Public Library Academy Manual

5ᵗʰ Revised Edition

Approved by the Oklahoma Library Association, and the Oklahoma Department of Libraries, 1996, 2006, 2010, 2013, 2018

https://libraries.ok.gov/librarians/library-development/public-librarian-certification/

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

Public Library Academy Manual

PREFACE

In 1992 Oklahoma Library Association & Oklahoma Department of Libraries formed a partnership to create formal training in practical library skills. The First Institute in Public Librarianship classes were implemented in 1996. This manual was prepared by the Certification Implementation Committee. The 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
Marilyn Hamlin, Duncan Public Library
Donna Morris, Metropolitan Library System
Elizabeth Neff, Buckley Public Library; 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, CE 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.

In 2008 two evaluation methods were used 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 and updated the 7 basic IPL classes. The 2nd Revised Edition was then approved by Certification board members:

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

In 2010, the 3rd Revised Edition was approved by Certification Board members:

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

In 2013, the 4th Revised Edition was approved by Certification Board members:

Audrey Beebe, Hennessey Public Library
Alyson Hayes, Chickasaw Regional Library System
Jackie Kropp, Moore Public Library
Sara Schieman, Mabel C. Fry Memorial Library

In 2018, the 5th revised edition changes are:

- How to Think Like a Librarian is now a 6 hour class
- All classes will now be presented in PowerPoint format
- There will no longer be advanced classes

The 5th Revised Edition was approved by Certification Board members:

Candy Ford, Guthrie Public Library
Lori Maederer, Pioneer Public Library
Kathy Atchley, Western Plains Library System
Leslie Langley, Southeastern Public Library System of Oklahoma
Cathy Van Hoy, ODL Certification Specialist
Wendy J. Noerdlinger, ODL Certification Specialist

If you have questions after reading this manual,

please call or write:

Continuing Education Coordinator
Oklahoma Department of Libraries
200 N.E. 18th Street, Oklahoma City, OK
73105-3298
800.522.8116 or 405.522.3322

WHY CONTINUING EDUCATION?

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 continuing education program are:

➢ to improve library service throughout the state;

➢ to motivate public librarians to acquire, maintain, and develop their skills through basic and continuing education;

➢ to recognize public librarians who, on a continuing basis, update their knowledge and skills in order to provide better library services to their patrons;

➢ to improve the public image of librarians and libraries;

➢ to provide guidelines for public library boards and supervisors to use in selecting and retaining personnel; and

➢ to aid in structuring library educational programs to better meet the educational needs of librarians.

Who Should Become Certified?

This Public Library Academy is voluntary, but is strongly recommended. Local library boards may require certification for designated staff members.
Those who should be certified include:

SYSTEMS:
        Directors, Assistant Directors
        Department and Branch Heads (job titles may vary)
        Librarians
        Circulation Staff
        Other Staff

MUNICIPAL and COUNTY LIBRARIES:
        Directors, Assistant Directors
        Department or Unit Heads (job titles may vary)
        Librarians
        Circulation Clerks
        Other Staff

OTHER SERVICE PROVIDERS:
        Any staff, volunteer, board member, etc., may choose to be a student in the
        Public Library Academy and receive certification in the state of Oklahoma.

*The Public Library Academy Board believes that any person working in Oklahoma's public libraries will benefit from the continuing education program and thus encourages all library staff to participate.

Who's Responsible For Certification?

The Oklahoma Library Association and the Oklahoma Department of Libraries will appoint a Board to oversee the certification process and support the work of the Continuing Education Coordinator.

➢ Make-up of the Public Library Academy Board
  2 Oklahoma Library Association appointees
  2 Oklahoma Department of Library appointees
  Continuing Education Coordinator
➢ Appointment to the Board
  Staggered terms of 3 years each
  Continuing Education Coordinator a permanent member
➢ Meetings of the Board
  On an as needed basis
➢ Duties of the Board
  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 Public Library Academy classes
  Oversee the certification process

Continuing Education Coordinator- ODL librarian who oversees the continuing education process.

➢ Duties of the Continuing Education Coordinator(s)
  Work with the Public Library Academy Board
  Maintain the Continuing Education Process
  - Determine and issue CEU value for renewals
  - Maintains Certification records and Academy attendance
  - Approves workshop, continuing education events, miscellaneous trainings through online, ODL, OLA and other library continuing education sources
  - 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
  Implement the Public Library Academy
  - Arranges locations, presenters, and dates of Academy classes
  - Establishes a regular rotation schedule for class presentation
  - Maintains attendance and evaluations of classes records

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 Public Library Academy. Certificates will be issued upon satisfactory completion of all requirements.

LEVEL I CERTIFICATE

- will be issued to those attending and successfully completing the Public Library Academy.

LEVEL II CERTIFICATE

- a library technical assistance certificate or library technical assistant associate degree from an accredited college or university <u>or</u>
- six semester hours of library courses from an accredited college or university <u>or</u>
- three years of appropriate library experience and successful completion of the Public Library Academy

LEVEL III CERTIFICATE

- bachelor's degree from an accredited college or university and successful completion of the Public Library Academy **or**
- five years of appropriate library experience and successful completion of the Public Library Academy **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 **or**
- completion of ALA's Library Support Staff Certification program (LSSC).

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 **&** 3 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 **&** 6 years of appropriate library experience (3 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, **&** a certificate of advanced study, **&** 5 years of appropriate library experience (3 must be appropriate administrative experience)

*These certification levels are not intended as a career ladder. Each level may be entirely appropriate per individual. An individual may choose to obtain additional education, but he/she is not required to 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.

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.

Public Library Academy Board- minimum 5 member board (2 Oklahoma Library Association appointees, 2 Oklahoma Department of Libraries appointees and the Continuing Education Coordinator(s)). The Continuing Education Coordinator(s) 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.

Continuing Education Coordinator- ODL librarian who oversees the continuing education process. Working with the Board, the Coordinator will issue and renew certificates, implement the Public Library Academy and approve workshops for continuing education credit.

CEU- the National Task Force on the CEU (Continuing Education Unit) defines **1.0** CEU as the equivalent of ten (10) contact hours participation in an organized education activity under responsible sponsorship, capable direction and qualified instruction. (Each contact hour equivalent to 50 minutes) 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 Continuing Education Coordinator 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.**

Public Library Academy- a series of classes held on a regular schedule at different locations throughout Oklahoma and administered by the Continuing Education Coordinator. 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 class. Decisions about approved training or providers will be made by the Continuing Education Coordinator at ODL with input from the Board, if necessary. Approval is recognized if the training event/class is related to the attendee's library responsibilities or to the field of librarianship.

Renewal- certificates must be renewed within 3 years of issuance. 4 CEU's (40 hours or 2,000 minutes total) or 3 hours of approved college coursework 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, classes or webinars.

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 coursework; 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

- Associations such as Oklahoma Library Association, Oklahoma Department of Libraries, Mountain Plains Library Association, Special Libraries Association, AMIGOS/OCLC, Association for Rural and Small Libraries

- National organizations such as American Library Association or Public Library Association

- 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

- Online library education sites: contact ODL Continuing Education Coordinator for listing, and see list at end of manual

Certification Process

The following steps should be followed for certification. Certification Application Forms are available in this manual or online, at the Oklahoma Department of Libraries: https://libraries.ok.gov/librarians/library-development/public-librarian-certification/

1. Complete the Certification Application Form (see Appendices)

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 a copy of official transcript, confirmations of attendance at Public Library Academy classes, and/or a letter which details your qualifying library employment or experience, to:

    Continuing Education Coordinator
    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 **3 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!

Renewal Of Certificate

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

1. 4.0 CEU's or 3 hours of approved college coursework is required for certificate renewal. 1 CEU equals 10 hours (500 minutes) of instruction.

2. Certificates must be renewed every **3 years**.

3. No fee is assessed for timely certificate renewal. However, renewals over 6 months past the due date may 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 Continuing Education Coordinator at ODL. A new application form should not be filled out.

5. Attach originals or copies 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:
   a. Formal courses/programs awarded academic credit or CEUs which have received prior approval by the Continuing Education Coordinator, will receive a transcript or confirmation of attendance.
   b. Formal courses/programs awarded academic credit or CEUs which have **not** received prior approval by the Continuing Education Coordinator, must submit a **Request for CEU Approval Form** to the Continuing Education Coordinator by the individual librarian **and** a copy of transcript or confirmation of attendance.
   c. Informal programs with prior approval by the Continuing Education Coordinator, will receive a confirmation of attendance by the provider.
   d. Informal programs **not** receiving prior approval by the Continuing Education Coordinator must submit a **Request for CEU Approval Form** to the Continuing Education Coordinator by the individual librarian **and** a confirmation of attendance by the provider.

6. Classes in the Public Library Academy are not normally part of the renewal process, but upon approval may be used to renew Levels IV, V, VI or VII.

Public Library Academy

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 Continuing Education Coordinator. Basic Academy classes may be used toward the original certification of Levels I, II or III.

The curriculum for the Academy is listed in Appendix A with detailed learning objectives for each 6 hour class included.

  All participants will take the following 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

Library staff interested in attending the Academy, to be certified at Level I, II or III, should register with the Oklahoma Department of Libraries. A current schedule of classes and registration are posted on the Oklahoma Department of Libraries' website. If needed, an electronic schedule can be e-mailed by contacting the Continuing Education Coordinator.

Academy classes are funded through the Library Services and Technology Act, or subsequent federal grants, and will be offered at no cost to class participants.

A confirmation of attendance will be issued for each of the 8 institute classes. **Participants are required to keep all confirmations.** Upon completion of the academy classes, confirmations of attendance, along with the Certification Application Form, and fee, should be mailed/emailed to the Continuing Education Coordinator.

Public Library Academy

For Levels, I, II or III

Academy Classes

Participants are required to complete **All 8**, 6 hour classes, to be certified at Level I, II or III.

Collection Development (Fall)

1. Acquisitions and processing materials
2. Cataloging
3. Handling challenges to materials
4. Collection maintenance
5. Collection Development Policy & Procedures

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
- basic cataloging methodology
- 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 & Electronic Resources (Spring)

1. Technology and Internet Use Policies
2. File Structure
3. Searching Strategies
   a. Web/Internet searching
   b. Boolean searching
5. Use of statewide databases
6. Social Media & Cloud based tools

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
- basic searching skills to find information on the Internet and statewide databases
- resources available to libraries through the statewide databases
- social networking

Current Trends & Legislation (Spring)

1. Laws governing and affecting public libraries
2. State aid
3. Library Services and Technology Act
4. CIPA
5. Databases and Electronic Resources
6. Performance measures -- surveys, uses
7. Professional library associations
8. Current state and national library trends

Upon completing this class, students will have knowledge of:
- Oklahoma library history
- History of Public Libraries
- 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
- performance measures and their significance in marketing and planning
- 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 (Fall)

1. History of Public Libraries
2. The Role of the Library in Society
3. Intellectual Freedom
4. Code of Ethics

Upon completing this class, students will have knowledge of:

- history of libraries from ancient times to now
- 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
- intellectual freedom as a key library value
- state and national assistance, local procedures and policies
- freedom of access to all, no barriers based on age, gender, educational level, dress, odor, appearance, etc.
- the Code of Ethics for librarians, including:
  o the ALA statement of professional ethics, OLA code of ethics, and confidentiality issues

Interpersonal Skills (Spring)

1. Communicating effectively - oral & written
2. Leadership skills
3. People skills for effective customer service
4. Proactive customer service skills
5. Dealing with problem customers
6. 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
- the importance of community involvement
- practical techniques for dealing with problem customers
- factors to consider when planning for and dealing with emergency situations

Public Library Administration (Fall)

1. Governing structure of public libraries
2. Responsibilities of board and director
3. Funding of Oklahoma's public libraries
4. 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
- 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 (Fall)

1. Reference
2. Readers' advisory
3. Programming for adults
4. Marketing the library

Upon completing this class, students will have knowledge of:
- ethical issues involved in reference service
- effective reference interview skills
- the importance of establishing a welcoming atmosphere and actively encouraging patron requests
- skills needed to fulfill information requests through access to the general collection, digital and community resources
- types of reference tools
- effective readers' advisory skills
- development of library programs based on community needs
- planning, presentation and evaluation of library programs for adults
- programming resources available both locally and statewide
- techniques for marketing library services

Services For Youth (Spring)

1. Reference
2. Readers' advisory
3. Programming
4. 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
- effective reference interview skills
- techniques to establish a welcoming atmosphere and actively encourage children's and young adults' participation in library programs
- types of reference tools
- information resources
- effective readers' advisory skills
- 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
- 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

Certification Forms

[Certification Renewal Form](#)

[Request for CEU Approval Form](#)

[Certification Form and Process](#)

Program Approval Form

Online Resources For Continuing Education (post-certification)

American Library Association: www.ala.org
    ALCTS-Association for Library Collections & Technical Services-
    http://www.ala.org/alcts/confevents **(there are associated costs)**
    Office of Intellectual Freedom
    http://www.ala.org/advocacy/intellectual-freedom-elearning
    OIF YouTube Channel- https://www.youtube.com/user/oiftube
    PLA-Public Library Association-http://www.ala.org/pla/
    PLA Turning the Page -http://www.publiclibraryadvocacy.org/
    United-United for Libraries (Trustees/Friends/Volunteers)-
    http://www.ala.org/united/training/webinars (scroll down to bottom of page for
    the FREE webinars)

Webjunction: www.webjunction.org/

Library Journal: www.libraryjournal.com/webcasts

Techsoup for Libraries: http://www.techsoupforlibraries.org/share-and-learn

Infopeople: https://infopeople.org **(There are associated costs)**

Sirsi Dynix Institute:http: www.sirsidynix.com/events/all-webinars

OCLC:
https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Training/001_Live_classes

American Libraries: http://americanlibrarieslive.org