combined: a “comby library”.

Appendix 6

Queensland Standards and Guidelines for Public Libraries

Queensland Standards and Guidelines for Public Libraries

<http://www.slq.qld.gov.au/info/publib/policy/guidelines>

1. Library management standards – To provide the community with a library service that is equitable, cost effective and efficient.
2. Staffing standard – To provide the minimum requirement for overall staffing and qualified staff levels to ensure consistency of service delivery across local government. Revised May 2008.
3. Operational Services Standard – To provide standards and guidelines for a minimum set of operational services that enable the community effective access to library facilities and the services and collections they offer. Revised August 2009.
4. Library Buildings Standard – To provide standards and guidelines for developing physical library facilities which serve the identified needs of the community. Library buildings should be attractive and designed for efficiency, sustainability, accessibility, functionality and flexibility. Revised October 2009.
5. Mobile libraries standard – To provide standards and guidelines for a public library service delivered via a specially designed and equipped vehicle. Mobile libraries extend library service to clients without convenient access to a static library, providing a comparable level of service. Revised June 2009.
6. Library collections standard – To provide standards and guidelines for the development and management of library collections which meet the information, education, recreation and cultural needs of the community, and support the development of lifelong learning. Revised June 2009.
7. Interlibrary loans standards – To facilitate access by the local community to resources held in other Australian library and information services collections.
8. Local studies collection standards – To maintain or provide access to a collection which documents the historical development of the local community.

9. Reference Services Standard – To provide standards and guidelines for the delivery of effective reference and information services to the community and the collection and management of suitable resources to support these services. Revised October 2009.

10. Specialist service standards – The following sub-sections address a range of possible specialisations within the public library sector. They address the library's focus on literacy issues, services for people who read or speak a language other than English, in addition to addressing services for people with a disability, for young people and for Indigenous Australians.

To meet the different emphases of different communities including unidentified groups, consideration of specialisation must be considered in the context of the mainstreaming of resources and multiskilling with the overarching principles of equity and access routinely applied.

 - 10.1 Literacy service standards – To actively promote and support programmes for members of the community with identified literacy needs.
 - 10.2 Multicultural services standard – To provide standards and guidelines for developing multicultural library services which provide equitable access, encourage participation and foster cohesion for Queensland's culturally and linguistically diverse communities. Revised July 2008.
 - 10.3 Disability services standard – To provide standards and guidelines for developing library services and resources which offer barrier-free access and encourage inclusiveness and participation for people with disabilities. Revised April 2009.
 - 10.4 Young peoples services standard – To provide standards and guidelines for developing young peoples services in libraries. Revised April 2009.
 - 10.5 Library services for Aboriginal People and Torres Strait Islanders standards – To actively consult and negotiate with Aboriginal and Torres Strait Islander peoples to promote library and information literacy and to catalyse the development of public library services. Draft standard currently under review.

11. Technology standard – To provide a framework for the efficient and effective use of technology as an integral feature of the public library so that optimum service can be provided. To provide all library sites, staff and users access to technology as required. Revised December 2008.

12. Resource Description standard – To provide a framework for access to library collections, through the bibliographic control of library materials and the interchange of bibliographic data. Revised October 2008.

13. Shared Facilities standard – To provide the minimum requirements for operating a public library service within a shared environment. Revised December 2008.
 - Guidelines and Toolkit for Shared Facilities best practice – December 2008.
14. Standards for Country Lending Service libraries – The basic requirements for the operation of a library within the Country Lending Service are prescribed by the Country Lending Service Agreement made between participating Local Governments and the Library Board of Queensland. The Agreement outlines the responsibilities of both parties. The following standards are based on the general provisions of the Agreement. Revised July 2004.

Appendix one – Bibliography

Appendix two – ALIA policy statements

General IFLA Resource List

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