

# Introduction to DoD MWR Library Standards

## Policy Overview

DoD MWR Library Standards are governed by DoD Instruction 1015.10. These standards are effective as of 1 OCT 2021. Standards will be reviewed approximately every three years.

## Applicable Facilities and Definitions

DoD MWR Library Standards are applicable only to 'Main' library facilities and operations only; they do not apply to branch, satellite, digital and virtual libraries which operate under the oversight and direction of an installation, district, or regional 'Main' library or Service headquarters.

Main Libraries have a circulating collection (e.g., books, periodicals, audiovisual materials) housed in one location with areas for patrons to participate in programs and use library services, equipment, and materials. Main libraries may be co-located with other activities but must meet all MWR Library Standards.

Branch Libraries are under the direction of a main library and typically provide similar services using reduced space and staffing.

Satellite Libraries are typically established in a remote location at the request of the local installation and contain a collection of print and non-print materials. These facilities are primarily unstaffed and provide limited services.

Digital/Virtual Libraries provide access to DoD and Service-acquired content that is managed by the executive agent or individual Service and accessed worldwide through a DoD or Service platform. Online collections provide a wide range of services and content to eligible patrons (e.g., e-books/audiobooks, periodicals, test preparation, academic journals, educational resources). Virtual libraries do not provide physical space for patron use. Digital Libraries may be a physical location providing electronic devices for patrons to access digital media and online resources, private study areas, meeting rooms, and a small print collection.

## Framework

DoD MWR Library Standards are organized into seven framework components: Personnel, Programming, Equipment, Information Management, Facilities, Financials, and Customer Satisfaction.

## Reporting

Fiscal Year standards compliance reporting on all MWR main library facilities is due from each Service annually on 31 JAN. The Service functional headquarters may require reporting on additional criteria and facilities for accreditation and internal assessments and studies.

# DOD MWR LIBRARY STANDARDS

## Core Requirements

### PERSONNEL

PER-1	Library director meets qualifications of OPM standards for series 1410, GS-9 (supervisory) and above.
PER-2	Library director is assigned full time to providing direct oversight of main library facility; oversight may include multiple main and branch/satellite sites.
PER-3	Library staff meet qualifications of OPM standards for library personnel (e.g., series 1410, 1411, 1412, 2210).
PER-4	Library staff complete library-specific training annually as prescribed by Service policy.
PER-5	On-site staffing levels support safe, effective, and efficient delivery of core programs and services.
PER-6	Operating hours are responsive to military community needs and include access to library services after 6:00 p.m. and on weekends based on demand.
PER-7	Volunteers are not used to displace paid employees in lieu of filling authorized positions IAW DoDI 1100.21.

### PROGRAMMING - Collections, Programs, and Services

PROG-1	Physical library curated collections and resources include age-appropriate fiction and non-fiction books, periodicals, audio/visual, and educational materials and tools to advance literacy and support military family readiness, mission requirements, professional military and voluntary education programs, academic growth, lifelong learning, and leisure-time endeavors of the military communities served.
PROG-2	Physical library collections are refreshed throughout the year as prescribed by Service policy.
PROG-3	Physical library collections are routinely evaluated for removal/disposal as prescribed by Service policy.
PROG-4	Digital library curated collections include internet-based resources with focus on education advancement, self-enrichment, career and skills development, lifelong learning and leisure-time endeavors of the military communities served; may be provided at the local, headquarters, and/or higher level.
PROG-5	Programs are educational, age appropriate, and designed to support the military communities served using a variety of resources and venues such as displays, bibliographies, community outreach, social media, and coordinated activities with other MWR operations.
PROG-6	Reference and research services include patron support for accessing physical and digital library resources.
PROG-7	Inter-library loan and/or electronic document delivery.
PROG-8	Photocopy and printing for non-circulating material.
PROG-9	Wi-Fi access as prescribed by Service (e.g., multi-activity contract, co-located services, shared facilities, community commons).

### EQUIPMENT

EQ-1	Administrative equipment and tools support effective and efficient day-to-day operations and mission requirements.
EQ-2	Staff computers are networked with internet and .mil Nonclassified Internet Protocol Router Network (NIPRNET) access.
EQ-3	Color printer; may be multi-function device.
EQ-4	Photocopier; may be multi-function device.
EQ-5	Fax and/or scanner; may be multi-function device.
EQ-6	Data display projector with software and screen.
EQ-7	Electronic patron counter installed at main entry; security programming optional.
EQ-8	Patron-use computers are CAC enabled with internet access and networked for printing/scanning as applicable.
EQ-9	Patron-use computers provide access to email, online research, digital library collections and office-type word processing, spreadsheets, slide/presentation and .pdf capabilities.
EQ-10	Patron-use computers are in sufficient quantities to ensure wait time does not routinely exceed 15 minutes.

EQ-11	Patron-use devices (e.g., tablets, youth computers, interactive tables) include age-appropriate learning software and/or games.
<b>INFORMATION MANAGEMENT</b>	
IM-1	Integrated library system is used to manage patron records, inventory, circulation, cataloging, online resources, patron access catalog, reporting, etc.
<b>FACILITIES</b>	
FAC-1	Facility has dedicated library space that is adequately sized, maintained, and furnished to support administrative requirements and core patron programs and services.
FAC-2	HVAC (heating and cooling) is adequate to prevent/minimize collection deterioration (UFC 4-740 par. 3-5.2).
FAC-3	Dehumidifying system is adequate to prevent/minimize collection deterioration (UFC 4-740, par. 3-5.2).
FAC-4	Lighting (interior and exterior) is adequate for library operations and safety requirements (UFC 4-740, par. 3-5.8.1).
FAC-5	Furnishings are commercial grade and age-appropriate (UFC 4-740, par. 3-4.1).
FAC-6	Dedicated break room in or near the Library is available for staff use (UFC 4-740, par. 4-6.7).
FAC-7	Common area(s) are available for patron meetings, collaboration, studying, programs and activities as prescribed by Service policy.
FAC-8	Technical processing space for staff use is separate from the circulation desk and patron common areas.
FAC-9	Shelving is per American National Standards Institute/National Information Standards Organization.
FAC-10	External secure book drop is available and remains unlocked during non-operating hours; IAW installation/THREATCON directives.
<b>FINANCIALS</b>	
FIN-1	Annual budget requirements are identified and resources sufficient to support core library services and programs to meet the reasonable expectations of library patrons.
<b>CUSTOMER SATISFACTION</b>	
CS-1	Customer feedback system and reporting procedures are established and routinely used to measure and improve patron perceptions, experiences, and overall satisfaction.
<b>Supplemental Requirements</b>	
SUP-1	Supplemental library programs and services (e.g., business center services) are provided for the convenience of patrons; they are categorized as mission enhancing and provided as prescribed by Service policy.