

FY 2003

AFLIS WORKSHEETS

FOR THE

GOLDEN EAGLE

STANDARDS PROGRAM

(GES)

Version 2

11/21/2003 7:39 AM

Golden Eagle Standards

Table of Content

GES General Instructions.....	3
GES Workbook.....	5
Programs and Services	
S-01.....	5
S-02.....	6
S-03.....	7
S-04.....	8
S-05.....	9
S-06.....	10
S-07.....	11
S-08.....	12
S-09.....	13
S-10.....	14
S-11.....	15
S-12.....	16
S-13.....	17
Facilities and Hours of Operation	
S-14.....	18
S-15.....	19
S-16.....	20
S-17.....	22
Staffing	
S-18.....	24
Training	
S-19.....	25
S-20.....	26
S-21.....	27
S-22.....	28
Financial Management	
S-23.....	29
S-24.....	30
S-25.....	31
S-26.....	32
S-27.....	33
S-28.....	34
S-29.....	35
S-30.....	36
S-31.....	37

Golden Eagle Standards General Instructions

From the main AFLIS page select Golden Eagle Standards (GES) or Golden Eagle Report Link

Be sure to click the maximize button in top right corner of your screen. This will size the screen so that the scroll bars work properly.

The link will take you to the main subject area of GES.

The buttons at the top right of the screen

The AFLIS – Home button will take you back to the main AFLIS screen

The Reports button will take you to the report section of AFLIS. This is the same area the Report Link from the main AFLIS page will take you.

The Standards button will take you to the main subject area of GES. This is the same area the Golden Eagle Standards Link from the main AFLIS page will take you.

The Problems? Button is under construction please do not use at this time.

The Help button will take you to the Main Help Section.

The Logout button will log you out of AFLIS.

Under this button you will notice a link call Golden Eagle Standards. This link will take you to the main subject are of GES. This is the same area that the Standards button and the Golden Eagle Standards Link from the main AFLIS page will take you.

At the bottom of each screen be sure to click on the UPDATE button. If you elect not to click on this button then the information you have just typed in will be LOST.

If prompted click OK.

Use of this workbook is encouraged. Filling out this workbook will make the data entry on the web site easier.

Use of the TAB key is encouraged. The tab order follows the workbook order.

ALL SUBJECT AREAS

Example: S-01 Click on the circle, which is on the left side of the S-01. This will bring up the S-01 Standard section.

Select the items to be update/view. Only current year will allow updates.

Once you have finished updating the information be sure to click on the [Add Standards](#) button the first time then the [Update](#) button after that at the bottom of the screen.

To return to the main subject area of GES, click on either the [Standards button](#) or the [Golden Eagle Standards link](#).

REPORTS

From the main AFLIS page select Golden Eagle Reports links. You can also access the Reports from the main subject area of GES by clicking on the [Reports button](#).

Select the year from the drop down list box and then select one of the offered reports by click in the circle to the left of the report, and then click the [View button](#).

AFLIS GES WORKBOOK

PROGRAMS AND SERVICES

S-01: Provide research, bibliographies, and reference materials and services.

S-01-01: Provide research, bibliographies, and reference materials and services.

- | | |
|---|------------------|
| A. Offer Reference and Research Services | Pulled from LARP |
| B. Offer Reference and Research Materials | YES / NO |
| C. Prepare Bibliographies | Pulled from LARP |

S-01-02: Provide full services including print, non-print, electronic resources, and Internet resources.

- | | |
|---------------------------|------------------|
| A -Print: | Pulled from LARP |
| B - Non-Print: | Pulled from LARP |
| C – Electronic Resources: | Pulled from LARP |
| D – Internet Resources: | Pulled from LARP |

S-01-03: Maintain Air Force general library core reference titles. (default set to YES)

YES / NO

S-01-04: Provide Selective Dissemination of Information (SDI) program with annotated, selective, and subject area bibliographies and reading lists from a broad range of resources both within the library and outside the library collection.

Pulled from LARP

S-02: Provide document delivery and reciprocal interlibrary loan (ILL) services

S-02-01: Promote, train staff, and use Air Force Centrally funded document delivery contracts to obtain information not readily available in the library.

Pulled from LARP

S-02-02: Deliver documents via e-mail, fax, file transfer, first class, or express mail. Provide this service free of charge to library customers.

REQUEST IS PROCESSED WITHIN ONE BUSINESS DAY.

YES / NO

S-02-03: Provide ILL services

A - Items Loaned

Pulled from LARP

B - Items Borrowed

Pulled from LARP

S-03: Reserved

S-04: Participate in consortia/networks.

NOTE: Record must be added and updated every year.

Pulled from LARP

S-05: Partnerships

S-05-01: Partner with other Air Force, DoD, Federal, State and Local libraries and activities other than OCLC and FEDLINK. For example library and institution partnerships. (Must Justify answer).

YES / NO

Justification: (Must enter a justification here)

S-06: RESERVED

S-07: Provide Electronic Databases.

S-07-01: Provide customer access to FirstSearch.

Supply Number of Searches [**Enter a number**]

S-07-02 RESERVED

S-07-03 RESERVED

S-07-04: Provide ELECTRONIC access to periodicals, newspapers, indexes and full-text databases.

Pulled from LARP

S-07-05: Provide current end-user research tips, guides, or pathfinders for electronic resources.

YES / NO

S-08: Provide print, non-print, and electronic collections.

S-08-01: Provide circulating book collections of adult fiction and non-fiction as well as juvenile fiction and non-fiction.

A. Measured by computing the average turnover ratio for each category: $\text{TURNOVER RATIO} = \frac{[\text{TOTAL CIRCULATION}]}{[\text{TOTAL COLLECTION SIZE}]}$
Book Collection Turnover Ratio ≥ 2.0

Pulled from LARP

B Leased Collection Turnover Ratio ≥ 5.0

Pulled from LARP

S-08-02: Provide circulating non-print collections of audio materials (cassettes and CDs), video materials, microforms, and other non-print collections as needed.

A. Measured by computing the average turnover ratio for each category: $\text{TURNOVER RATIO} = \frac{[\text{TOTAL CIRCULATION}]}{[\text{TOTAL COLLECTION SIZE}]}$
Audiovisual Collection Turnover Ratio ≥ 2.0

Pulled from LARP

B. Leased Non-Book Collection Turnover Ratio ≥ 5.0

Pulled from LARP

S-08-03: Maintain AFLIS core periodical titles plus A MINIMUM OF 25 additional print titles.

Indexed back issues that are not available in electronic format are maintained for 1 year.

Pulled from LARP

S-08-04: Conduct inventory of physical collection.

Complete inventory of entire library collection every 5 years.

YES / NO

S-08-05: Update physical IN-HOUSE LIBRARY collection.

At a minimum, select (add) not less than 5% and deselect (withdraw) not less than 5% of collection annually. $\% \text{ COLLECTION ADDED} = \frac{[\text{ITEMS ADDED TO COLLECTION}]}{([\text{TOTAL COLLECTION}] + [\text{ITEMS WITHDRAWN}] - [\text{ITEMS ADDED}])}$
 $\% \text{ COLLECTION WITHDRAWN} = \frac{[\text{ITEMS WITHDRAWN FROM COLLECTION}]}{([\text{TOTAL COLLECTION}] + [\text{ITEMS WITHDRAWN}] - [\text{ITEMS ADDED}])}$ WHERE COLLECTION = BOOKS + SUBSCRIPTIONS + AUDIOVISUAL MATERIALS + TECHNICAL REPORTS + CD-ROMS.

Pulled from LARP

S-09: Provide reserve and special collections.

S-09-01: Coordinate with instructors to support reserve collections.

YES / NO

S-09-02: Maintain collections that support Air Force initiatives and base unique mission requirements, such as Transition assistance or Chief of Staff Reading List.

Collections are either maintained in a physically separate collection or are integrated with the main collection, as long as the materials are easily identifiable (stickers/labels).

YES / NO

S-10: Provide programming and orientations.

S-10-01: Provide adult and children's programs.

(A) Adult programs: 3 per year. YES / NO

(B) Children's programs: 3 per year. YES / NO

(C) Young adult programs: 1 per year. YES / NO

S-10-02: Provide informal training for end-users SUCH AS on-line, CD-ROM, Internet searching, and reference resources and services

YES / NO

S-10-03: Provide formal library instruction or orientation for education classes.

Orientations provided at least once per semester or once per quarter.

Pulled from LARP

S-10-04: Train organizational POCs in MANAGING OFFICE ACCOUNTS.

Training provided on a continual, as-needed basis.

YES / NO

S-10-05: Meet with education personnel to identify scope of education programs and curriculum requirements.

Meetings conducted at least once per quarter.

YES / NO

S-10-06: Consult home campus librarians to coordinate library support for degree programs.

YES / NO

S-10-07: Attend and participate in base education planning and advisory meetings.

YES / NO

S-11: Maintain an Integrated Library System (ILS)

S-11-01: Use an Integrated Library System (ILS) consisting of an online public access catalog (OPAC) module, circulation control module, cataloging module, and WWW OPAC for library customers to view the library holdings over the WWW.

- | | |
|--|------------------|
| (A) OPAC: | Pulled from LARP |
| (B) Circulation Control: | Pulled from LARP |
| (C) Reserved | |
| (D) Cataloging | Pulled from LARP |
| (E) Reserved | |
| (F) WWW OPAC: | Pulled from LARP |
| NOTE: ILS Catalog is available on line via the internet. | |
| (G) Reserved | |

S-11-02: RESERVE

S-11-03: Utilize full-MARC (machine readable cataloging) record format and adhere to NISO Z39.50 standards. YES / NO

S-11-04 RESERVE

S-11-05 RESERVE

S-11-06: Update customer database and bibliographic records to ensure currency, accuracy, integrity, and accountability.

100% data accuracy measured by using random sampling techniques.	YES / NO
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S-11-07: Provide number of customer ILS workstations.

Minimum of 3 customer ILS workstations with 1 additional workstation provided for every 25,000 physical attendees over 50,000 (based on annual statistics).	Pulled from LARP
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S-11-08: RESERVE

S-11-09: Protect ILS by using an Uninterruptible Power Supply (UPS).	YES / NO
--	----------

S-12: Maintain customer-use computers.

S-12-01: Provide multiple format computers for customers to access the Electronic resources and the Internet that meet current AF standards. (A multiple format computer is defined as a computer having 2 of the following: Floppy Disk Drive, DVD, and CD-RW).

Minimum of 5 multimedia workstations connected to the Internet with 1 additional workstation provided for every 5,000 physical attendees over 50,000 (based on annual statistics).

Pulled from LARP

S-12-02: Provide customers printing capabilities.

Minimum of 2 networked laser printer (12 pages per minute, 600DPI x 600DPI resolution).

Pulled from LARP

S-12-03: Provide customers with word processing, database management, spreadsheet, and presentation software.

YES / NO

S-12-04: RESERVE

S-12-05: Provide Customers E-Mail capability

YES / NO

S-13: Provide photocopier.

S-13-01: Provide photocopier for customer use.

NOTE: Record must be added and updated every year.

Pulled from LARP

FACILITIES AND HOURS OF OPERATION

S-14: Provide access to library facilities.

S-14-01: Hours of Operation that meets customer demand including evenings and weekends

Open a minimum of 55 hours per week.

Pulled from LARP

At least 30% of these hours are on evenings and weekends.

YES / NO

Open on Saturday or Sunday

YES / NO

S-14-02: Provide facilities with adequate space to provide access to library resources.

Meet criteria specified in AFH 32-1084, Table 16-20.

Pulled from LARP

S-15: Provide access to professional services.

S-15-01: Provide access to library professionals.

Each librarian works a minimum of 1 night per week
and 1 weekend per month.

YES / NO

S-16: Provide access to library resources.

S-16-01: Provide library shelving to house library collections.

A. Arrange to accommodate existing collection plus 10% to accommodate growth, replacement, or shifting of the collection.

YES / NO

B. Reserved

C. Reserved

S-16-02: Provide data lines/wiring for ILS, ELECTRONIC RESOURCES, and the Internet. (At a minimum, the following areas are wired to allow access to the ILS, ELECTRONIC RESOURCES, and Internet:)

A - Circulation:

YES / NO

B - Technical Services:

YES / NO

C - Reference:

YES / NO

D - Children's:

YES / NO

E- Customer Computer-Use:

YES / NO

S-16-03: Provide a reading area.

Minimum of 1 area with casual seating for at least 5 customers plus minimum of 2, four-place formal tables. YES / NO

S-16-04: Provide a periodical area.

Minimum of 1 area with casual seating for at least 5 customers.

YES / NO

S-16-05: Provide a circulation area.

Minimum of 1 circulation area with separate circulation desk.

YES / NO

S-16-06: Provide an audiovisual area.

Capability of viewing and/or listening to all audiovisual materials in the library.

YES / NO

S-16-07: Provide a children's area.

Minimum of 1 area with appropriately sized furniture

YES / NO

S-16-08: Provide a study area.

Minimum of 4 individual study units/carrels.

YES / NO

S-16-09: Provide a technical services area.	YES / NO
S-16-10: Provide an entrance area/foyer with electronic patron counter.	YES / NO
S-16-11: Provide an area for display of new materials and/or library programs.	YES / NO
S-16-12: Provide a photocopy area.	Pulled from LARP
S-16-13: Provide a faxing area.	YES / NO
-16-14: Provide a typing area.	YES / NO
S-16-15: Provide a staff break area.	YES / NO
S-16-16: Provide a janitorial supply storage area.	YES / NO
S-16-17: Provide a library supply storage area.	YES / NO
S-16-18: RESERVE	
S-16-19: Provide Reference Material Area	YES / NO

S-17: Provide facility infrastructure.

S-17-01: Provide base internet and intranet connectivity for staff. Pulled from LARP

S-17-02: RESERVE

S-17-03: Provide lighting.

60-foot candles for lighting and reading surfaces throughout library. YES / NO

S-17-04: Provide climate controls as required for customer comfort and to avoid deterioration of library materials.

A. Air Conditioning, in facilities that have it, is working properly. YES / NO

B. Heating equipment, in facilities that have it, is working properly. YES / NO

C. Permit proper functioning of library equipment and ensure library materials are protected from extreme humidity. YES / NO

S-17-05: Provide restrooms in same building.

Separate men's and women's restroom facilities. YES / NO

S-17-06: Provide phone lines (voice) for staff use.

A minimum of 1 DSN and 1 commercial line. Pulled from LARP

S-17-07: Adequate parking

(A) Parking area is lighted and clearly marked. YES / NO

(B) Handicapped spaces identified for library customers are convenient to the library. YES / NO

(C) 1 bicycle rack. YES / NO

S-17-08: Provide external signage. (You must Justify your answer.)

Visible sign at library with hours and building number posted and lighted. YES / NO

JUSTIFICATION:

S-17-09: Provide external book drop.

A. Capable of handling return of print materials and protecting returned materials from weather and theft.

YES / NO

B. Reserve

STAFFING

S-18: Provide library staff.

S-18-01: APF AND NAF EMPLOYEES Utilize classification standards for libraries

A. Reserve

B. Libraries are staffed by individuals who possess qualifications based on the following OPM classification standards (or local equivalents for OCONUS installations): 1410: Library Directors and Librarians with MLS from American Library Association accredited institution.

Pulled from LARP

C. Libraries are staffed by individuals who possess qualifications based on the following OPM classification standards (or local equivalents for OCONUS installations): 1411: Library Technicians and Library Aides

Pulled from LARP

D. Libraries are staffed by individuals who possess qualifications based on the following OPM classification standards (or local equivalents for OCONUS installations): 1412: Technical Information Specialists

YES / NO

E. Reserve.

S-18-02: Reserve.

S-18-03: Reserve.

S-18-04: Volunteers do not perform work load identified in OPM standards, NAF MOA or Statement of Work.

YES / NO

S-18-05: Provide library position for information technology support.

A - At least one member of the library staff has computer systems and network experience or education.

YES / NO

B - Systems administrators are subscribed to the AFLIS e-mail discussion list.

YES / NO

TRAINING

S-19: Provide orientations to new library staff members.

S-19-01: Provide orientations for new library staff.

Provide all new staff members, within first month of employment, an orientation that includes: The Installation's Mission; The AFLIS Program and its relationship to the individual's position; The availability of local library(s) and informational resources within the local military and public communities.

YES / NO

S-19-02: Provide orientation for new library directors (Supervisory Librarian).

A. New library directors attend the Air Force Library Manager's Course within one year of assumption of duties.

YES / NO

B. Requirement for MAJCOM new library director on-site training identified within 30 days of new director's arrival.

YES / NO

S-20: Provide basic training in library operations.

S-20-01: Develop a staff-training plan.

Each library staff member has an individual development plan. YES / NO

S-20-02: Provide library directors adequate training opportunities.

A. Minimum of 40 contact hours of formal refresher or update library specific training sponsored by professional association or industry. YES / NO

B. Each library director attends the Air Force Librarians Workshop and MAJCOM breakout and at least 1 national, regional, DoD, or AF-sponsored conference or workshop annually. YES / NO

S-20-03: Provide librarians (other than library directors) and computer specialist's adequate training opportunities. (Minimum of 40 contact hours of formal refresher or update library specific training sponsored by professional association or industry.)

A. Professional support staff YES / NO

B. Computer specialists YES / NO

S-20-04: Provide ALL staff members (other than librarians) adequate training opportunities.

Minimum of 20 hours of formal refresher or update library specific training. May include cross training or Fedlink. (Default set to YES) YES / NO

S-20-05: Library Staff receives training no less than twice yearly on library services. YES / NO

S-21: Provide basic training in library technologies.

S-21-01: Provide training to library technical information support position.

Attend vendor initial systems administration class for operation of library systems and networks. YES / NO

S-21-02: Provide Integrated Library System (ILS) training to library staff.

Training provided by software vendor completed within 2 months for staff unfamiliar with ILS. Hands-on, video, self-paced, or computer-based training (CBT) is acceptable. YES / NO

S-21-03: Provide customer assistance with library technologies.

A. All library staff members provide basic assistance on operation and use of hardware and software located in the library. YES / NO

B. A minimum of 1 library staff member capable of providing expert assistance in troubleshooting problems as well as training library staff and customers is available during operating hours. YES / NO

S-22: Provide cross training.

S-22-01: Provide cross training so customers are provided competent customer service whenever the library is open.

YES / NO

FINANCIAL MANAGEMENT

S-23: Develop library budgets.

S-23-01: Develop annual central APF, local APF, and NAF budgets. Budgets address currency and modernization of materials, information and technical systems, as well as training needs. (Submitted budgets include actual library requirements, full justification and documentation, and meet suspense date in required format.)

- | | |
|----------------|----------|
| A. Central APF | YES / NO |
| B. Local APF | YES / NO |
| C. NAF | YES / NO |

S-23-02: Develop long-range budget plans (at least three years) that reflect the requirement for currency and modernization of materials, information and technology systems, and training needs.

- | | |
|---|----------|
| A. Currency and modernization of materials. | YES / NO |
| B. Information and technology systems. | YES / NO |
| C. Training needs. | YES / NO |

S-24: Manage library expenditures.

S-24-01: Meet obligation targets for Central APF.

Quarterly obligation targets are set by HQ
AFSVA/SVPAL for central APFs YES / NO

S-24-02: Exploit best procedures, partnerships, and sources for favorable prices, terms, and licenses by taking advantage of publisher's discounts and consolidated purchasing opportunities.

A. Utilize standard Air Force and MAJCOM approved acquisition, office collection, and funds management software to accurately manage library acquisitions. YES / NO

B. Purchases are made to ensure there are no breaks in service for recurring requirements. YES / NO

S-24-03: Provide acquisition system for library materials.

A. LEOS used for Central Acquisition Funded Purchases Pulled from LARP

B Local Funds purchases use an Acquisition system. YES / NO

S-24-04: Take Advantage of Joint Service Opportunities for Savings and Efficiencies. (By using FEDLINK contracts or AFLIS LEOS to purchase items then it has been met.)

YES / NO

MARKETING

S-25: Develop and conduct a library-marketing program.

S-25-01: Prepare and conduct an aggressive, comprehensive marketing program.

Promotes and advocates the library, its tri-fold mission, and specific library services as reflected in marketing analysis which may include surveys, focus groups, etc.

YES / NO

S-25-02: Promote and advocate library programs and services through newcomer orientations, education orientation, tours, Commander's Calls, and faculty meetings.

YES / NO

S-25-03: Establish and implement a marketing action plan (MAP) based upon the library's mission and customer feedback.

Identified MAP actions are completed monthly.

YES / NO

S-25-04: Develop a library brochure.

Current library brochure contains hours of operation and description of services provided.

YES / NO

S-25-05: Conduct needs assessment surveys/focus groups.

Conduct a minimum of 1 needs assessment survey or focus group per year.

YES / NO

S-26: Provide library world wide web (WWW) home page.

S-26-01: Develop maintain and update a library WWW page that includes current library services, location, hours of operation and links to other resources on a commercial ISP..

Provide “links” to other WWW sites IAW AFI 33-129, paragraphs 8-14.

YES / NO

S-26-02: Post library services, location, and hours of operation on installation or organizational WWW page.

Pulled from LARP

S-27: Provide customer feedback.

S-27-01: Provide a general customer comment card with return address to Flight Chief, QAE, or COTR. At a minimum, comment cards are reviewed monthly, with follow-up action for any negative comments addressed immediately, and resolved expeditiously.

YES / NO

STAFF AUTOMATION EQUIPMENT

S-28: Provide library staff with technology necessary to accomplish the library mission.

S-28-01: Provide library staff with access to technology necessary for them to perform the library mission. (Each library full-time equivalent (FTE) has access to 1 multimedia workstation with CD-ROM, which provides access to:)

- | | |
|---|------------------|
| A - AF-standard software for word processing, spreadsheets, databases, and presentations | YES / NO |
| B - All staff members have E-mail connectivity. | YES / NO |
| C - All modules of the library's Integrated Library System (ILS). | YES / NO |
| D - At least one networked laser printer. | YES / NO |
| E - Each staff member has access to resources on the Base LAN/WAN. | Pulled from LARP |
| F - Each staff member has access to at least 1 plain paper, fax machine in building. | Pulled from LARP |
| G - Each staff member has access to a scanner. | Pulled from LARP |
| H - The Library Director and up to three key staff members belong to AFLIS discussion list. | YES / NO |

ADMINISTRATION

S-29: Develop and implement plans.

S-29-01: Develop and implement a strategic plan.

Schedule of goals and objectives, updated annually, based upon the AFLIS Strategic Plan and MAJCOM supplement.

YES / NO

S-29-02: Develop and implement a collection development and selection plan.

Updated annually and adheres to the American Library Association (ALA) Freedom of Information Statement, ALA Library Bill of Rights, and includes process for reviewing challenged materials.

YES / NO

S-29-03: Develop and implement a quality control or self-inspection plan.

Demonstrates accomplishment of standards.

YES / NO

S-29-04: Develop and implement a technology plan.

Updated to include new hardware and software enhancements and upgrades or replacements to keep library systems current with changing environment of modern library services.

YES / NO

S-30: Develop and maintain records and reports.

S-30-01: Maintain library records.

Maintain and dispose of records IAW AFI 37-138 and AFMAN 37-139, Table 34-2.

YES / NO

S-30-02: Prepare library annual report.

Completed annually with accurate, verifiable data.

YES / NO

S-30-03: Maintain library continuity book. (The library continuity book contains:)

A - Copies of all documents cited in AFI 34-270, exclusive of regulations

YES / NO

B - Location list for all pertinent documents for the operation of the library and acquisition of materials

YES / NO

C - Pertinent POC addresses and phone numbers

YES / NO

D - Operating instructions (OIs) for major library functions of circulation, acquisitions, cataloging, materials processing, interlibrary loans, on-line services, administration procedures, office collections, and library technology

YES / NO

S-31: Meet suspense's.

S-31-01: Meet suspense's.

Complete suspense's on time with accurate, verifiable data and prepare in the correct format.

YES / NO