

GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
PROGRAMS AND SERVICES								
S-01: Provide research, bibliographies, and reference materials and services.								
S-01-01: Provide research, bibliographies, and reference materials and services.		M, E, Q						
	A. Offer Reference and Research Services YES/NO		C	D	LIPSERV.NUMREFS > 0	5.3.1		
	B. Offer Reference and Research Materials YES/NO		C	D		5.3.2		
	C. Prepare Bibliographies YES/NO		C	D	LIPSERV.NUMLIBS > 0			
S-01-02: Provide full services including print, non-print, electronic resources, and Internet resources.		M, E, Q						
	A -Print: YES / NO				LIPMAT.(SHELFADULT + SHELFJUVE + SHELFLECT + BOUND + PERIOLIB + PERIOLIBLECT + PERIOFFI + PERIOFFIELECT + NEWSLIB + NEWSLIBELEC + NEWSOFFI + NEWSOFFIELECT + TOTALCOLLE) > 0	2.1.4		
	B - Non-Print: YES / NO				LIPMAT.(RECORDAUDI + RECORDVIDE + TOTALCOLLENBOOK) > 0	2.1.5		
	C - Electronic Resources: YES / NO				LIPMAT(COMPSOFT + CDROM + ONLINESRVDATA) > 0	2.1.6		
	D - Internet Resources: YES / NO				LIPAUTO.(STAFFILSISP + CUSTILSISP + SHAREDILSISP + STAFFISP + CUSTISP + SHAREDISP + STAFFCOMBISP + CUSTCOMBISP + SHAREDCOMBISP) > 0			
S-01-03: Maintain Air Force general library core reference titles. SET DEFAULT TO YES	YES / NO	M, E						

Legend:
(E) - Education (Professional and Military)

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
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.	YES / NO	M, E	P	D	LIPSERV.NUMAWARE > 0	2.4.1		
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.	YES / NO	M, E, Q			LIPSERV.ARTPURCH > 0	5.3.3		
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	M, E	C	D		5.3.4		
S-02-03: Provide ILL services								
		M, E, Q	C	D				
	A - Items Loaned YES/NO				LIPSERV.NUMLOAN > 0	5.3.5		
	B - Items Borrowed YES/NO				LIPSERV.NUMBORROW > 0	5.3.6		
S-03: Reserved								
S-04: Participate in consortia/networks.								
S-04-01: Participate as active members of at least one consortia or network (local, county, state, regional, etc.) in addition to AFLIS- or MAJCOM-sponsored, such as OCLC or FEDLINK.	YES / NO	M, E, Q	C	D	LIPSERV.LIBPRIMNET NOT EQUAL TO "FEDLINK"	1.1.1		
S-05: Partnerships								
S-05-01: Partner with other Air Force, DoD, Federal, State and Local libraires and activities other than FEDLINK and OCLC. (Must Justify answer).	YES / NO	M, E, Q				1.1.2		
S-06: RESERVED								

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
S-07: Provide Electronic Databases.								
S-07-01: Provide customer access to FirstSearch.	Supply Number of Searches	M, E, Q			If they enter a number > 0 then it will be a Yes.	5.3.7		
S-07-02 RESERVED								
S-07-03 RESERVED								
S-07-04: Provide ELECTRONIC access to periodicals, newspapers, indexes and full-text databases.	YES / NO	M, E, Q	C	D	LIPMATS.(PERIOLIBELEC + PERIOFFIELEC + NEWSLIBELEC + NEWSOFFIELEC) > 0	5.3.8		
S-07-05: Provide current end-user research tips, guides, or pathfinders for electronic resources.	YES / NO	M, E, Q				5.2.1		
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.		M, E, Q						
	(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 YES / NO				vw_BookCollectionSummary(R9 + R10 + R11 + R12) / vw_BookCollectionSummary(R1) ≥ 2.0 (Circulation (Fiction Adult + Juvenile) + circulation (Nonfiction Adult + Juvenile) + circulation (Leased Adult + Juvenile) + circulation (in house adult + Juvenile) / material summary (shelf adult + juvenile + bound + electronic))	1.2.1 & 2.1.1		
	(B) Leased Collection Turnover Ratio ≥ 5.0 YES / NO				vw_BookCollectionSummary(R22 / R23) ≥ 5.0 (Circulation (Adult leased + Juvenile leased) / Material (shelf adult + Juvenile + Bound + electronic + audio + video + Newspapers + periodicals + electronic + technical + non technical + computer software + cdroms))	1.2.2 & 2.1.2		

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
S-08-02: Provide circulating non-print collections of audio materials (cassettes and CDs), video materials, microforms, and other non-print collections as needed.		M, E, Q						
	(A) Measured by computing the average turnover ratio for each category: TURNOVER RATIO = [TOTAL CIRCULATION] / [TOTAL COLLECTION SIZE] Audiovisual Collection Turnover Ratio >= 2.0 YES/ NO				vw_AudioVisualSummary(R4 / R1) >= 2.0 (circulation (audio + video) / material (audio + video))	1.2.3		
	B) Leased Non-Book Collection Turnover Ratio >= 5.0 YES / NO				LIPCNON.(LEASEDNBOOKCIRC / LEASEADDNBOOK) + LIPMATS.TOTALCOLLENBOOK >= 5.0	1.2.4		
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. YES / NO	M, E, Q			LIPFOBG.(SUBSCAP + LSUBSLAP + LSUBSNAF) >= 75	1.2.5		
S-08-04: Conduct inventory of physical collection	Complete inventory of entire library collection every 5 years. YES / NO	M, E, Q						

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
S-08-05: Update physical IN-HOUSE LIBRARYcollection.	<p>At a minimum, select (add) not less than 5% and deselect (withdraw) not less than 5% of collection annually.% COLLECTION ADDED = [ITEMS ADDED TO COLLECTION] / ([TOTAL COLLECTION] + [ITEMS WITHDRAWN] - [ITEMS ADDED]) % COLLECTION WITHDRAWN = [ITEMS WITHDRAWN FROM COLLECTION] / ([TOTAL COLLECTION] + [ITEMS WITHDRAWN] - [ITEMS ADDED]) WHERE COLLECTION = BOOKS + SUBSCRIPTIONS + AUDIOVISUAL MATERIALS + TECHNICAL REPORTS + CD-ROMS. YES / NO</p>				<p>VW_BOOKCOLLECTIONSUMMARY.(R2 / R15) >= .05 AND VW_BOOKCOLLECTIONSUMMARY.(R3 / R15) >= .05 larp field that cooresponds with formula (R2 = Material Added/Withdrawn Screen, BookPrintAdded + BookElectronicAdded) (R3 = Material Added/Withdrawn Screen, BookPrintWithdrawn + BookElectronicWithdrawn) (R15 = [Material Inventory Screen (ShelfBookAdult + ShelfBookJuvenile + ShelfBookBoundPeriodicals + ShelfBookElectronic)] - [Material Added/Withdrawn Screen (BooksPrintAdd + BooksElectronicAdd) + (BooksPrintWithdrawn + BooksElectronicWithdrawn)])</p>	1.2.6		
S-09: Provide reserve and special collections.								
S-09-01: Coordinate with instructors to support reserve collections.	YES / NO	E						
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.	<p>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</p>	M				2.1.3		

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
S-10: Provide programming and orientations.								
S-10-01: Provide adult and children's programs.		Q						
	(A) Adult programs: 3 per year. YES / NO					2.3.1		
	(B) Children's programs: 3 per year. YES / NO					2.3.2		
	(C) Young adult programs: 1 per year. YES/NO					2.3.3		
S-10-02: Provide informal training for end-users SUCH AS on-line, CD-ROM, Internet searching, and reference resources and services	YES / NO	M, E, Q	C	D		5.2.2		
S-10-03: Provide formal library instruction or orientation for education classes.	Orientations provided at least once per semester or once per quarter. YES / NO	E	C	D	LIPSERV.ORIENTATE > 0	5.2.3		
S-10-04: Train organizational POCs in MANAGING OFFICE ACCOUNTS.	Training provided on a continual, as-needed basis. YES / NO	M				5.2.4		
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	E				1.3.1		
S-10-06: Consult home campus librarians to coordinate library support for degree programs.	YES / NO	E				1.3.2		
S-10-07: Attend and participate in base education planning and advisory meetings.	YES / NO	E				1.3.3		

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
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.		M, E, Q						
	(A) OPAC: YES / NO		C	D	LIPAUTO.LIBSYS = Y	1.6.1		
	(B) Circulation Control: YES / NO		C	D	LIPAUTO.CIRCS = Y	1.6.2		
	(C) Reserved							
	(D) Cataloging: YES / NO		C	D	LIPAUTO.CATALOG = Y	1.6.3		
	(E) Reserved							
	(F) WWW OPAC: YES / NO				LIPAUTO.WEBCON = Y	1.6.4		
	(G) Reserved		C	D				
S-11-02: RESERVE								
S-11-03: Utilize full-MARC (machine readable cataloging) record format and adhere to NISO Z39.50 standards.	YES / NO	M, E, Q	C	D				
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	M, E, Q						

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
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). YES / NO	M, E, Q			If LIPFAC.(MAINNUMATT + BRA1ATT + SERVATT + FIELDATT + SITEATT + BOOKMATT) > 50,000 Take the difference and divide it by 25,000. This determines the additional terminals needed. Add this number to the number of required terminals (3). If this number is less than or equal to LIPAUTO.(EQPUBTERM + EQSHATERM + EQPUBTERMCOM + EQSHATERMCOM) , than the answer is yes.	5.1.1		
S-11-08: RESERVE								
S-11-09: Protect ILS by using an Uninterruptable Power Supply (UPS).	YES / NO	M, E, Q						
S-12: Maintain customer-use computers.								
S-12-01: Provide multiple format computers for customers to access the Electronic resources and the Internet that meets current AF Standards. (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). YES / NO	M, E, Q	C	D	If LIPFAC.(MAINNUMATT + BRA1ATT + SERVATT + FIELDATT + SITEATT + BOOKMATT) > 50,000 Take the difference and divide it by 5,000. This determines the additional terminals needed. Add this number to the number of required terminals (5). If this number is less than or equal to LIPAUTO.(CUSTILSAFMIL + CUSTILSISP + CUSTILSBOTH + SHAREDILSAFMIL + SHAREDILSISP + SHAREDILSBOTH + CUSTAFMIL + CUSTISP + CUSTBOTH + SHARED AFMIL + SHAREDISP + SHAREDBOTH + CUSTCOMBAFMIL + CUSTCOMBISP + CUSTCOMBBOTH + SHARED COMBAFMIL + SHARED COMBISP + SHARED COMBBOTH) , than the answer is yes.	5.1.2		
S-12-02: Provide customers printing capabilities.	Minimum of 2 networked laser printer (12 pages per minute, 600DPI x 600DPI resolution). YES / NO	M, E, Q	C	D	LIPAUTO.(EQPUBPRIN_ILS + EQSHAPRIN_ILS + EQPUBPRIN_NON + EQSHAPRIN_NON + EQPUBPRIN_COM + EQSHAPRIN_COM) >= 2	5.1.3		
S-12-03: Provide customers with word processing, database management, spreadsheet, and presentation software.	YES / NO	M, E, Q				5.5.1		

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
S-12-04: RESERVE		M, E, Q						
S-12-05: Provide Customers E-Mail capability.	YES / NO	Q	C	D		5.5.2		
S-13: Provide photocopier.								
S-13-01: Provide photocopier for customer use.	YES / NO	M, E, Q	C	D	LIPSERV.NUMCOPIER > 0	5.1.4		

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
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 weekeneds.		M, E, Q						
	(A) Open a minimum of 55 hours per week. YES / NO		C	D	LIPSCHE(MONCUST + TUECUST + WEDCUST + THUCUST + FRICUST+ SATCUST + SUNCUST) >= 55	1.1.3		
	(B) At least 30% of these hours are on evenings and weekeneds. YES / NO		C	D		1.1.4		
	(C) OPEN ON SATURDAY OR SUNDAY YES / NO		C	D		1.1.5		
S-14-02: Provide facilities with adequate space to provide access to library resources.		M, E, Q						
	Meet criteria specified in AFH 32-1084, Table 16-20. YES / NO				LIPFAC.SQMAUTI >= LIPFAC.SQMAUT	4.1.1		
S-15: Provide access to professional services.								
S-15-01: Provide access to library professionals.		M, E, Q						
	Each librarian works a minimum of 1 night per week and 1 weekend per month. YES / NO					5.4.1		
S-16: Provide access to library resources.								
S-16-01: Provide library shelving to house library collections.		M, E, Q						
	(A) Arrange to accommodate existing collection plus 10% to accommodate growth, replacement, or shifting of the collection. YES / NO		C	D		4.3.1		
	(B) Reserved		C	D				
	©Reserved		C	D				

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
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:	M, E, Q						
	(A) - Circulation: YES / NO		C	D		4.4.1		
	(B) - Technical Services: YES / NO		C	D		4.4.2		
	(C) - Reference: YES / NO		C	D		4.4.3		
	(D) - Children's: YES / NO		C	D		4.4.4		
	(E) - Customer Computer-Use: YES / NO		C	D		4.4.5		
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	M, E, Q	C	D		4.3.2		
S-16-04: Provide a periodical area.	Minimum of 1 area with casual seating for at least 5 customers. YES / NO	M, E, Q	C	D		4.3.3		
S-16-05: Provide a circulation area.	Minimum of 1 circulation area with separate circulation desk. YES / NO	M, E, Q	C	D		4.3.4		
S-16-06: Provide an audiovisual area.	Capability of viewing and/or listening to all audiovisual materials in the library. YES / NO	M, E, Q	P	D		4.3.5		
S-16-07: Provide a children's area.	Minimum of 1 area with appropriately sized furniture YES / NO	M, E, Q	C	D		4.3.6		
S-16-08: Provide a study area.	Minimum of 4 individual study units/carrels. YES / NO	M, E, Q	C	D		4.3.7		
S-16-09: Provide a technical services area.	YES / NO	M, E, Q	C	D		4.2.1		
S-16-10: Provide an entrance area/foyer with electronic patron counter.	YES / NO	M, E, Q	C	D		4.2.2		

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S-16-11: Provide an area for display of new materials and/or library programs.	YES / NO	M, E, Q	C	D		4.2.3		
S-16-12: Provide a photocopy area.	YES / NO	M, E, Q	C	D	LIPSERV.NUMCOPIER > 0	4.2.4		
S-16-13: Provide a faxing area.	YES / NO	M, E, Q	C	D		4.2.5		
S-16-14: Provide a typing area.	YES / NO	M, E, Q	C	D		4.2.6		
S-16-15: Provide a staff break area.	YES / NO	M, E, Q	P	D		4.2.7		
S-16-16: Provide a janitorial supply storage area.	YES / NO	M, E, Q	C	D		4.2.8		
S-16-17: Provide a library supply storage area.	YES / NO	M, E, Q	C	D		4.2.9		
S-16-18: RESERVE								
S-16-19: Provide Reference Material Area	YES / NO	M, E, Q	C	D		4.2.10		
S-17: Provide facility infrastructure.								
S-17-01: Provide base internet and intranet connectivity for staff.	YES / NO	M, E, Q			LIPAUTO.(STAFFILSAFMIL > 0 OR STAFFILSISP > 0 OR SHAREDILSAFMIL > 0 OR SHAREDILSISP > 0 OR STAFFAFMIL > 0 OR STAFFISP > 0 OR SHARED AFMIL > 0 OR SHAREDISP > 0 OR STAFFCOMBAFMIL > 0 OR STAFFCOMBISP > 0 OR SHARED COMBAFMIL > 0 OR SHARED COMBISP > 0)	4.4.6		
S-17-02: RESERVE								
S-17-03: Provide lighting.	60-foot candles for lighting and reading surfaces throughout library. YES / NO	M, E, Q	C	D		4.4.7		
S-17-04: Provide climate controls as required for customer comfort and to avoid deterioration of library materials.		M, E, Q						
	(A) Air Conditioning, in facilities that have it, is working properly. YES / NO		C	D				
	(B) Heating equipment, in facilities that have it, is working properly. YES / NO		C	D				

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	(C) Permit proper functioning of library equipment and ensure library materials are protected from extreme humidity. YES / NO		C	D				
S-17-05: Provide restrooms in same building.	Separate men's and women's restroom facilities. YES / NO	M, E, Q	C	D		4.4.8		
S-17-06: Provide phone lines (voice) for staff use.	A minimum of 1 DSN and 1 commercial line. YES / NO	M, E, Q	C	D	IF LIPSID.DSN AND LIPSID.COMMERCIAL ARE NOT BLANK	4.4.9		
S-17-07: Adequate parking		M, E, Q						
	(A) Parking area is lighted and clearly marked. YES / NO		C	D		4.5.1		
	(B) Handicapped spaces identified for library customers are convenient to the library. YES / NO		C	D		4.5.2		
	(C) 1 bicycle rack. YES / NO		C	D		4.5.3		
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	M, E, Q				4.5.4		
S-17-09: Provide external bookdrop.		M, E, Q						
	(A) Capable of handling return of print materials and protecting returned materials from weather and theft. YES / NO		C	D		4.5.5		
	(B) Reserve							

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STAFFING								
S-18: Provide library staff.								
S-18-01: APF AND NAF EMPLOYEES Utilize classification standards for libraries		M, E, Q						
	(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 YES / NO		C	D	if liperso.series = 1410 then Yes	3.3.1		
	(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 YES / NO		C	D	if liperso.series = 1411 then Yes	3.3.2		
	(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		C	D	YES / NO	3.3.3		
	E. Reserved							
S-18-02: Reserve.								
S-18-03: Reserve.								

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S-18-04: Volunteers do not perform work load identified in OPM standards, NAF MOA or Statement of Work.	YES / NO	M, E, Q	C	D				
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	M, E, Q				3.3.4		
	(B) - Systems administrators are subscribed to the AFLIS e-mail discussion list. YES/NO					3.3.5		

Legend:
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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
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	M, E, Q						
S-19-02: Provide orientation for new library directors (Supervisory Librarian).		M, E, Q						
	(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	M, E, Q				3.2.1		

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
S-20-02: Provide library directors adequate training opportunities.		M, E, Q						
	(A) Minimum of 40 contact hours of formal refresher or update library specific training sponsored by professional association or industry. YES / NO					3.1.1		
	(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					3.1.2		
S-20-03: Provide librarians (other than library directors) and computer specialists adequate training opportunities.		M, E, Q						
	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					3.1.3		
	(B) Computer specialists YES/NO					3.1.4		
S-20-04: Provide ALL staff members (other than librarians) adequate training opportunities.		M, E, Q						
	Minimum of 20 hours of formal refresher or update library specific training. May include cross-training shown below. YES / NO					3.1.5		
S-20-05: Library Staff receives training no less than twice yearly on library services.	YES / NO	M, E, Q	C	D				

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
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	M, E, Q						
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	M, E, Q				3.1.6		
S-21-03: Provide customer assistance with library technologies.		M, E, Q						
	(A) All library staff members provide basic assistance on operation and use of hardware and software located in the library. YES / NO					3.1.7		
	(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					3.1.8		
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	M, E, Q	C	D				

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
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.	M, E, Q						
	(A) Central APF YES / NO					1.4.1		
	(B) Local APF YES/NO					1.4.2		
	(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		C	D		1.4.4		
	(B) Information and technology systems. YES / NO		C	D		1.4.5		
	(C) Training needs. YES / NO		C	D		1.4.6		

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
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	M, E, Q				1.4.7		
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.		M, E, Q						
	(A) Utilize standard Air Force and MAJCOM approved acquisition, office collection, and funds management software to accurately manage library acquisitions. YES / NO		C	D				
	(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.		M, E, Q						
	(A) LEOS used for Central Acquisition Funded Purchases YES/NO		C	D	If fund obligated on Central Fund > 0 then YES Table LIPFOBG Fields: Offbokcap or offbokcapelec or libbokcap or libbokcapelec or osubslap or osubscapelec or lsubscap or lsubscapelec or leasedbookscap or elecebookscap or leasedavcap or omicrocap or lmicrocap or audiocap or depostcap or OSOFTCAP or LSOFTCAP or OCDROMCAP or LCDROMCAP or OFFDATABCAP or DATABCAP or CATCAP or ILLCAP or TELECAP or INTELCAP or NONILSCAP or ISPCAP or INETCOMPcap or FURNcap or PUBLcap or OTHERcap is > 0			
	(B) Local Funds purchases use an Acquisition system. YES/NO		C	D				

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
S-24-04: Take Advantage of Joint Service Opportunities for Savings and Efficiencies	YES / NO	M, E, Q	C	D				

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
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	M, E, Q						
S-25-02: Promote and advocate library programs and services through newcomer orientations, education orientation, tours, Commander's Calls, and faculty meetings.	YES / NO	M, E, Q				1.5.1		
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	M, E, Q	C	D		1.5.2		
S-25-04: Develop a library brochure.	Current library brochure contains hours of operation and description of services provided. YES / NO	M, E, Q				1.5.3		
S-25-05: Conduct needs assessment surveys/focus groups.	Conduct a minimum of 1 needs assessment survey or focus group per year. YES / NO	M, E, Q				1.5.4		
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	M, E, Q				2.2.1		
S-26-02: Post library services, location, and hours of operation on installation or organizational WWW page.	YES / NO	M, E, Q			LIPSERV.(PUBWEBPAGE = Y OR RESTWEBPAGE = Y OR INTRAWEBPAGE = Y)	2.2.2		

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
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	M, E, Q						

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GOLDEN EAGLE STANDARDS for AIR FORCE GENERAL LIBRARIES

STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
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:	M, E, Q						
	(A) - AF-standard software for word processing, spreadsheets, databases, and presentations YES/NO		C	D		1.6.5		
	(B) - All staff members have E-mail connectivity. YES/NO					1.6.6		
	(C) - all modules of the library's Integrated Library System (ILS). YES / NO					1.6.7		
	(D) At least one networked laser printer. YES / NO		C	D		1.6.8		
	(E) Each staff member has access to resources on the Base LAN/WAN. YES / NO				LIPAUTO.(STAFFILSAFMIL > 0 OR SHAREDILSAFMIL > 0 OR STAFFAFMIL > 0 OR SHARED AFMIL > 0 OR STAFFCOMBAFMIL > 0 OR SHARED COMBAFMIL > 0)	1.6.9		
	(F) Each staff member has access to at least 1 plain paper, fax machine in building. YES / NO		C	D	LIPSERV.NUMFAXES > 0	1.6.10		
	(G) Each staff member has access to a scanner. YES / NO				LIPSERV.NUMSCAN > 0	1.6.11		

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
	(H) The Library Director and up to three key staff members belong to AFLIS discussion list. YES / NO					1.6.12		

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STANDARD	MEASUREMENT	SUPPORT AREA	CORE / PREMIER	DOD	LARP CONDITIONS FOR STANDARD COMPLIANCE	5 Star		
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	M, E, Q				1.1.6		
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	M, E, Q				1.1.7		
S-29-03: Develop and implement a quality control or self-inspection plan.	Demonstrates accomplishment of standards. YES / NO	M, E, Q				1.1.8		
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	M, E, Q				1.1.9		
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	M, E, Q						
S-30-02: Prepare library annual report.	Completed annually with accurate, verifiable data. YES / NO	M, E, Q				1.1.10		

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S-30-03: Maintain library continuity book.	The library continuity book contains:	M, E, Q						
	(A) - Copies of all documents cited in AFI 34-270, exclusive of regulations YES/NO					1.1.11		
	(B) - Location list for all pertinent documents for the operation of the library and acquisition of materials YES/NO					1.1.12		
	(C) - Pertinent POC addresses and phone numbers YES/NO					1.1.13		
	(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					1.1.14		
S-31: Meet suspenses.								
S-31-01: Meet suspenses.	Complete suspenses on time with accurate, verifiable data and prepare in the correct format. YES / NO	M, E, Q				1.1.15		
REPORTS								
Standards and Answers	Lists the standards and the answers that each library gave.							
Standard Summary	Rollup report that Adds the number of standards, totals and gives percentages of the libraries that did and did not meet the total number of standards.							
Standards Met	Rollup report of libraries that DID meet each standard							
Standards Not Met	Rollup report of libraries that DID NOT meet each standard							

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