

OKLAHOMA CERTIFICATION MANUAL FOR PUBLIC LIBRARIANS

3rd Revised Edition

Approved by the Oklahoma Library Association, and the
Oklahoma Department of Libraries,

2nd Revised Edition

Approved by the Oklahoma Library Association, July, 2006 and the
Oklahoma Department of Libraries, August, 2006

Revised Edition

Approved by the Oklahoma Library Association and the
Oklahoma Department of Libraries, August, 2001

Original Manual

Approved by the Oklahoma Library Association, November, 1995
Approved by the Oklahoma Department of Libraries, February, 1996

<http://www.odl.state.ok.us/servlibs/certman>

Adapted from the Indiana Library Certification Board's
Official Rules and Regulations; from the Public Library
Personnel Certification for Michigan Program, and from the
Iowa Certification Manual for Public Librarians.

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PREFACE

This manual has been prepared by the Certification Implementation Committee of the Oklahoma Library Association and the Oklahoma Department of Libraries. The Certification Implementation Committee was appointed by the executive boards of the Oklahoma Library Association and the Oklahoma Department of Libraries and included the following people:

Marilyn Shackelford, Tulsa City-County Library, Chair
Kay Boies, Oklahoma Library Association, Executive Director
Marilyn Hamlin, Duncan Public Library
Donna Morris, Metropolitan Library System
Elizabeth Neff, Buckley Public Library, Poteau; replaced by
Carol Burgess, Arkoma Community Library
Lola Hill, Stigler-Haskell County Public Library
Kathryn Ramsey, Hominy Public Library
Dee Ann Ray, Western Plains Library System
Jan Sanders, Bartlesville Public Library
Donna Skvarla, Oklahoma Department of Libraries
Pat Smith, Mangum Public Library
Robert Swisher, University of Oklahoma
Ginny Dietrich, Oklahoma Department of Libraries, certification specialist

Any changes to the Oklahoma Certification Manual for Public Librarians and the Oklahoma Program Approval Manual for Certification must be approved by the Oklahoma Library Association's and the Oklahoma Department of Libraries' boards.

Changes to the Revised Edition of the Certification Manual were developed and approved by the certification board with extensive input from certified librarians, Institute participants and other Oklahoma public librarians. Certification board members were:

David Johansson, Pryor Public library
Bethia Owens, Muldrow Public Library (Eastern OK District Library System)
Earlene Piercy, Davis Public Library (Chickasaw Regional Library System)
Corby Poursaba, Mabel C. Fry Memorial Library, Yukon
Ginny Dietrich, Oklahoma Department of Libraries, certification specialist
Pat Williams, Oklahoma Department of Libraries, certification associate

Changes to this 2nd Revised Edition were developed and approved by the certification board. Certification board members were:

Wendy Devine, Coweta Public Library
Michelle Miller, Jay C. Byers Memorial Library, Cleveland
Terri Crawford, Watonga Public Library
Kathy Megli, Western Plains Library System
Cathy Van Hoy, Oklahoma Department of Libraries, certification specialist
Pat Williams, Oklahoma Department of Libraries, certification specialist

In 2008 two evaluation methods were deployed to update the Institute in Public Librarianship. Dr. Barbara Ray, Professor of Library Media at NSU – Broken Arrow, and Professor Melissa Huffman, Director of Library Technical Assistant Program at Rose State College, evaluated the 7 basic IPL classes. June 18, 2008, seventeen instructors of the IPL classes gathered to evaluate the current classes and discuss what changes needed to be made. Considering student input, Dr. Ray and Professor Huffman's evaluations, and the instructors' discussion, the main highlights are:

- class maximums of 25 and minimums of 5
- splitting Services to the Public into 2 6 hr classes one Youth and one Adult
- working with OLA to provide a building class since IMLS will not fund
- developing a 6 hr advanced Marketing class
- changing the name of 2 basic classes - History & Philosophy is now How to Think Like a Librarian & Computers & Connectivity Applications is now Computers & Electronic Resources

Changes to this 3rd Revised Edition were developed and approved by the Certification Board, the Oklahoma Library Association and the Oklahoma Department of Libraries board. Certification Board members were:

Lois Bannister, Garland Smith Public Library, Marlow
Jan Bryant, Muskogee Public Library, EODLS
Regina Norman, Langley Public Library
Rhonda Schmidt, Cordell Public Library, WPLS

If you have questions after reading this manual, please call or write:

Certification Specialist, Oklahoma Department of Libraries
200 N.E. 18 Street, Oklahoma City, OK 73105-3298
800-522-8116 or 522-3322 (in Oklahoma City)

WHY CERTIFICATION?

It is the vision of the Oklahoma Library Association and the Oklahoma Department of Libraries that public libraries in this state be administered and staffed by trained personnel. The Oklahoma Department of Libraries and the Oklahoma Library Association believe that the library staff must increase their skills and knowledge through continuing education in order to keep abreast of developments in the information age. This, in turn, upgrades the library profession, enriches the individual librarian and promotes quality library service. Thus, the goals of this certification program are:

1. to improve library service throughout the state;
2. to motivate public librarians to acquire, maintain, and develop their skills through basic and continuing education;
3. to recognize public librarians who, on a continuing basis, update their knowledge and skills in order to provide better library services to their patrons;
4. to improve the public image of librarians and libraries;
5. to provide guidelines for public library boards and supervisors to use in selecting and retaining personnel; and
6. to aid in structuring library educational programs to better meet the educational needs of librarians.

WHO SHOULD BECOME CERTIFIED?

This certification program is voluntary, but is strongly recommended. Local library boards may require certification of designated staff members.

Those who should be certified include:

SYSTEMS:

- Directors, Assistant Directors

- Department and Branch Heads (job titles may vary)

Exceptions to this certification may include workers in the following:

 - Computer Services

 - Financial Office

 - Maintenance Department

 - Personnel (OPS)

 - Public Information

 - Purchasing

 - Security

MUNICIPAL and COUNTY LIBRARIES:

- Directors, Assistant Directors

- Department or Unit Heads (job titles may vary)

OTHER SERVICE PROVIDERS:

Any staff, volunteer, board member, etc., may choose to participate in this certification program. The Certification Board believes that any person working in Oklahoma's public libraries will benefit from the certification program and thus encourages all library staff to participate.

WHO'S RESPONSIBLE FOR CERTIFICATION?

CERTIFICATION BOARD . . . The Oklahoma Library Association and the Oklahoma Department of Libraries will appoint a Certification Board to oversee the certification process and support the work of the Certification Specialist.

- Make-up of the Certification Board
 - Two Oklahoma Library Association appointees
 - Two Oklahoma Department of Libraries appointees
 - Certification Specialist
- Appointment to the Board
 - Staggered terms of three years each
 - Certification Specialist a permanent member
- Meetings of the Board
 - At least twice each year
- Duties of the Board
 - Report annually to the executive boards of the Oklahoma Department of Libraries and the Oklahoma Library Association on the current status of certification in Oklahoma.
 - Review questions on the process of certification
 - Hear appeals on certification, the approval of workshop providers and the awarding of CEUs
 - Approve the content of Institute classes
 - Oversee the certification process

CERTIFICATION SPECIALIST . . . ODL librarian who oversees the certification process.

- Duties of the Certification Specialist
 - Work with the Certification Board
 - Issue and renew certificates
 - Implement the Institute in Public Librarianship
 - Approve workshops for continuing education credit

CERTIFICATION LEVELS

All library staff may apply for certification. Certificates will be issued to those who meet the following qualifications for the appropriate levels. Individuals have three years to complete the Institute in Public Librarianship. Certificates will be issued upon satisfactory completion of all requirements.

LEVEL I CERTIFICATE

- ® will be issued to those attending and successfully completing the Institute in Public Librarianship.

LEVEL II CERTIFICATE

- ® a library technical assistance certificate or library technical assistant associate degree from an accredited college or university
or
- ® six semester hours of library courses from an accredited college or university
or
- ® three years of appropriate library experience and successful completion of the Institute in Public Librarianship

LEVEL III CERTIFICATE

- ® bachelor's degree from an accredited college or university and successful completion of the Institute in Public Librarianship
or
- ® five years of appropriate library experience and successful completion of the Institute in Public Librarianship
or
- ® a bachelor's degree from an accredited college with a minimum of 15 semester hours of library courses from an accredited college or university
or
- ® a library technical assistance certificate or library technical assistant associate degree from an accredited college or university and five years of appropriate library experience.

LEVEL IV CERTIFICATE

- ® a bachelor's degree from an accredited college or university with a major in library/information science
or
- ® a non-American Library Association accredited master's degree in library/information science from an accredited college or university
or
- ® a master's degree in a subject field other than library/information science from an accredited college or university. This degree must include a minimum of 15 upper-division or graduate semester hours of library/information science course work.

LEVEL V CERTIFICATE

- ® a master's degree in library/information science from a university program accredited by the American Library Association

LEVEL VI CERTIFICATE

- ® a master's degree in library science from a university program accredited by the American Library Association and three years of appropriate library experience after the MLS/MLIS

LEVEL VII CERTIFICATE

- ® a master's degree in library/information science from a university program accredited by the American Library Association and six years of appropriate library experience (three must be appropriate administrative experience) after the MLS or MLIS
or
- ® a master's degree in library/information science from a university program accredited by the American Library Association, and a certificate of advance study, and five years of appropriate library experience (three must be appropriate administrative experience)

These certification levels are not intended as a career ladder. Each level may be entirely appropriate for a specific situation. An individual may choose to obtain additional formal education, but it is not required that a person move through the levels.

MINIMUM LIBRARY PERSONNEL REQUIREMENTS

This table provides minimum personnel certification requirements, which coordinate with the Oklahoma Department of Libraries' standards for directors of systems and libraries serving populations over 20,000 and reflects the Models of Public Library Service for Oklahoma (June 2003).

Population Served	Director or Administrator Certification Requirement	Support Personnel Certification Requirement
0 – 1,999	Level II Certificate	None
2,000 – 4, 999	Level III Certificate	None
5,000 - 9,999	Level IV Certificate	One person certified at Level II (minimum requirement)
10,000 – 24,999	Level IV Certificate	One person certified at Level III (minimum requirement)
25,000 - 99,999	Level V Certificate	One person* certified at Level III (minimum requirement) for every 20,000 population
100,000 – 149,999	Level V Certificate	One person* certified at Level III (minimum requirement) for every 20,000 population
150,000 + and Systems	Level VI Certificate	One person* certified at Level III (minimum requirement) for every 20,000 population
*Staff count includes the library director or administrator		

Please note: Some libraries may have additional requirements for applicants or entry requirements that exceed these minimum standards.

DEFINITIONS

CERTIFICATE OF ADVANCED STUDY . . . a degree in library/information science from an accredited university representing graduate level work above the master's degree level.

CERTIFICATION . . . a process to recognize attainment of prescribed levels of education, training and experience.

CERTIFICATION BOARD . . . a minimum five-member board (two Oklahoma Library Association appointees, two Oklahoma Department of Libraries appointees and the Certification Specialist(s)) appointed to support the work of the Certification Specialist. The Board will report annually to the executive boards of the Oklahoma Department of Libraries and the Oklahoma Library Association on the current status of certification in Oklahoma.

CERTIFICATION SPECIALIST . . . ODL librarian who oversees the certification process. Working with the Certification Board, the Specialist will issue and renew certificates, implement the Institute in Public Librarianship and approve workshops for continuing education credit.

CEU . . . the National Task Force on the CEU (for Continuing Education Unit) defines it as the equivalent of ten contact hours (each contact hour equivalent to fifty minutes) of participation in an organized education activity under responsible sponsorship, capable direction and qualified instruction. Fractional CEU's are awarded if shorter programs meet criteria. CEU's or contact hours, by national definition, cannot be awarded for college credits or for programs which lead to high school equivalency.

CONFIRMATION OF ATTENDANCE . . . documentation issued by continuing education providers and verifying attendance at a continuing education program. Confirmation will include the name and dates of the program, the number of CEUs awarded, and the name and signature of the provider. The Certification Specialist will provide a model confirmation to providers receiving prior approval of programs. It is the responsibility of the individual librarian to obtain and keep the confirmations to renew certification.

INSTITUTE IN PUBLIC LIBRARIANSHIP . . . a series of classes held on a regular schedule at different locations throughout Oklahoma and administered by the Certification Specialist. Institute hours may be used toward original certification at levels I, II and III. They are not normally part of the renewal process, but upon approval may be used to renew Levels IV, V, VI or VII.

PROVIDER . . . the sponsor that plans and/or delivers a program. Decisions about "approved" providers will be made by the Certification Specialist at ODL with input from the Certification Board.

RENEWAL . . . certificates must be renewed within three years of issuance. 4 CEU's (40 hours total) or 3 hours of approved college course work is required for renewal.

WHAT IS CONTINUING LIBRARY EDUCATION?

Continuing education goes beyond the academic programs offered by educational institutions. It is designed to keep library personnel abreast of knowledge and developments within the field, to enhance job competence, or to lead to specialization in new areas of librarianship. Public library personnel who wish to be certified have a number of educational options open to them, as well as ongoing library work experience.

Continuing education opportunities may include both formal and informal learning situations. They need not be limited to traditional library/information science topics or to the offerings of library education programs, **but should be related to the field of librarianship or to the individual's specific job requirements.**

Formal learning is defined as courses offered for academic credit by recognized institutions of higher education. Informal learning takes place in activities such as workshops or seminars.

Examples of appropriate library continuing education include courses in library/information science, management, business administration, computer systems, media technology or public services agency management. In addition, other course work may be appropriate, based on the present job description of the library employee, to provide background and enhance performance.

A librarian's continuing education can involve additional course work; membership and participation in state, regional and national professional organizations; teaching; publishing in the field; and attendance at workshops, seminars and conferences.

Individual staff members should work closely with their library directors in planning for their own professional development. Because librarianship changes, it is important to plan to attend workshops on a broad range of topics.

A partial list of continuing education providers includes:

- Colleges and universities
- State and Regional associations such as
Oklahoma Library Association
Oklahoma Department of Libraries
Mountain Plains Library Association
Special Libraries Association
AMIGOS
- Online library education sites such as

Webjunction (www.webjunction.org)

- National organizations such as
 - American Library Association
 - PLA (Public Library Association)
 - OCLC (Online Computer Library Center)

- Individual libraries which have staff development programs pre-approved to offer Continuing Education Units

- Individual learning consultants or trainers who are pre-approved to offer Continuing Education Units

CERTIFICATION PROCESS

The following steps should be followed for certification. Certification Application Forms are available from the Certification Specialist at the Oklahoma Department of Libraries or from <http://www.odl.state.ok.us/servlibs/certman>.

1. Complete the Certification Application Form.
2. A \$20.00 fee is charged to those applying for initial certification (no fee is charged for renewal). Checks should be payable to the Oklahoma Library Association.
3. Mail fee and completed Certification Application Form, along with an official transcript, confirmations of attendance at Institute in Public Librarianship classes, and/or a letter which details your qualifying library employment or experience, to:

Certification Specialist
Office of Library Development
Oklahoma Department of Libraries
200 N.E. 18th St.
Oklahoma City, OK 73105-3298

4. ODL will review and send the appropriate certificate to you.
5. Certificate will expire **three years from the date of issue**, unless renewal processes are successfully completed.

Please note: Employment in a public library is not required to receive certification.

INSTITUTE IN PUBLIC LIBRARIANSHIP

The Institute in Public Librarianship is a series of classes held on a regular yearly schedule at different locations throughout Oklahoma. It is administered by the Certification Specialist. Basic Institute classes may be used toward the original certification of Levels I, II or III. Advanced Institute classes may be taken by any certified librarian, either individually to earn CEU credit or as a group to earn the title "with distinction" with the appropriate Level. Basic Institute classes are not normally part of the renewal process, but upon approval may be used to renew Levels IV, V, VI or VII.

The curriculum for the Institute is listed in Appendix A with detailed learning objectives for each class included. Each class can be completed by attending a three or six hour class. Some classes may also be offered digitally.

All participants will take the following basic classes:

- Collection Development
- Computers and Electronic Resources
- Current Trends and Legislation Affecting Public Libraries
- How to Think Like a Librarian
- Interpersonal Skills
- Public Library Administration
- Services for Adults
- Services for Youth

Certified librarians may choose to attend any or all of the following advanced classes:

- Advanced Collection Development Skills
- Advanced Management Skills
- Advanced Public Library Administration
- Advanced Public Service Skills
- Analyzing the Community
- Link and Leverage: Marketing Your Library
- Technology Services in Public Libraries

Completion of the seven advanced Institute classes within a three year period will enable certified librarians at Levels I, II or III to have the title "with distinction" added to their certificates. All certified librarians may take the advanced classes individually to earn CEU credit as part of the renewal process. Participation in the advanced classes is strictly voluntary.

Library staff interested in attending the Institute to be certified at Level I, II or III should notify the Certification Specialist at the Oklahoma Department of Libraries of their intent. A current schedule of classes will also be posted on the Oklahoma Department of Libraries'

web site, and additional paper copies can be obtained by contacting the Certification Specialist.

Institute classes funded through the Library Services and Technology Act, or subsequent federal grants, will be offered at no cost to participants. However, for the certification program to be self-sufficient, all other Institute classes, not funded with federal funds, will be offered at the cost of \$25 per class. The Certification Board may adjust the fees as necessary.

A confirmation of attendance will be issued for each Institute class. Participants are required to keep all confirmations. Upon completion of the basic Institute classes, the original confirmations of attendance should be filed with the Certification Application Form for certification at Level I, II or III. Upon completion of all of the advanced Institute classes, the original confirmations of attendance should be filed with the Certification Renewal Form to obtain a new certificate.

RENEWAL OF CERTIFICATE

All certification levels must be renewed using this standard renewal procedure:

1. 4 CEU's or 3 hours of approved college course work is required for certificate renewal. (One CEU equals 10 contact hours.) Completion of the seven advanced classes in the Institute in Public Librarianship also fulfills the requirements for certificate renewal.
2. Certificates must be renewed every three years.
3. No fee is assessed for timely certificate renewal. However, renewals over two months past the due date will be charged a late fee of \$10.
4. 30 days before the expiration date of the certificate, the Certification Renewal Form should be completed and sent to the Certification Specialist at ODL. A new application form should not be filled out.
5. Attach originals of appropriate official transcripts or confirmations of attendance to prove completion of the requirements for renewal. It is the applicant's responsibility to retain all confirmations of attendance. The confirmation should have the name of the class, the number of CEU's, date and name of the provider. The following confirmations are valid and verify attendance at a continuing education event:

Program	Validation
Formal courses/programs awarded academic credit or CEUs which have received prior approval by the Certification Specialist.	Transcript or confirmation of attendance provided to each participant.
Formal courses/programs awarded academic credit or CEUs which have <u>not</u> received prior approval by the Certification Specialist.	Submission of the Request Form for CEU Approval to the Certification Specialist by the individual librarian <u>and</u> a transcript or confirmation of attendance which will be provided to each participant within 30 days.
Informal programs with prior approval by	Confirmation of attendance by the

the Certification Specialist.	provider.
Informal programs <u>not</u> receiving prior approval by the Certification Specialist.	Submission of the Request Form for CEU Approval to the Certification Specialist by the individual librarian <u>and</u> a confirmation of attendance by the provider within 30 days.

6. Basic classes in the Institute in Public Librarianship are not normally part of the renewal process, but upon approval may be used to renew Levels IV, V, VI or VII.

CERTIFICATION RENEWAL FORM

<u>Title or Short Description</u>	<u>Time: Start of Class</u>	<u>End of Class</u>

D. How does this program relate to your current/future job responsibilities?

I hereby certify that the above information is true and correct to the best of my knowledge. I understand that any false statements may result in denial or revocation of the certification.

Applicant Signature

Date signed

TO THE APPLICANT: The confirmation you receive from the Certification Specialist should be saved and submitted with the Certification Renewal Form when renewing your certificate.

**REQUEST FOR CEU APPROVAL
OF LIBRARY CONFERENCE ATTENDANCE**

(To be used for attendance at library conferences such as the
Encyclo-Media, Oklahoma Library Association Conference
American Library Association Conference
Public Library Association Conference
Mountain Plains Library Association Conference)

Instructions: After attending the library conference, complete this form and list of conference programs attended and proof of attendance to:

Certification Specialist
Office of Library Development
Oklahoma Department of Libraries
200 N.E. 18th Street
Oklahoma City, OK 73105-3298

A confirmation of attendance showing the number of CEUs awarded will be returned to you by the Certification Specialist.

A. Name: _____
Last First MI

Library Address: _____
Street

City State ZIP

B. Conference Attended: _____

Dates of Conference: _____ Location: _____

Sponsored by _____

C. List the titles and times all of the separate conference programs attended.
It is essential that beginning and ending times for all programs be listed. (Attach an extra sheet to account for all sessions if needed).

D. Taking what you learned at the conference, tell what you plan to implement or have implemented in your library:

Attach proof of attendance at the conference -- either a copy of the conference registration badge or your receipt.

I hereby certify that the above information is true and correct to the best of my knowledge. I understand that any false statements may result in denial or revocation of the certificate.

Applicant Signature

Date signed

TO THE APPLICANT: The confirmation you receive from the Certification Specialist should be saved and submitted with the Certification Renewal Form when renewing your certificate.

APPENDIX A

**INSTITUTE
IN
PUBLIC
LIBRARIANSHIP**

**May Be Used to
Qualify for
Levels, I, II or III**

June, 2009

BASIC CLASSES

All participants are required to complete these eight basic classes to be certified at Level I, II or III.

8 classes: Fall / Spring

Collection Development

6 hour class (Fall)

- A. Acquisitions and processing materials
 - 1. Brief overview of publishing and distribution system
 - 2. Standard selection tools
 - 3. Different formats
 - 4. Ordering and processing materials
- B. Cataloging
 - 1. MARC records
 - 2. Standards
 - 3. Authority control
- C. Handling challenges to materials
- D. Collection maintenance
 - 1. Evaluation of collection
 - 2. Weeding
 - 3. Book repair

Upon completing this class, students will have knowledge of:

- the publication, production and distribution of library materials in order to select, acquire, make available and use these materials
- the factors affecting the selection of materials and will be able to design appropriate selection criteria for their communities
- selection tools for both print and non print materials and how they are used
- the advantages and limitations of various formats and materials
- effective management procedures for ordering, receiving orders and dealing with problems
- reasons for and procedures to implement current, logically organized catalogs, compatible with national and regional cataloging and classification standards
- basic cataloging methodology, including main entry, added entries, corporate entries, tracings, authority control, see and see also references and subject headings
- the procedure to evaluate materials already in the collection for retention, replacement, rebinding, weeding and duplication
- basic guidelines for weeding the collection
- options for repairing and/or replacing worn or damaged materials

Computers and Electronic Resources

6 hour class / hands on training (Spring)

- A. Technology and Internet Use Policies
- B. Overview of Current Hardware and Software used by Public Libraries
- C. File Structure
- D. Searching Strategies
 - 1. Web/Internet searching
 - 2. Boolean searching
- E. Use of statewide databases
- F. Web 2.0

Upon completing this class, students will have knowledge of:

- standard components of a technology plan and internet use policies
- computer terminology and the latest in library technology
- techniques for effective file management and retrieval of computer-based data
- basic searching skills to find information on the world wide web and the statewide databases
- resources available to libraries through the statewide databases
- social networking

Current Trends and Legislation Affecting Public Libraries

6 hour class (Spring)

- A. Laws governing and affecting public libraries
- B. State aid
- C. Library Services and Technology Act
- D. Performance measures -- surveys, uses
- E. Professional library associations
- F. Current state and national library trends

Upon completing this class, students will have knowledge of:

- the development of Oklahoma libraries
- legislation
- State Aid Rules, Levels of Library Development, Oklahoma Department of Libraries
- application of local, state and federal legal requirements that affect libraries -- e.g. State Aid Rules, LSTA, open meetings, confidentiality, copyright, Americans with Disabilities Act, workplace safety and universal service
- standard performance measures used in Oklahoma public libraries and their significance in marketing and planning
- the programs, services and value of professional library associations
- state/national issues, laws/trends currently affecting Oklahoma's public libraries

How to Think Like a Librarian

3 hour class (Fall)

- A. History of Public Libraries
- B. The Role of the Library in Society
- C. Intellectual Freedom
- D. Code of Ethics

Upon completing this class, students will have knowledge of:

- history of libraries from ancient times to the 20th century
- the contributions of Dewey, Carnegie and others
- the contributions of Oklahoma library leaders, i.e. Allie Beth Martin, Edmon Low, Leta Dover, Ruth Brown, etc.
- definition of public library
- how the library functions in society:
 - are we still important/relevant?
 - does the public perception of us match our own?
- intellectual freedom as a key library value
 - ALA statements
 - OLA statements
- support procedures -- such as state and national assistance, local procedures and policies, etc.
- public library as an open forum -- local policies on meeting room usage, displays, etc.
- freedom of access to all, no barriers based on age, gender, educational level, dress, odor, appearance, etc.
- the Code of Ethics for librarians, including:
 - the ALA statement of professional ethics,
 - the OLA amplification code of ethics
 - confidentiality issues

Interpersonal Skills

6 hour class (Spring)

- A. Communicating effectively - oral & written
- B. Leadership skills
- C. People skills for effective customer service
- D. Proactive customer service skills
- E. Dealing with problem customers
- F. Dealing with emergency situations

Upon completing this class, students will have knowledge of:

- the importance of good interpersonal communication skills and how those skills are practiced in libraries
- leadership skills of use to librarians
- concepts of effective customer service (using Oklahoma examples)
 - importance of positive attitude - smiling
 - identify who is the customer
 - respond to customer demand
 - evaluation of services
- the importance of community involvement by staff and outreach services by libraries
- practical techniques for dealing with problem customers
- factors to consider when planning for and dealing with emergency situations

Public Library Administration

6 hour class (Fall)

- A. Governing structure of public libraries
- B. Responsibilities of board and director
- C. Funding of Oklahoma's public libraries
- D. Policies

Upon completing this class, students will have knowledge of:

- the library's governing structure and its responsibilities
- the roles and responsibilities of the library board and the librarian
- the principal means of funding Oklahoma's public libraries
- the sources of income for their individual library
- the components of standard library policies and problem areas within their libraries in which policies are needed
- the value of written, board-approved policies and the expertise to write, implement and evaluate such policies
- the difference between policies and procedures

Services for Adults

6 hour class (Fall)

- A. Reference
 - 1. Reference policy
 - 2. Reference interview
 - 3. Staff skills
 - 4. Basic reference tools
 - 5. Interlibrary loan and community resources
- B. Readers' advisory
 - 1. Definition
 - 2. Staff skills and knowledge
 - 3. Standard resources
- C. Programming for adults
 - 1. Developing effective programs
 - 2. Resources available in Oklahoma
 - 3. Effective uses of adult programs
- D. Marketing the library

Upon completing this class, students will have knowledge of:

- ethical issues involved in reference service, including confidentiality, objectivity and limitations on interpreting information provided to patrons
- effective reference interview skills, including the analysis of requests and the design of search strategies
- the importance of establishing a welcoming atmosphere and actively encouraging patron requests
- the skills needed to fulfill information requests through access to the general collection, digital and community resources, and other libraries and agencies
- the characteristics of basic types of reference tools
- the wide range of potential information resources, including the general library collection, reference materials, community resources and the resources of other libraries and agencies
- effective reader's advisory interview skills including the clarification of patron's interests
- methods to utilize information about books and authors in order to assist and advise patrons in selection of reading material in a variety of genres and subject areas
- basic tools to assist and advise patrons in the selection of appropriate reading material in a variety of genres and subject areas
- the development of library programs based on community needs
- the planning, presentation and evaluation of library programs for adults
- programming resources available both locally and statewide
- techniques for marketing library services

Services for Youth

6 hour class (Spring)

- A. Reference
- B. Readers' advisory
- C. Programming
- D. Marketing

Upon completing this class, students will have knowledge of:

- the stages of childhood and adolescent development
- ethical issues involved in reference service, including confidentiality, objectivity and limitations on interpreting information provided to youth
- effective reference interview skills, including the analysis of requests and the design of search strategies
- techniques to establish a welcoming atmosphere and actively encourage children's and young adults' participation in library programs and resources
- the skills needed to fulfill information requests through access to the general collection, digital and community resources, and other libraries and agencies
- the characteristics of basic types of reference tools
- the wide range of potential information resources, including the general library collection, reference materials, community resources and the resources of other libraries and agencies
- effective reader's advisory interview skills including the clarification of patron's interests
- reference and readers' advisory tools specifically tailored to children or youth
- cooperative efforts between the public library and the school library and how those efforts can enhance services
- the development of a children's and a young adult collection, including award winning materials, classic materials and age appropriate materials
- the use of programs to stimulate reading skills in children and youth the development of library programs based on community needs
- the planning, presentation and evaluation of library programs for youth
- programming resources available both locally and statewide
- techniques for marketing library services

ADVANCED CLASSES

Librarians who are certified may choose to take any or all of these seven advanced classes. Each class will be awarded CEU credit that can be used as part of the four CEUs required to renew certification. Upon completing all seven advanced classes within a three year period, certified libraries that completed the Institute and have a Level I, II or III certificate will have the words **with distinction** added to their certificate. Participation in the advanced classes is strictly voluntary and open to certified librarians at all levels.

7 classes – 18 month rotation

Advanced Collection Development Skills

3 hour class / .31 CEU

- A. Community analysis
- B. Collection assessment
- C. Designing a well-rounded collection
- D. Planning the materials budget
- E. Components of a Selection Policy
- F. Preservation of materials
- G. Demands of special populations

Upon completing this class, students will have knowledge of:

- techniques to measure the needs of the community and demands on the collection by users
- how to assess current collection and develop a collection that is both well-rounded and responsive to the needs of the community it serves
- how to design and implement an effective collection development policy
- budgeting skills to maximize the library's materials budget
- intellectual freedom issues involved in the selection of materials
- preservation of materials
- understanding of demands placed on the collection by special populations

Advanced Management Skills

6 hour class / .62 CEU

- A. Time and stress management
- B. Personnel issues
 - 1. Laws (e.g. FLSA, Family Medical Leave, ergonomics, ADA, etc.
 - 2. Hiring staff, interviewing skills, job descriptions
 - 3. Supervisory skills
 - 4. Staff training
 - 5. Evaluation
- C. Working with library supporters
 - 1. Managing volunteers
 - 2. Working with Friends group
- D. Safety issues for library staff and customer

Upon completing this class, students will have knowledge of:

- strategies to effectively manage time and minimize stress
- state and national laws affecting library personnel
- the development of written job descriptions for use in recruiting and selecting competent staff
- the training, supervision and performance evaluation of staff
- skills used to encourage and develop positive staff-patron relationships
- techniques to initiate and maintain community contacts and to develop local library support groups such as Friends, volunteers and foundations
- techniques to ensure the safety of library staff and customers

Advanced Public Library Administration

3 hour class / .31 CEU

- A. Working with a library board; meetings
- B. Development of fiscal resources
- C. Budget preparation and monitoring
- D. Political and public relations skills

Upon completing this class, students will have knowledge of:

- techniques to develop and maintain a motivated, articulate board of trustees well informed in matters affecting its responsibility
- the legal requirements and effective procedures for conducting board meetings
- the identification and utilization of traditional and alternative funding sources
- the development, preparation, justification, administration and evaluation of a budget based on long and short range goals
- the need to maintain accurate financial records
- the responsibility of reporting requirements and recordkeeping for city, state, federal and other funds
- skills to represent the library in dealings with other government and funding entities
- methods to present the library in positive and effective ways

Advanced Public Service Skills

6 hour class / preferably hands on / .62 CEU

- A. Web searching and evaluation skills
- B. Reference sources, emphasizing digital resources
- C. Readers' advisory sources, emphasizing digital resources
- D. Specialized services
- E. Methods of marketing the collection
- F. Teaching customers to use library resources, both paper and digital

Upon completing this class, students will have knowledge of:

- how to locate relevant and accurate information on the internet
- useful internet sites for both reference and readers' advisory services to customers
- how to select the appropriate resource, whether paper or digital, to meet the customer's needs
- potential services to specific clientele groups (e.g. elderly, minorities, etc.)
- the use of media and other channels of communication to inform the public of library services and resources
- various marketing techniques to encourage the use of library resources
- training techniques for teaching library customers to effectively use library and internet resources

Analyzing the Community

6 hour class / .62 CEU

- A. Using the PLA model, Planning for Results
- B. Community analysis
- C. Statistics and surveys
- D. Developing a marketing plan
- E. Importance of advocacy; advocacy skills

Upon completing the class, students will have knowledge of:

- Public Library Association's planning process
- long range planning techniques and be able to utilize these techniques to evaluate and improve library services that are oriented to the community
- how to do a community analysis and utilize the data collected to improve library service
- the need to develop a marketing plan for their libraries
- marketing techniques for public libraries, including the Chamber of Commerce, involvement with civic groups, and relationships with the news media and governmental officials
- library advocacy skills and the importance of communicating the library's values, services and needs

Link and Leverage: Marketing the Library to Your Community

6 hour class

- I. Marketing Refresher
- II. Getting out of the Library....but you take it with you
- III. Creating Customer Evangelists
- IV. Keeping the Momentum Going

Upon completing this class, students will have knowledge of:

- What is marketing vs. public relations
- The marketing plan & campaign
- Telling relevant stories
- Use of Social Networks
- Getting involvement from staff, director and board
- Speaking to the public – props, ideas and reference materials
- Engaging business, education, orgs and agencies in a library dialogue
- Your 30 second elevator speech

Technology Services in Public Libraries

3 hour class / .31 CEU

- A. Managing technology—troubleshooting, budgeting
- B. Universal service, E-rate
- C. Technology policies
- D. Designing a website
- E. Library 2.0

Upon completing this class, students will have knowledge of:

- the implications of computers and telecommunications on the delivery of services
- tips to troubleshoot computer hardware and software
- how to plan and budget for adequate library technology
- the process and importance of applying for universal service funds
- the procedure to develop a technology policy and an internet use policy
- resources to use to design and maintain the library's web site
- familiarity with Internet social networking tools