

5-STAR LIBRARY PROGRAM RECOGNITION INSTRUCTIONS

The Air Force Libraries 5-Star Recognition Program is an annual recognition of superior achievement for those libraries that have demonstrated excellence in the areas of operations, programs, training, facilities, and customer service. It is not a requirements checklist or an inspection, but an incentive tool and driver to go above standards and reach excellence. A library must achieve **90%** of the total point value for **each** category in order to receive the 5-Star recognition. All 4- and 5-Star bases will receive recognition at the annual Air Force Librarians' Breakout, effective June 2004.

INSTRUCTIONS

1. All general libraries must complete the revised Air Force Library Information System (AFLIS) access form (which includes the 5-Star Program access) and forward to HQ AFSVA/SVPAL, 10100 Reunion Place, Ste 502, San Antonio TX 78216-4138. If librarians and staff members have a current AFLIS access User ID, they do not need to have new signatures for the Security Monitor and Information Assurance Monitor.
2. The 5-Star Score Sheet is generated by the Web Air Force Library Information System (AFLIS). The 5-Star elements are populated with data from the Web AFLIS Golden Eagle Standards for General Libraries. Please note: The Library Annual Report provides much of the data for Golden Eagle Standards and the data is then transferred to the 5-Star report. If the librarian does not agree with the 5-Star report, please review the data provided for LARP and then Golden Eagle Standards.
3. The Library Director must access the web version, print a copy of the score sheet, and verify to ensure an honest assessment of each requirement. Concerns about the assessment should be forwarded to the MAJCOM Librarian. Points given are all or none. Points will be annotated in the "actual point" column for each item. Subtotals, totals and percentages for each category are automatically calculated. **Suspense: 16 Jan 04.**
4. The Combat Support Flight Chief or Supervisor must verify that the evaluation is complete and accurate by signing the 5-Star Program Score Sheet signature page and forward to the Services Commander/Director for review and verification. **Suspense: 23 Jan 04.**
5. The Services Commander/Division Chief must sign the 5-Star Program Score Sheet signature page and send to the Mission Support Group Commander (MSG/CC) for coordination. Bases forward the signature page to the MAJCOM Librarian **NLT 2 Feb 04.**
6. **MAJCOMs must verify all 4- and 5-Star bases.** A physical visit is not necessary, but a careful review must be conducted of all points received. Total stars for each base will be identified on the 5-Star MAJCOM Metric report. Notify MAJCOM SV/CC about verified 4- and 5-Star libraries annually.
7. MAJCOMs forward the completed 5-Star signature page to HQ AFSVA/SVPAL, 10100 Reunion Place, Ste 502, San Antonio TX 78216-4138, **NLT 5 Mar 04.**

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5-Star Library Program Score Sheet FY 2002			* Possible Points	Actual Points
1. OPERATIONS (410)				
1.1. Administration (150)				
	1.1.1. Participate as active member of at least one consortia or network (local, county, state, regional, etc.) in addition to AFLIS- and/or MAJCOM-sponsored, such as OCLC or FEDLINK (GES-04-01)		5	
	1.1.2. Partner with other Air Force, DoD, Federal, State and Local libraries and activities other than FEDLINK and OCLC (GES-05-01)		5	
	1.1.3. Hours of Operation that meets customer demand including - 55 hours per week (GES-14-01A)		10	
	1.1.4. Hours of Operation that meets customer demand including - 30% of operating hours are evenings and weekends (GES-14-01B)		10	
	1.1.5. Hours of Operation that meets customer demand including - Open on Saturday or Sunday (GES-14-01C)		10	
	1.1.6. Develop and implement a strategic plan, schedule of goals and objectives, updated annually, based upon the AFLIS Strategic Plan and MAJCOM supplement (GES-29-01)		10	
	1.1.7. Develop and implement a collection development and selection plan (GES-29-02)		10	
	1.1.8. Develop and implement a quality control or self-inspection plan (GES-29-03)		5	
	1.1.9. Develop and implement a technology plan (GES-29-04)		10	
	1.1.10. Prepare library annual report. Completed annually with accurate, verifiable data by the suspense date. Verified by MAJCOM (GES-30-02)		30	
	1.1.11. Maintain library continuity book that contains - Copies of all documents cited in AFI 34-270, exclusive of regulations (GES-30-03A)		5	
	1.1.12. Maintain library continuity book that contains - Location list for all pertinent documents for the operation of the library and acquisition of materials (GES-30-03B)		5	
	1.1.13. Maintain library continuity book that contains - Pertinent POC addresses and phone numbers (GES-30-03C)		5	
	1.1.14. Maintain library continuity book that contains - Operating instructions (OIs) for major library functions of circulation, acquisitions, cataloging, materials processing, interlibrary loans, on-line services, administration procedures, office collection (GES-30-03D)		20	
	1.1.15. Meet formal MAJCOM and AFI 34-270 required suspenses. Complete suspenses on time with accurate, verifiable data and completed in the correct format (GES-31-01)		10	
	Sub Total:		150	
1.2. Collection (40)				
	1.2.1. Maintain AFLIS core periodical titles plus a minimum of 25 additional print titles (GES-08-03)		10	
	1.2.2. Update 5 percent of the physical In-house Library collection. (GES-08-05)		30	
	Sub Total:		40	
1.3. Education (20)				
	1.3.1. Meet quarterly with education personnel to identify scope of education programs and curriculum requirements (GES-10-05)		5	
	1.3.2. Consult home campus librarians to coordinate library support for degree programs (GES-10-06)		5	
	1.3.3. Attend and participate in base education planning and advisory meetings (GES-10-07)		10	
	Sub Total:		20	
1.4. Financial Mgmt (80)				
	1.4.1. Develop annual central APF budget. Budget addresses currency and modernization of materials, information and technical system, as well as training needs (GES-23-01A)		10	
	1.4.2. Develop annual local APF budget. Budget addresses currency and modernization of materials, information and technical system, as well as training needs (GES-23-01B)		10	
	1.4.3. Develop annual NAF budget. Budget addresses currency and modernization of materials, information and technical system, as well as training needs (GES-23-01C)		10	

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	1.4.4. Develop long range budget plans (at least three years) that reflect the requirement for currency and modernization of materials (GES-23-02A)	10	
	1.4.5. Develop long range budget plans (at least three years) that reflect the requirement for information and technology systems (GES-23-02B)	10	
	1.4.6. Develop long range budget plans (at least three years) that reflect the training requirements (GES-23-02C)	10	
	1.4.7. Meet obligation targets for Central APF. Quarterly obligation targets are set by HQ AFSVA/SVPAL for central APFs (GES-24-01)	20	
	Sub Total:	80	
1.5. Marketing (40)			
	1.5.1. Promote and advocate library programs and services through newcomer orientations, education orientation, tours, Commanders Calls, and faculty meetings (GES-25-02)	10	
	1.5.2. Establish, implement, and update annually a marketing action plan (MAP) based upon the library's mission and customer feedback (GES-25-03)	15	
	1.5.3. Develop and distribute library brochure (GES-25-04)	5	
	1.5.4. Conduct needs assessment surveys/focus groups (GES-25-05)	10	
	Sub Total:	40	
1.6. Technology (80)			
	1.6.1. Use Integrated Library System (ILS) consisting of an online public access catalog (OPAC) module, circ control module, cataloging module, and WWW OPAC for library customers to view the library holdings over the internet - OPAC (GES-11-01A)	10	
	1.6.2. Use Integrated Library System (ILS) consisting of an online public access catalog (OPAC) module, circ control module, cataloging module, and WWW OPAC for library customers to view the library holdings over the internet - Circulation Control (GES-11-01B)	10	
	1.6.3. Use Integrated Library System (ILS) consisting of an online public access catalog (OPAC) module, circ control module, cataloging module, and WWW OPAC for library customers to view the library holdings over the internet - Cataloging (GES-11-01D)	10	
	1.6.4. Use Integrated Library System (ILS) consisting of an online public access catalog (OPAC) module, circ control module, cataloging module, and WWW OPAC for library customers to view the library holdings over the internet - WWW/OPAC (GES-11-01F)	10	
	1.6.5. Provide library staff with access to technology necessary for them to perform the library mission - AF-standard software for word processing, spreadsheets, databases, and presentations (GES-28-01A)	5	
	1.6.6. Provide library staff with access to technology necessary for them to perform the library mission - All staff members have e-mail connectivity (GES-28-01B)	5	
	1.6.7. Provide library staff with access to technology necessary for them to perform the library mission - All modules of the library's Integrated Library System (GES-28-01C)	5	
	1.6.8. Provide library staff with access to technology necessary for them to perform the library mission - At least one networked laser printer (GES-28-01D)	5	
	1.6.9. Provide library staff with access to technology necessary for them to perform the library mission - Each staff member has access to a LAN/WAN (GES-28-01E)	5	
	1.6.10. Provide library staff with access to technology necessary for them to perform the library mission - Each staff member has access to at least 1 plain paper, fax machine in building (GES-28-01F)	5	
	1.6.11. Provide library staff with access to technology necessary for them to perform the library mission - Each staff member has access to a scanner (GES-28-01G)	5	
	1.6.12. Provide library staff with access to technology necessary for them to perform the library mission - The Library Director and up to 3 key staff members belong to the AFLIS Discussion List (GES-28-01H)	5	
	Sub Total:	80	
	Category Total:	410	
	Category Percentage		
2. PROGRAMS (180)			
2.1. Collection (90)			
	2.1.1. Provide circulating book collections of adult fiction and non-fiction as well as juvenile fiction and non-fiction - Book collection turnover ration ≥ 2.0 (GES-08-01A)	20	
	2.1.2. Provide circulating book collections of adult fiction and non-fiction as well as	10	

	juvenile fiction and non-fiction - Leased collection turnover ratio >=5.0 (GES-08-01B)		
	2.1.3. Provide circulating non-print collections of audio materials - Audiovisual collection turnover ratio >=2.0 (GES-08-02A)	20	
	2.1.4. Provide circulating non-print collections of audio materials - Leased non-book collection turnover ratio >=5.0 (GES-08-02B)	10	
	2.1.5. Maintain collections that support Air Force initiatives and base unique mission requirements, such as Transition assistance or Chief of Staff Reading List (GES-09-02)	10	
	2.1.6. Provide full services including print, non-print, and electronic - Print (GES-01-02A)	5	
	2.1.7. Provide full services including print, non-print, and electronic - Non-Print (GES-01-02B)	5	
	2.1.8. Provide full services including print, non-print, and electronic - Electronic (GES-01-02C)	10	
	Sub Total:	90	
2.2. Marketing (30)			
	2.2.1. 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 (GES-26-01)	20	
	2.2.2. Post library services, location, and hours of operation on installation or organizational WWW page (GES-26-02)	10	
	Sub Total:	30	
2.3. Programming (50)			
	2.3.1. Provide adult and children's programs - Adult programs: 3 per year (GES-10-01A)	20	
	2.3.2. Provide adult and children's programs - Children's programs: 3 per year (GES-10-01B)	10	
	2.3.3. Provide adult and children's programs - Young adult programs: 1 per year (GES-10-01C)	20	
	Sub Total:	50	
2.4. Ref & Research (10)			
	2.4.1. 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 collections (GES-01-04)	10	
	Sub Total:	10	
	Category Total:	180	
	Category Percentage		
3. TRAINING (225)			
3.1. Continuing Education (115)			
	3.1.1. Provide library directors adequate training opportunities Minimum of 40 contract hours of formal refresher or update library-specific training sponsored by professional association or industry (GES-20-02A)	20	
	3.1.2. Each library director attends the Air Force Librarians Workshop and at least 1 national, regional, DoD or AF-sponsored conference or workshop annually (GES20-02B)	20	
	3.1.3. Provide librarians (other than library directors) and computer specialists a minimum of 40 contact hours of formal refresher or update library-specific training sponsored by professional association or industry - Professional Support Staff (GES-20-03A)	10	
	3.1.4. Provide librarians (other than library directors) and computer specialists a minimum of 40 contact hours of formal refresher or update library specific training sponsored by professional association or industry - Computer specialists (GES-20-03B)	10	
	3.1.5. Provide staff members (other than librarians) a minimum of 20 hours of formal refresher or update library specific training. May include cross training (GES-20-04)	20	
	3.1.6. Provide Integrated Library System (ILS) training to library staff (GES-21-02)	10	
	3.1.7. Provide customer assistance with library technologies - All library staff members provide basic assistance on operation and use of hardware and software located in the library (GES-21-03A)	10	
	3.1.8. Provide customer assistance with library technologies - A minimum of one library staff member capable of providing expert assistance in troubleshooting problems as		

	well as training library staff and customers is available during operating hours (GES-21-03B)	15
	Sub Total:	115
3.2. Planning (10)		
	3.2.1. Develop a staff training plan (GES-20-01)	10
	Sub Total:	10
3.3. Qualifications (100)		
	3.3.1. APF AND NAF EMPLOYEES Utilize classification standards for libraries - Libraries are staffed by individuals who possess qualifications based on the following OPM classification standards (or local equivalents for OCONUS installations) 1410 for Library (GES-18-01B)	30
	3.3.2. APF AND NAF EMPLOYEES Utilize classification standards for libraries - Libraries are staffed by individuals who possess qualifications based on the following OPM classification standards (or local equivalents for OCONUS insallations) 1411- Library Technicians and Library Aides (GES-18-01C)	25
	3.3.3. APF AND NAF EMPLOYEES Utilize classification standards for libraries - Libraries are staffed by individuals who possess qualifications based on the following OPM classification standards (or local equivalents for OCONUS installations) 1412 - Technical Information Specialist (GES-18-01D)	25
	3.3.4. Provide library position for information technology support. - At least one member of the library staff has computer systems and network experience or education (GES-18-05A)	15
	3.3.5. Provide library position for information technology support. - Systems administrators are subscribed to the AFLIS e-mail discussion list (GES-18-05B)	5
	Sub Total:	100
	Category Total:	225
	Category Percentage	
4. FACILITIES (220)		
4.1. Facility Project Mgmt (30)		
	4.1.1. Facility has all required core functional areas and space requirements for size of installation IAW AFH 32-1084, Table 16-20 (GES-14-02)	30
	Sub Total:	30
4.2. Functional Area (55)		
	4.2.1. Provide a technical services area (GES-16-09)	5
	4.2.2. Provide an entrance area/foyer with electronic patron counter (GES-16-10)	5
	4.2.3. Provide an area for display of new materials and/or library programs (GES-16-11)	5
	4.2.4. Provide a photocopy area (GES-16-12)	5
	4.2.5. Provide a fax area (GES-16-13)	5
	4.2.6. Provide a typing area (GES-16-14)	10
	4.2.7. Provide a staff break area (GES-16-15)	5
	4.2.8. Provide a janitorial supply storage area (GES-16-16)	5
	4.2.9. Provide a library supply storage area (GES-16-17)	5
	4.2.10. Provide reference material area (GES-16-19)	5
	Sub Total:	55
4.3. Furnishings (35)		
	4.3.1. Provide library shelving to house library collections that accommodate the existing collection plus 10% to accommodate growth, replacement, or shifting of the collection (GES-16-01)	5
	4.3.2. Provide a reading area with casual seating for at least 5 customers plus a minimum of 2 four-place formal tables (GES-16-03)	5
	4.3.3. Provide a periodical area with casual seating for at least 5 customers (GES-16-04)	5
	4.3.4. Provide a circulation area with a separate circulation desk (GES-16-05)	5
	4.3.5. Provide an audiovisual area with the capability of viewing and/or listening to all audiovisual materials in the library (GES-16-06)	5
	4.3.6. Provide a children's area with appropriately sized furniture (GES-16-07)	5

	4.3.7. Provide a study area with a minimum of 4 individual study units/carrels (GES-16-08)	5	
	Sub Total:	35	
4.4. Infrastructure (75)			
	4.4.1. Provide data lines/wiring for ILS, electronic resources, and the Internet - Circulation (GES-16-02A)	10	
	4.4.2. Provide data lines/wiring for ILS, electronic resources, and the Internet - Technical Services (GES-16-02B)	10	
	4.4.3. Provide data lines/wiring for ILS, electronic resources, and the Internet - Reference (GES-16-02C)	10	
	4.4.4. Provide data lines/wiring for ILS, electronic resources, and the Internet - Children's (GES-16-02D)	10	
	4.4.5. Provide data lines/wiring for ILS, electronic resources, and the Internet - Customer computer use (GES-16-02E)	10	
	4.4.6. Provide base internet and intranet connectivity for staff (GES-17-01)	10	
	4.4.7. Provide 60-foot candles for lighting and reading surfaces throughout library (GES-17-03)	5	
	4.4.8. Provide restrooms in same building. Separate men's and women's restroom facilities (GES-17-05)	5	
	4.4.9. Provide phone lines (voice) for staff use. A minimum of 1 DSN and 1 commercial (GES-17-06)	5	
	Sub Total:	75	
4.5. Infrastructure External (25)			
	4.5.1. Adequate parking - Parking area is lighted and clearly marked (GES-17-07A)	5	
	4.5.2. Adequate parking - Handicapped spaces identified for library customers are convenient to the library (GES-17-07B)	5	
	4.5.3. Adequate parking - 1 bicycle rack (GES-17-07C)	5	
	4.5.4. Provide external signage that is visible with hours and building number posted and lighted (GES-17-08)	5	
	4.5.5. Provide external bookdrop (GES-17-09A)	5	
	Sub Total:	25	
	Category Total:	220	
	Category Percentage		
5. CUSTOMER SERVICE (325)			
5.1. Equipment (90)			
	5.1.1. Provide a minimum of 3 customer ILS workstations with 1 additional workstation provided for every 25,000 physical attendees over 50,000 (based on annual statistics) (GES-11-07)	30	
	5.1.2. Provide multiple format computers for customers to access the electronic resources and the Internet. A 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) (GES-12-01)	30	
	5.1.3. Provide customers printing capabilities, a minimum of 2 networked laser printer (12 pages per minute, 600DPI x 600DPI resolution) (GES-12-02)	20	
	5.1.4. Provide photocopier for customer use (GES-13-01)	10	
	Sub Total:	90	
5.2. Instruction (60)			
	5.2.1. Provide current end-users research tips, guides, or pathfinders for electronic resources (GES-07-05)	10	
	5.2.2. Provide informal training for end-users SUCH AS on-line, CD-ROM, Internet searching, and reference resources and services (GES-10-02)	20	
	5.2.3. Provide formal library instructions or orientation for education classes (GES-10-03)	20	
	5.2.4. Train organizational POCs in managing office accounts (GES-10-04)	10	
	Sub Total:	60	
5.3. Ref & Research (120)			
	5.3.1. Provide research, bibliographies, and reference materials and services - Offer reference and research services (GES-01-01A)	15	

	5.3.2. Provide research, bibliographies, and reference materials and services - Offer reference and research materials (GES-01-01B)	15	
	5.3.3. Promote, train staff, and use Air Force Centrally funded document delivery contract to obtain information not readily available in the library (GES-02-01)	20	
	5.3.4. Deliver documents via e-mail, fax, file transfer, first class, or express mail. Provide this service free of charge to library customers (GES-02-02)	10	
	5.3.5. Provide ILL services - Items Loaned (GES-02-03A)	10	
	5.3.6. Provide ILL services - Items Borrowed (GES-02-03B)	10	
	5.3.7. Provide customer access to FirstSearch (GES-07-01)	20	
	5.3.8. Provide electronic access to periodicals, newspapers, indexes and all full-text databases (GES-07-04)	20	
	Sub Total:	120	
	5.4. Staffing (30)		
	5.4.1. Provide access to library professionals. Each librarian works a minimum of 1 night per week and 1 weekend per month (GES-15-01)	30	
	Sub Total:	30	
	5.5. Technology (25)		
	5.5.1. Provide customers with word processing, database management, spreadsheet, and presentation software (GES-12-03)	10	
	5.5.2. Provide customers e-mail capability (GES-12-05)	15	
	Sub Total:	25	
	Category Total:	325	
	Category Percentage		
	Total:	1360	

* All or none

Page POC: HQ AFSVA - SVPAL - E-mail: Air Force Libraries

5-Star Library Program Signature Page

Combat Support Flight Chief/Supervisor

Date

Services Commander/Division Chief

Date

Mission Support Group Commander

Date

MAJCOM Librarian

Date

**5-Star Library Program Metric
AETC - FY 2003**

LIBRARY	OPERATIONS (410)	PROGRAMS (180)	TRAINING (225)	FACILITIES (220)	CUSTOMER SERVICE (325)	TOTAL # OF STARS
3010 - KEESLER AFB MS 39534-2345						
3020 - SHEPPARD AFB TX 76311-3043						
3022 - COLUMBUS AFB MS 39710-5102						
3029 - VANCE AFB OK 73705-5710						
3030 - GOODFELLOW AFB TX 76909-4711						
3047 - LACKLAND AFB TX 78236-5518						
3089 - RANDOLPH AFB TX 78150-4405						
3099 - LAUGHLIN AFB TX 78843-5125						
3300 - GUNTER ANNEX MAXWELL AFB AL						
4419 - ALTUS AFB OK 73523-5134						
4460 - LITTLE ROCK AFB AR 72099-5289						
4819 - TYNDALL AFB FL 32403-5531						
4887 LUKE AFB AZ 85309-1220						