

Working Paper – May 2016

**REVISED STANDARDS AND
GUIDELINES OF SERVICE**

For the Library of Congress Network of Libraries

For the Blind and Physically Handicapped

2016

**ASSOCIATION OF SPECIALIZED AND COOPERATIVE LIBRARY
AGENCIES
AMERICAN LIBRARY ASSOCIATION
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Foreword

History

The Library of Congress National Library Service for the Blind and Physically Handicapped (LC/NLS) cooperative network includes fifty-six regional libraries, forty-seven subregional libraries, four separate machine lending agencies, two multistate centers, and LC/NLS itself. The goal of this network is to serve eligible readers and is the result of more than one hundred years of development and experience.

The following links are provided regarding the history of NLS and library service to eligible readers.

[MIGHT BE WORTH ORGANIZING BY HISTORICAL SIGNIFICANT DATE WITH THE LINKS.]

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Service Prior to 1931 - http://www.loc.gov/nls/about_history.html#one

National Library Service Established 1931 -
http://www.loc.gov/nls/about_history.html#two

Service Extended to Physically Impaired Readers 1966 -
http://www.loc.gov/nls/about_history.html#three

Development of Talking Books – Disc -
http://www.loc.gov/nls/about_history.html#four

Talking-Books Machines -
http://www.loc.gov/nls/about_history.html#five

Cassette Books and Machines -
http://www.loc.gov/nls/about_history.html#six

Combination Machine - http://www.loc.gov/nls/about_history.html#seven

Multistate Centers - http://www.loc.gov/nls/about_history.html#nine

Cataloging - http://www.loc.gov/nls/about_history.html#nine

Suggested Further Reading - http://www.loc.gov/nls/about_history.html#eleven

Chronology of Events in National Program -
http://www.loc.gov/nls/about_history.html#eleven

FAQS - <https://www.loc.gov/nls/faq.html>

Development of standards –

This edition of the Standards is the most recent in a series of standards dealing with library service for the network of cooperating libraries serving blind and physically handicapped individuals.

Structure of the National Network

The structure of the national network of libraries providing library service for blind and physically handicapped persons contributes to the development of local enhancements to the basic program. As with earlier versions, an understanding of that structure helps to clarify the purpose and scope of these standards. Currently, the major components of the network are the Library of Congress, National Library Service for the Blind and Physically Handicapped and its Multistate Centers (MSC), regional and subregional libraries, separate machine-lending agencies, and their respective administering and funding agencies.

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The standards cover those for which LC/NLS, regional and subregional libraries are responsible. Within the network, network libraries and their administrative and funding agencies have a variety of contractual arrangements for the provision of goods and services. Where those services, products, or processes are those named in these standards, the contracting agencies are expected to comply with the standards.

Within the standards, when the phrase, "network libraries" is used, it is applicable to LC/NLS, regional libraries and subregional libraries. Where a standard is specific to one of these, which is so stated.

No network library is a wholly independent agency. Each has an administrating agency of which the network library is a unit. In the case of LC/NLS, that administrating agency is the Library of Congress. The administrating agency of a regional library may be a state library or agency, a public library, a commission for the blind, a state department of education, or a private service agency. At present, all but two subregional libraries are a unit of a public library or library system. The other two are administered by schools for the blind.

The agency that funds the regional or subregional library may be the administering agency. In other cases, the funding agency and the administering agency are different agencies. While the singularity or combination of administering and funding agencies vary from state to state, in all cases the network library follows the administrative policies and procedures of its administering agency. In all cases, local law, ordinances, contract or labor agreement take precedent over the standards.

The state library agency may or may not have a direct or formal relationship to the administering or funding agencies or to the regional or subregional libraries in its service area. Because it is responsible for overall library service and development in the state, however, the state library agency always has an indirect or advisory relationship with agencies administering, funding, or providing library service to blind and physically handicapped persons even where no formal, direct relationship exists.

Various local elements contribute to the development of enhancements to the basic service at the regional and subregional levels. The nature of the administrative or funding agency, the structure of services in the state, and the level or variety of local resources is among the controlling factors. The variety of locally developed services is infinite and precludes the standards addressing any specificity. More appropriately, the standards emphasize the importance of developing these enhancements to the basic service.

Services in addition to providing LC/NLS-generated recorded materials, braille, and music materials are closely associated with the network, in providing for a population that includes those who are eligible for basic network services. Among these are radio reading services, dial-in newspapers, large-print materials, descriptive videos, and commercial sound or spoken-word recordings. The provision or administration of these associated services is not universally the responsibility of regional or subregional libraries. In some cases, these services are provided through separate and independent

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agencies and in other cases, they are a traditional service provided to the general community by the local public library. Because these services are not always provided through network libraries, but sometimes are part of the traditional services of non-network agencies, they also are not included in these standards.

From Thomas A. Peters, 2011 Standards

Acknowledgements

The completion of revising these standards is the culmination of the efforts of many people who put in long hours sharing their expertise to bring a new philosophy for the standards. The working group of Danielle Miller, Regional Librarian of Washington State Talking Book and Braille Library; Will Reed, Regional Librarian of the Ohio Library for the Blind and Physically Disabled; and Richard Smith, Network Chief, Library of Congress National Library for the Blind and Physically Handicapped, ex-officio, provided excellent leadership in the development of these standards. They had a clear vision of how they envisioned the standards and were very conscientious about sharing their ideas and working with colleagues to streamline the standards. Susan Hornung, ALA ASCLA Director, and her staff provided leadership in fiscal matters, support of the working and advisory groups, providing feedback, setting up meeting times, and more.

The members of the advisory team gave freely of their time, and played an important leadership role in supporting the working group to create this working paper.

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Introduction by Eura Szuwalski, Program Director

The Revised Standards and Guidelines of Service **working paper** for the Library of Congress Network of Libraries for the Blind and Physically Handicapped, 2017, is a working document that revives the tradition started in ___ of collaboration between ASCLA and LC/NLS to produce these standards and guidelines. The process of starting this review began with an RFP to select a program director and the appointment of a working team and an advisory team. The working team, which consisted of the program director, ASCLA chair and NLS representative, would help to guide the conversation of the review. The advisory team would have the task of connecting the voices of those impacted by the changes to the standards with the members of the working team who are editing the document.

The first meeting of the Working and Advisory teams took place in January 2016 in Boston, MA during the ALA Midwinter conference. At this meeting, a timeline and process were finalized and the first review of the existing standards took place. The Working Team met at NLS Biennial Conference in San Francisco during April 3-7, 2016 to present their draft to the NLS subregional librarians and staff. At the conference, the working group did a brief presentation on progress of the standards and sought feedback from the network librarians. The first working draft from the working team was distributed to the advisory team members on March 28, 2016. All members met on June 7, 2016 to review the notes

The Purpose of This Document

These standards and guidelines are intended to help LC/NLS network libraries maintain the best service levels for eligible individuals and organizations. One of the most significant changes to this standard is in the scope, which differs from those published in the 2011, 2005, 1995, and earlier versions of these standards and guidelines. The purpose has been revised to focus attention on actual use and standards and guidelines that are reasonable and attainable by those whose work will be dictated by this document. The goal is to provide standards and information not in the NLS network manual, to streamline and shorten the standards effectively, and to create a living document that is useful to network librarians in providing service without duplicating the information in the NLS Network Manual.

For Whom This Document is Intended

This document is for librarians and library staff working in network libraries as a service guide.

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Standards

1. Provision of Services

- 1.1. Network Service Providers will register patrons in compliance with PL 89-522 (Pratt-Smoot Act as amended and extended).
 - 1.1.a. Preference will be given at all times to the needs of blind and other eligible persons unable to read standard print who have been honorably discharged from the armed forces of the United States.
 - 1.1.b. Network Service Providers will maintain information about patrons to meet LC/NLS requirements and for service provision, resulting in quantifiable data, while maintaining patron confidentiality.
 - 1.1.c. Network Service Providers will verify that applications are complete, initiate contact for additional information, or return the application for proper certification within five business days of receiving an application for service.
 - 1.1.d. Network Service Providers will initiate service within two business days once a completed application is verified.
 - 1.1.e. Network Service Providers will conduct outreach and promote LC/NLS services in efforts to register eligible students and schools in their service areas.
 - 1.1.f. Network Service Providers will ensure the confidentiality of patron records, following applicable laws, LC/NLS Confidentiality of Reader Records, as well as the guidelines presented in the ALA Policy on Confidentiality of Library Records.

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- 1.2 Machine lending agencies (MLA) and subleasing agencies (SLA) will agree, accept the responsibilities of, and adhere to the provisions of their service agreements in compliance with LC/NLS policies and procedures.
 - 1.2.a Network Service Providers will provide playback equipment and accessories within two business days of a patron request.
 - 1.2.b Network Services Providers will provide playback equipment and accessories using an equitable distribution policy, taking into consideration that federal law gives preference to veterans and NLS policy gives secondary preference to centenarians.
- 1.3 Network Service Providers will generate and maintain all circulation and machine lending data.
- 1.4 Network Service Providers will have a written policy addressing the loan of books and playback equipment that is approved by the library's administering agency and LC/NLS, which is available to registered borrowers.
- 1.5 Network Service Providers will ensure convenient access to materials and services and will ensure that they meet reasonable preferences and service requests.
 - 1.5.a Network Service Providers will provide reader advisory service to assist patrons in identifying specific materials and formats in their areas of interest.
- 1.6 Network Service Providers will provide services in languages other than English to the greatest extent possible and as appropriate to their communities.

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- 1.6.a Network Service Providers will collaborate with other institutions and agencies to build and maintain resources in order to provide and expand services for patrons who speak or read languages other than English.
- 1.7 Network Service Providers will facilitate and encourage various modes of independent access to materials and services. Tools and communication processes and procedures for using these tools will be available for all interested individuals and groups.
- 1.8 Network Service Providers will process patron requests for materials and information within five business days. Requests may be taken in available formats most appropriate to patrons, including walk-ins.
- 1.9 Network Service Providers will process all returned materials within five business days and ensure that circulating materials are inspected, in good condition, and fully prepared for the next patron.
- 1.10 Network Service Providers will respond to patron requests for contact, information, or reference within five business days. Direct communications will be provided in accessible formats as appropriate.
- 1.11 Network Service Providers will advocate for and promote that their electronic and information technologies are accessible to people with disabilities.
 - 1.11.a Network Service Providers will maintain and advocate for a fully accessible and usable public Web site, informed by the most authoritative guidelines and standards.

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- 1.12 Network Service Providers will provide accessible electronic access to catalogs, communication, policies, and regularly ensure that all content is current.
- 1.13 Network Service Providers will advocate for and participate in customized reading programs and book discussion groups as appropriate.
- 1.14 Network Service Providers will provide access to library materials through interlibrary loan, Multistate Centers, or other resource sharing options as available and as appropriate.

2. Resource Development and Management

- 2.1 Network Service Providers will acquire or produce reading materials to supplement the national collection as appropriate to their capacity and the needs of their service communities.
 - 2.1.a Materials produced in specialized formats will be in accordance with appropriate copyright laws, in line with collection development and maintenance policies.
 - 2.1.b Network Service Providers will submit bibliographic information for locally produced titles to LC/NLS for inclusion in the union catalog and may consider submission to the MSCE Quality Assurance program.
 - 2.1.c Network Service Providers will submit Intention and Completion Notices to LC/NLS for locally produced braille and/or digital audio titles for inclusion in the union catalog.

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- 2.2 Network Service Providers will alter or discontinue circulation of any format of material only with input from and in collaboration with LC/NLS, network library advisory groups, and patrons.
- 2.3 Network Service Providers will develop and implement procedures to maintain a collection that provides access to all formats and methods of distribution to meet patron demand.
 - 2.3.a Network Service Providers are responsible for the administration of BARD and for first-line technical support regarding the use of BARD.
- 2.4 Network Service Providers will maintain the capacity to download, duplicate, and circulate NLS audio books and magazines, and locally produced materials in digital format.
- 2.5 Network Service Providers will, within their collection maintenance policies, routinely review and weed their collections in accordance with LC/NLS procedures.
- 2.6 Network Service Providers will support the development and provision of traditional library services such as reference and reader advisory through access to professional resources.
- 2.7 Network Service Providers will maintain sufficient inventories to ensure provision of audio playback equipment and accessories within five business days of a patron application or request.

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3. Public Education and Outreach

- 3.1 Network Service Providers will develop and implement a coordinated public awareness, education, and outreach plan for use in their service areas.
 - 3.1.a Network Service Providers will collaborate with public and other libraries, schools, veterans' organizations, senior organizations, and other organizations and agencies to promote their library services.
 - 3.1.b Network Service Providers will develop and implement awareness programs and materials to reach students in library science, education, social service, and similar college and university programs in their local service areas.
 - 3.1.c Network Service Providers will conduct activities and events to promote a climate of public awareness favorable to the development, expansion, and improvement of library services and disability awareness.
 - 3.1.d Network Service Providers will promote early literacy, braille literacy, and educational resources for children and families through collaboration with libraries, schools, and agencies promoting literacy initiatives, and early intervention programs.
 - 3.1.e Network Service Providers will promote information about national, state, and local organizations and programs concerned with services to eligible patrons.

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- 3.2 Network Service Providers will establish deposit collections and demonstration collections to promote and extend services to eligible individuals who may reside in or are served by care facilities or related organizations.
- 3.3 Network library staff will attend and present at consumer organizations and at other types of constituent gatherings and conferences to provide updates and information about Network programs and services.

4. Volunteer and Internship Programs

- 4.1 Network Service Providers may, when permitted, use volunteers or interns to assist in the performance of activities that supplement its basic program of services, and managed in accordance with administering agency policy and practice.
- 4.2 Network Service Providers may develop and implement a formal administrative structure for volunteer and intern programs, including training, roles in service provision, and recognition of service.

5. Administration and Organization

- 5.1 Network Service Providers will comply with all laws and regulations pertaining to rights of and services to persons with disabilities.

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- 5.2 These Standards and guidelines will apply as appropriate to all network cooperating units, including contractors, institutional borrowers, and any others who perform services or functions covered in these Standards.
- 5.3 The regional library or machine lending agency may designate sublending agencies with LC/NLS concurrence, and will be responsible for machine lending agency functions under their direction, and ensure these agencies comply with machine lending policy and procedure.
- 5.4 Network Service Providers will administer and evaluate deposit collections and demonstration collections, monitoring their operation and service, and maintain annual, routine contact with institutions and agencies.
- 5.5 The head of each network library will have primary responsibility for the planning and administration of the budget as well as the presentation or justification of the budget to appropriate groups or individuals.
- 5.6 Network service providers will work with administering and funding agencies to obtain outside funding for non-operational functions whenever possible and in accordance with agency regulations.
- 5.7 Regional libraries will advise and assist subregional libraries as well as other libraries and agencies in the development and implementation of services in their geographic areas.
 - 5.7.a Regional libraries will conduct biennial consulting visits to each subregional library, according to LC/NLS procedures.

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- 5.7.b Regional libraries will prepare and submit a final written report of observations and recommendations and provide a copy to the subregional library and its administering agency within three months of the consultant visit.
- 5.7.c Visited subregional libraries will prepare a written response within three months of receiving the regional library report and will provide a copy to the LC/NLS regional consultant, administering agency, and the regional library.

6. Planning and Evaluation

- 6.1 Network Service Providers will develop long-range plans, separate from state LSTA plans when appropriate, designed to develop, implement, maintain, and improve services while optimizing resources. Depth and specificity of plans may depend heavily on the evolution of LC/NLS and availability of resources.
- 6.2 Administering and funding agencies will commit resources to enable Network Service Providers to effectively operate, administer, and facilitate services as defined by these standards. The administering agency will consult with Network Service Provider management before any action is taken affecting the finances of the operation.
- 6.3 Network service providers will develop a method to measure patron satisfaction at least every three years. Results will be used to improve upon and contribute toward the future direction of services.
- 6.4 Network Service Providers will collect advice and input from a full spectrum of patrons and patron constituency groups through

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mechanisms including, but not limited to, advisory groups or focus groups.

7. Policies and Procedures

- 7.1 Network Service Providers will have written policies and procedures for library operations designed to meet service goals.
- 7.2 Network Service Providers will review their policies and procedures biennially to maintain currency, accuracy, and applicability.
- 7.3 Network Service Providers will consult with LC/NLS in the development and review of policies and procedures. Regional libraries, subregionals, machine lending agencies, and AOCs will include each other in their development and review of operational policies.
- 7.4 Network Service Providers will provide staff and cooperating units with an up-to-date manual that includes policies and procedures.
- 7.5 Network Service Providers will inform patrons of service policies and will notify patrons of changes that will affect them. Up-to-date copies of service policies will be maintained and available to patrons in accessible formats.
- 7.6 Network Service Providers will develop or make available instructional materials in accessible formats to assist patrons in the use of library service.

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- 7.7 Regional libraries will work with subregional libraries, advisory and outreach centers, and machine lending agencies to develop strategies that contribute to a consistent range and quality of service.

8. Reports

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

9. Personnel

- 9.1 Network Service Providers will operate under all appropriate federal, state, and local laws under a written equal employment opportunity or affirmative action plan.
- 9.2 Network Service Providers will make every effort to advertise to, solicit applications from, and employ qualified persons with disabilities.
- 9.3 Network Service Providers will maintain a commitment to equality of opportunity and cultural diversity.
- 9.4 Network Service Providers will prepare an organizational chart describing clear lines of authority and reporting. Current position descriptions and titles will be maintained for each category of position.

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- 9.5 Network Service Providers and their administrative agencies will, at minimum of once every five years, jointly review and determine staffing patterns and requirements based on, but not limited to, the following: long-range plans; demographics of the service population; geography; services provided; service patterns; physical facility; use of assistive technologies; support provided by the administering agency; and the guidelines included in these standards.
- 9.6 The administrative head of a network library will possess a master's degree in library science from an ALA-accredited program and will be on the same administrative level as comparable unit heads within the administering agency.
- 9.7 Network Service Providers will plan and conduct formal orientation programs for employees that include information about blindness and disabilities that qualify individuals to use this service, as well as on the structure and philosophy of service.
- 9.8 Network Service Providers will encourage and support relevant continuing education activities for staff at all levels of the organization, including participation in professional organizations.
 - 9.8.a Network Service Providers will encourage and support site visits and staff exchanges to other libraries as appropriate.
 - 9.8.b Network Service Provider staff will participate in computer system user groups, other professional meetings and seminars, meetings of patron organizations, or network conferences as appropriate.

10. Research and Development

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

Guidelines

1. Personnel

- 1.1 Categories of Staffing
- 1.2 Levels of Staffing

2. Network Expectation of NLS

The following section is a new addition to the Standards and Guidelines that consolidates all LC/NLS support statements in one location. It includes many of the same statements that were included in prior revisions and incorporates modifications to best address changing needs and demands on the Network. LC/NLS serves an advisory role only in the development of the network library standards and guidelines;

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in the same spirit, this section's standards serve to advise LC/NLS on what network libraries need from them in order to effectively administer library services in their region.

- 2.1 Provide each Network Service Provider with a procedures manual, keep the manual current, maintain access, and notify network when changes are made.
- 2.2 Provide direct service to patrons who need titles in obsolete, experimental, or little-used formats in compliance with these standards.
- 2.3 Provide a fully accessible and usable public Web site, informed by the most recent guidelines or most up to date standards.
 - 2.3.a Provide access to the NLS international union catalog, publications, and all NLS resources through electronic and information technologies that are accessible to all.
 - 2.3.b Accept direct patron requests for music services, requests for service from U.S. citizens living abroad, and accept and respond to patron and stakeholder feedback.
 - 2.3.c Post electronic copies of all forms, patron policies and procedures; annual reports and other public documents; electronic copies of newsletters and other communications; hours of operation; links to Network Service Providers; and other relevant information on a fully accessible Web site as previously described.
 - 2.3.d Regularly review all information and links on its Web site to ensure information is current, correct, in a fully accessible and usable format.

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- 2.4 Develop directories and other appropriate tools to facilitate collaboration and resource sharing, and provide these publications electronically in fully accessible formats and on the Web site.
- 2.5 Ensure, in cooperation with Network Service Providers, equitable distribution of available audio playback equipment and accessories, and equitable distribution of all other NLS available materials.
- 2.6 Develop and implement a systematic process of obtaining input from network librarians and patrons on the ongoing development of audio playback equipment and on equitable distribution methods for this equipment.
 - 2.6.a Monitor and implement methods of quality control for materials added to the national collection, whether through contract production or from commercial audio book publishers.
 - 2.6.b Provide quality assurance standards for materials in accessible formats produced by network libraries and facilitate the distribution of locally produced materials on BARD.
 - 2.6.c Maintain an equipment development committee comprised of network staff, consumer representatives, patrons, and NLS staff. The committee will meet annually and minutes and recommendations will be shared with the network in a timely manner and in accessible formats.
- 2.7 Continue to implement a systematic process of obtaining input from network libraries, advisory groups, and patrons on collection

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development and quantity of materials selected in addition to using standard collection development materials.

- 2.7.a Provide no fewer audio titles and braille titles than the previous year.
 - 2.7.b Provide an increasing number of audio titles in foreign languages, surpassing the prior year and meeting the growing demand and scope of languages through both quantity and diversity of titles.
 - 2.7.c Maintain a collection development committee comprised of network staff, consumer representatives, patrons, and NLS staff. The committee will meet annually and minutes and recommendations will be shared with the network in a timely manner and in accessible formats.
 - 2.7.d Provide titles of books planned for production available to Network Service Providers when selected and regularly provide updates regarding the commercial audio book program.
- 2.8 Make available upon request in limited quantity other reading materials in accessible formats to supplement the national library collections, in addition to materials produced for distribution to the network.
- 2.9 Provide network libraries with updated bibliographic information reflecting changes to the collection, provide full bibliographic information in the current delivery format, and cataloged in the current standard for bibliographic and subject description.

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- 2.9.a Provide libraries and patrons with online access to a union catalog for all titles in the collection.
 - 2.9.b Develop and support methods to minimize the duplicate production of locally produced titles between network libraries.
 - 2.9.c On a continuing basis, advise Network Service Providers of titles that LC/NLS has produced in quantity and titles that may be withdrawn from the collection.
 - 2.9.d Coordinate alternative media book exchange and interlibrary loan with libraries and other agencies.
-
- 2.10 Provide, in cooperation with Network Service Providers, information pertaining to resources for, or of interest to, eligible patrons and will make this resource information available in accessible formats.
 - 2.11 Regularly review network public awareness programs, and will develop and implement national promotion, awareness, and education programs to effectively reach potential patrons.
 - 2.12 Provide two full-time consultants who will be available to advise and assist Network Service Providers, conduct biennial consulting visits, and prepare and submit a final written report of observations and recommendations.
 - 2.12.a Streamline the consulting visit process to focus on service, and clearly define the value and impact of the consulting visits overall.

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- 2.13 Regularly obtain consumer and network librarian input to its long-range planning activities in a transparent and inclusive manner and will make the resulting plan available to all stakeholders in a fully accessible format.
 - 2.13.a Maintain a standing advisory group to examine how NLS will meet evolving patron needs both in the near term and far into the future.
- 2.14 Work with Network Service Providers to design and implement a method to research and evaluate patron satisfaction. Develop and implement methods for evaluating Network Service Provider satisfaction with LC/NLS services that include input from all network libraries at least every three years.
- 2.15 Work with each region to develop strategies that contribute to a consistent range and quality of service for all LC/NLS patrons. Based on collaboration, develop model policies and best practices that are actively communicated to the network and maintained in a fully accessible format online.
- 2.16 Include patrons, consumer representatives, and Network Service Provider representatives in the development and review of policies that affect provisions of service.
 - 2.16.a Collect and analyze data relating to elements of service for the purpose of planning, identifying quantitative norms for Network Service Providers, and define, collect, verify, analyze, publish, and distribute comparable data for the network on a timely annual basis.

Glossary

The purpose of this glossary is to explain the usage of these words, phrases, and acronyms as used in this document, and by LC/NLS and the network libraries. The meanings of terms vary in practice and in various contexts.

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Access

Freedom or ability to obtain or make use of.

Accessible

Able to be independently used by people who have disabilities. A fully accessible Web site, for example, is designed so that the site can be navigated and all functions can be used by a person who is blind or who uses an adaptive interface.

Accessories

Equipment used with talking book playback equipment to facilitate listening.

Agency

A public or private organization providing some form of service.

ALA

American Library Association.

Archival collection

Material preserved for historical record.

ASCLA

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

Bibliographic control

A term which covers a range of bibliographic activities: complete bibliographic records of all bibliographic items as published, standardization of bibliographic description; provision of physical access through consortia, networks, or other cooperative endeavors; and provision of bibliographic access through the compilation and distribution of union lists and subject bibliographies and through bibliographic service centers.

BRA

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

Braille

A system for tactile reading and writing devised by Louis Braille for blind persons in which print characters are represented by raised dots. The Braille system is based on a six-dot cell, arranged in two columns of three dots each, sixty-three possible combinations in all. The alphabet, numerals, punctuation marks, and a wide variety of symbols are represented by one or more Braille cells. Uncontracted Braille (sometimes called Grade 1) is written letter for letter, while English contracted Braille in the United States (sometimes called Grade 2) uses 189 contractions or symbols to represent letter combinations, prefixes, suffixes, or words which appear frequently in the language. There is also Braille for representing music, foreign languages, chemistry, computer, and scientific notation. English Braille, American Edition, adopted by the Braille Authority of North America, is the official code for Braille observed in the United States

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and Canada. Grade 3 Braille is an unofficial form of highly contracted Braille used by some students and professionals for note taking. Jumbo or large-cell Braille is a form of Braille using enlarged dots and increased spacing for individuals experiencing neuropathy or tactile insensitivity.

BRF

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

BRJ

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

BRI

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

BRM

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

BRX

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

Catalog

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

CB

Cassette book. See Talking book.

CBM

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

Circulation

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

Circulation transaction

The act of charging an item from the library collection to a patron for use outside or within the library and discharging the item upon its return.

Clearinghouse

A service for the collection, organization, storage, and dissemination of information and materials.

Consultant

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

Container

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

Conventional Print

Material printed in less than fourteen-point type.

Cooperating unit

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

Cultural diversity

Representative of race, color, creed, sex, age, physical or mental disability, individual life-style, or national origin.

Demonstration collection

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

Deposit collection

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

Digital book

A collection of electronic files, compliant with the ANSI/NISO Z39.86 standard that presents digitally recorded material in a form that is accessible and navigable by blind and physically handicapped readers.

Digital book

A collection of electronic files, compliant with the ANSI/NISO Z39.86 standard that presents digitally recorded material in a form that is accessible and navigable by blind and physically handicapped readers.

Downloadable

Material available for transfer from the Internet or a computer network to a desktop or other computer workstation or device. Examples include but are not limited to Web-Braille, Web-based audio recordings, and forms that may be printed and completed by patrons.

Electronic access

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

Eligible user

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

FD

Flexible disc. See Talking book.

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Format

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

Hardcopy

A paper printout of information, either in print or in braille.

HRLSD

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

IMLS

The Institute of Museum and Library Services, an independent federal grant-making agency dedicated to creating and sustaining a nation of learners by helping libraries and museums serve their communities. Created by the Museum and Library Services Act of 1996, P.L. 104-208, IMLS administers the Library Services and Technology Act and the Museum Services Act.

Inspect

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

Interlibrary loan (ILL)

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

Jumbo Braille

See Braille.

Large type

Material printed in fourteen-point or larger type.

LC/NLS

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

Librarian

A person with a master's degree in library science from an ALA-accredited library school.

Limited-production material

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

LPM

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

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Locally produced materials

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

LSCA

Library Services and Construction Act, enacted in 1962 to provide federal assistance to libraries in the U.S. Superseded by LSTA.

LSTA

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

Machine

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

Machine lending agency (MLA)

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

Master

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

Medium

Mode of transcription: braille, recording, and large type.

Moon Type

A system of embossed reading invented by Dr. William Moon in 1845. It was based on the standard alphabet and was comprised of fourteen raised characters used at various angles, each with a clear bold outline. Production of materials in Moon Type was discontinued in the U.S. in the mid-1960s.

National collection

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

Network

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

Network library

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

Outreach services

Library and information programs that seek out potential patrons, particularly those who

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do not or cannot make use of traditional library services or materials. Examples include bookmobile service, service to people who are homebound, books by mail, service to hospitals and institutions, and home visits.

Paraprofessional

Positions that do not require a library degree but may require appropriate degrees or certification in another field. Responsibilities do not include reader advisory service. Position responsibilities and qualifications are greater than those for technical or support staff. Examples may include but are not limited to system manager, studio manager, volunteer coordinator, production specialist or manager, and outreach coordinator.

Patron

An individual who or institution that is registered for and uses this service.

Print disability

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

Processing

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

Quality control

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

Radio reading service

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

RC

Recorded cassette. See Talking book.

RD

Recorded disc. See Talking book.

RDA

Resource Description and Access, "a set of guidelines and instructions on formulating data to support resource discovery," developed "to replace the Anglo-American Cataloguing Rules, 2nd Edition Revised." (<http://www.rda-jsc.org/rda.html>) Link out MaRC21 is a machine readable format; RDA is a successor to AACR2. MaRC21 is the delivery method (a machine language), and AACR2/RDA are the rules.

Reader advisor

A staff member whose full time responsibility is to work directly with the patron to

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determine reading patterns and preferences in order to ensure that individual user needs are met. The Reader Advisor possesses at minimum a bachelor's degree from an accredited institution.

Regional conferences

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

Regional library

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

Selection

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

Stack

(1) Frequently used in the plural (stacks), a series of bookcases or sections of shelving, arranged in rows or ranges, freestanding or multi-tiered, for the storage of the library's principal collection. (2) The space in a library designated and equipped for the storage of its collections.

Standards

Criteria by which library services and programs may be measured or assessed. Established by professional organizations, accrediting bodies, or governmental agencies, the criteria may variously reflect a minimum or ideal, a model procedure or process, a quantitative measure, or a qualitative assessment.

State Library Agency

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

Sublending agency (SLA)

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

Submaster

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

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Subregional library

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

Talking book

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

Designations include (in alphabetical order):

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

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

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

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

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

RCF—Special foreign library collection cassettes.

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

RCX—Volunteer-produced cassettes.

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

RDF—Special foreign language library collection on disc.

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

TB. See Talking book.

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

Technical or support staff

Positions responsible for traditional library clerical functions as well as functions and activities associated with network services. Examples may include but are not limited to shipping and receiving, inspection and repair, production services, receptionist.

Title

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

Trade book

A book that is produced by a commercial publisher for sale to the general public

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primarily through bookstores as distinguished from textbook editions, subscription books, or a book meant for a limited public because of its technical nature, specialized appeal or high price.

Union catalog

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

User

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

Weed

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

Web-Braille

Web-Braille is an Internet, Web-based service that provides, in an electronic format, many Braille books, some music scores, and all Braille magazines produced by LC/NLS. The service also includes a growing collection of titles transcribed locally by network libraries. The Web-Braille site is password-protected, and all files are in an electronic form of contracted Braille, requiring the use of special equipment for access.

Withdrawal

The process of removing a title no longer in the library collection from the library's records of holdings.

From 2011 Revised Standards

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Appendix A: Statement of Principles and Considerations

1. These standards do not include what is a “procedure” or how to complete a task. Library staff should refer to the network manual for procedures.
2. It is a goal of the working group that these standards be fleet, flexible, and agile.
3. The new version of the Network Library Standards will focus on broader standards and guidelines. The initial review of the 2011 version reflects the need to move, rearrange, or separate text as appropriate. Some language will be revised to better represent tone and accountability and to consolidate like terms.
4. The final copy of the standards will be posted on the ALA ASCLA website (part of the requirements of the document).
5. The standards will continue to represent the high-end technology being used by the NLS/LOC.
6. We would request that some kind of committee meet every year or two years to revise the standards rather than waiting five years.
7. The standards are more focused on network libraries; we do not think we as network libraries should be setting tasks for the LOC NLS.
8. The 2011 Standards are 90 pages. We are attempting to create a smaller document with the same quality as the 2011 standards.

Appendix B: LC/NLS Eligibility Criteria

Eligibility of Blind and Other Physically Handicapped Persons for Loan of Library Materials - <https://www.loc.gov/nls/eligible.html>.

Appendix C: Lending Agency Service Agreement for Sound Reproducers and Other Reading Equipment

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

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

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

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

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

A. Eligibility

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

B. Eligibility Approval

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

C. Designation of Lending Agency

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

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D. Transfer of Sound Reproducers and Other Reading Equipment

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

E. Responsibility of the Library of Congress

1. Subject to availability of funds and statutory provisions, the Library of Congress will procure and distribute sound reproducers and other reading equipment and accessories to the Lending Agency.

2. The Library of Congress will instruct the Lending Agency as to repair and maintenance of furnished sound reproducers and other reading equipment and accessories.

3. The Library of Congress will reimburse the Lending Agency on a per purchase basis, for the cost of replacement parts actually required for equipment repair and not furnished by the Library of Congress, PROVIDED THAT the Lending Agency has first requested and obtained written approval from the Library of Congress prior to purchase.

a. Request for said prior approval will indicate the following:

(1) Item description

(2) Item unit cost

(3) Number of units needed

b. Parts purchased by the Lending Agency will be invoiced to the Library of Congress on Form 73-43 with original invoices attached, within thirty (30) days of said purchase. Form 73-43, attached as Appendix two (2) to this agreement, is available in quantity from the Library of Congress.

c. The Library of Congress reserves the right to withhold said prior approval when it determines that indicated purchase parts or costs are unreasonable.

d. The Library of Congress will supply the following:

(1) Replacement parts for reading equipment used in the program;

(2) Replacement parts for equipment accessories used in the program;

(3) Replacement parts for repairing Library of Congress produced cassettes; and

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(4) Specialized tools and maintenance equipment provided their need can be adequately justified. In cases of doubt regarding the provision of any item mentioned above, the Lending Agency shall ask the Library of Congress for a decision.

4. The Lending Agency using the free mailing privilege will employ the United States Postal Service as carrier for the transportation of Library of Congress supplies, equipment, and accessories.

5. In cases where it can definitely be shown that a hardship exists at the Lending Agency whereby the program will suffer the Library of Congress upon prior written approval, will reimburse the Lending Agency for costs incurred for transportation of sound reproducers and other reading equipment. Costs incurred without the prior written approval of the Library of Congress will not be reimbursed. Requests for approval must be in writing and must include:

- a. A justification as to why the Postal Service cannot be employed,
- b. The cost involved per trip, and
- c. The cost per article transported.

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

6. The Library of Congress will provide mailing cartons for sound reproducers and other reading equipment.

7. The Library of Congress will not reimburse for state or local taxes included in cost of articles purchased.

Appendix D: ALA Library Bill of Rights and Policy on Confidentiality of Library Records

Library Bill of Rights

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

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

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be

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excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries that make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

ALA Policy on Confidentiality of Library Records

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

Adopted January 20, 1971, by the ALA Council; amended July 4, 1975; July 2, 1986.
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Appendix E: ALA Policy on Services for People with Disabilities

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

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

