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The OPR for this supplement is HQ AFSPC/SVX (Lt Col Joni L. Miranda). This supplement implements and extends the guidance of **Air Force Instruction (AFI) 34-270, *Air Force Library and Information System (AFLIS)***. The AFI is published word-for-word without editorial review. Air Force Space Command (AFSPC) supplemental material is indicated in bold face. This supplement describes AFSPC's procedures for use in conjunction with the basic AFI. It applies to HQ AFSPC and its subordinate units who maintain library facilities. It does not apply to the Air Force Reserve Command nor Air National Guard units. Upon receipt of this integrated supplement, discard the Air Force basic publication.

1.2.4. (Added) Requests for activation, inactivation, or consolidation of FL account numbered activities, branch, field, and site libraries will be submitted by commanders to HQ AFSPC/SV a minimum of 6 months in advance of the proposed action except when programming plans require earlier changes.

1.3.2. (Added) Use the checklist at Attachment 8 to prepare the closure justification required by AFI 34-201, ***Use of Nonappropriated Funds (NAFS)***.

2.1. General libraries must meet the minimum library standards in ***Attachment 4***.

2.2.1. Interlibrary loan (ILL) policy will be approved by the Services Squadron Commander.

2.2.2. Document delivery services (except Interlibrary Loan) will not be used to support leisure and recreation purposes.

2.2.6. Ensure that patrons sign a Computer Use Agreement before using on-line services in the library. See attachment 9 for a sample agreement.

2.4.1. Replace a minimum of 4-5 percent of the collection annually due to wear and obsolescence. Support Air Force and DoD initiatives such as Quality Air Force, Transition Assistance Management Program, etc. by providing books, films, CD-ROMs, and periodicals in the library.

- 2.4.3. IAW AFI 33-117, *Visual Information (VI) Management*, librarians are not required to obtain prior approval from the AF Visual Information Management channels to purchase commercial films to support their program.
- 2.4.4. Patrons will request searches using AFSPC Form 39, **Search Request**.
- 2.4.6. Prepare a collection development plan in the automated format provided by HQ AFSPC on award of new contract. Forward a copy of the collection development plan to HQ AFSPC/SV after it is approved by the Services Squadron Commander.
- 2.6.4. AFSPC libraries must use OCLC MARC records for their ILS records.
- 2.7.1. (Added) Contract with a local firm for copier equipment and maintenance rather than purchase.
- 2.10.4.5. Register library patrons on AFSPC Form 45, **Patron Register (3 x 5)**, or AFSPC Form 69, **Patron Register (5 x 3)**.
- 2.10.8.2. Conduct a rolling inventory by inventorying at least one fifth of the collection each year.
- 2.11. Collect statistics on AFSPC Form 28, **Library Statistics**, when a form is needed for local requirements.
- 3.3.1. Require offices to submit a budget estimate for mission essential materials by February annually. Send a consolidated budget estimate for mission essential materials to the command librarian, along with required justification for increased or decreased funding in the automated format provided by HQ AFSPC/SV by 1 March, annually.
- 3.5.2.2. (Added) Use a service contract for equipment and maintenance to provide public use copiers.
- 4.3. Requests for subscriptions to *Newsweek, Time, Us News and World Report, Air Force/Army/Federal/Navy Times, and Air Force Magazine* will be purchased only for offices of the Wing or higher commanders, Public Affairs and sites which have no base library and are located more than 30 miles from a DoD library. Offices are urged to use the base library's copy or share the cost of a subscription within an office. Offices may not establish their own collections for convenience to avoid multiple duplications of subscription titles on a base.
- 4.4. Impose fund ceilings for each office receiving office mission essential materials support based on their prior year requests. Librarians are authorized to return validated and justified requests if funds are not available. Base librarians will retain letters of justification and commander's approval for inspections, staff assistance visits, and audits.
- 4.4.1. Use AFSPC Form 44, **Request for Procurement of Publications**, to request purchase of office materials. **Note:** Use when form is required.
- 4.4.2.3. (Added) The following statement: "I certify that the materials being requested are required by the statement of work."
- 4.5. Bullet 2. For base-level Medical Treatment Facilities (MTFs) and medical education only. All other medical activities will order through the base library.
- 4.5. Bullet 10. Category C activities are listed at **Attachment 11**.
- 4.8. Units requesting the purchase of books and periodicals should check with the base library first, however, if no funds are available, they may purchase them with their unit International Merchant Purchasing Authorization Card (IMPAC) card following proper procedures.

5.1.2. Coordinate all requests for automated data systems and equipment with HQ AFSPC/SVXL. Send copy of Communications Systems Requirements Document (CSRD) and other documents or related correspondence to HQ AFSPC/SVXL. (Contract libraries are exempt)

5.2.2. (Added) Forward a copy of the updated library automation plan in the format at Attachment 7 to HQ AFSPC/SV by 1 January, annually, unless otherwise specified in the contract.

5.4.1. AFSPC libraries are waived from using Funds Management Program (FUNMAN), Office Collection Management (OCMAN), and Acquisitions Management Program (ACQMAN). The ILS is the approved software for management of collections.

5.7. Maintain a log of database usage on AFSPC Form 42, **Database Usage Log**. Log will include OCLC and all on-line services both centrally and locally funded. Send a copy of the log to HQ AFSPC/SVXL the 1st day of each month.

6.2.1. Libraries may have computer systems administrator positions classified in the GS-1412 series.

6.3. All library directors will have a Masters of Library Science from an American Library Association accredited program or an equivalent.

6.3.3.5. Evaluate library processes and services at least biannually. Attachment 10 has a sample evaluation plan based on the Baldrige criteria.

6.3.3.14. (Added) Command Librarian will conduct a staff assistance visit annually to all field and site libraries. These visits should be included in the annual base budget and scheduled one year in advance.

6.3.3.15. (Added) Accreditation for PME and off-duty education programs is dependent upon adequacy of the base library resources. Support includes book and non-book materials. Services of a professional librarian may be required to provide reference and research services.

6.4. (Added) Forms Prescribed:

6.4.1. (Added) AFSPC Form 28, **Library Statistics**, paragraph 2.11.

6.4.2. (Added) AFSPC Form 39, **Search Request**, paragraph 2.4.4.

6.4.3. (Added) AFSPC Form 42, **Database Usage Log**, paragraph 5.7.

6.4.4. (Added) AFSPC Form 44, **Request for Procurement of Publications**, paragraph 4.4.1.

6.4.5. (Added) AFSPC Form 45, **Patron Register (3 x 5)**, paragraph 2.10.4.5.

6.4.6. (Added) AFSPC Form 69, **Patron Register (5 x 3)**, paragraph 2.10.4.5.

A3.8. Commanders of units who do not have a professional librarian authorized on the manning document and are not located on an Air Force base submit requests for library service to HQ AFSPC/SV.

A3.8.6.1. All OCONUS field and site library requirement will be provided by the USAFE Library Service Center. HQ AFSPC/SV will arrange for OCONUS AFSPC remote sites without a library to receive support from the USAFE Library Service Center upon receipt of a request from the site.

A3.8.6.2. AFSPC CONUS remote sites may receive library support from the closest Air Force base library or from the closest AFSPC general library by sending a request to HQ AFSPC/SV specifying the library they would like to have support them.

## Attachment 8 (Added)

## LIBRARY CLOSURE PROCEDURES

Table A8.1. Closure Checklist.

TASK	DOCUMENTATION
1. Provide rationale for the decision to close the library. <i>Note:</i> Based on past experience, the closure decision will be challenged.	Decision Paper
2. Time frame for closure of the facility and proposed disposition of all materials, furnishings, and equipment including computer systems centrally funded by HQ AFSVA/SVPAL and the Integrated Library System (ILS).	Disposition Plan
3. Request for a waiver to requirements in AFMAN 23-110, Volume 2, <i>Standard Base Supply Customer's Procedures</i> , paragraph 9.29, and AFI 65-601, Volume 1, <i>Budget guidance and Procedures</i> , paragraph 4.38, if planning to continue purchasing books and subscriptions using personnel in another activity.	Request with plan showing how purchasing will be accomplished.
4. Procedures/proposal for how central office funding will be controlled for ordering books and subscriptions for offices.	A plan
5. Renegotiate the Memorandum of Understanding for each educational institution on base to remove the base library support requirement. (See DoDI 1322.25, <i>Voluntary Education Programs</i> ).	A signed document from each Academic Institution concurring with proposed changes to MOU if closure is approved.
6. What organization will provide reference support including electronic information access such as CD-ROM or on-line databases? (Reference is the function of locating and/or obtaining information or answering questions from customers.)	Signed agreement showing organizations intent to accept responsibility if organization is not part of wing.
7. What organization will provide Professional Military Education (PME) and off-duty education support?	Signed agreement showing organizations intent to accept responsibility if organization is not part of wing.
8. What organization will provide quality of life support such as leisure reading, children's materials, etc.?	Signed agreement showing organizations intent to accept responsibility if organization is not part of wing.
9. Costs associated with proposal.	Table with cost broken by function or by organization accepting responsibility.

**Attachment 9 (Added)****LIBRARY COMPUTER USE AGREEMENT****\_\_\_\_\_BASE LIBRARY****User Agreement:**

If you wish to use a computer resource within the \_\_\_\_\_ Base Library, you must sign a Library Computer Use Agreement. Once the agreement is signed, your patron record will be coded for computer.

**Knowledge of Computer Operation:**

The library staff is unable to provide classroom or base instruction in computer operations. The responsibility rests with the customer. If you need assistance, the library has materials available for checkout.

**Internet:**

Internet access including World Wide Web (WWW) is available on several of the library computers. Internet is available for reference and research purposes. E-mail is permitted. Pornographic or vulgar materials will not be accessed on library computers. The library LAN Internet is subject to audit, and all connections are recorded as to date, time and action. Unauthorized use could result in criminal prosecution. Filtering of Internet site access will be provided on all government internet-access computers. It is the responsibility of parents to ensure minor children do not access materials that are unacceptable to them.

**First Search:**

First Search offers a wide variety of diverse databases for research. Since searches are limited and do cost, the library staff needs to access your connection and disconnection when you are done.

**Copyright Laws:**

User agrees to observe all copyright laws. Copyright law protects the software installed on the computers and the documentation for the software. They may not be copied.

**Proper Care:**

The PC Computer user agrees to take proper care of all equipment, diskettes and manuals, and all other equipment, which is the property of the \_\_\_\_\_ Base Library. Anyone deliberately misusing, changing configurations, or damaging the computer or peripheral devices may have their library privileges suspended, be prosecuted, and will be financially liable for any damage to the equipment.

**Allotted Usage:**

There is a \_\_\_ minute time limit on this service, however, if no one is waiting to use the Internet this limit may be extended. Patrons are encouraged to let staff members know if they are waiting so that this limit may be fairly enforced. Reservations for using the Internet will not be taken. The service will be strictly on a first come, first served basis. All decisions as to the use of the computers are at the sole discretion of the Librarian.

**Provide own Diskettes:**

All users will supply their own recording media (floppies/diskettes) when needed. Any data lost as a result of faulty media, programs, etc. upon data storage is not the responsibility of the \_\_\_\_\_ Base Library, or employees. No files will be stored on the hard drives of a workstation or network or within the

library facility. The library staff periodically removes extra files from hard drives. The library cannot provide storage media for customers.

**Use only Software Provided:**

Computer Games are NOT authorized on these computers. Customers are restricted to using the software provided. Changing of configuration is prohibited. NO customer owned software will be copied to any library computer equipment, including Promotion Fitness Examination (PFE) material.

**Printing Privileges:**

Print only what is needed. Excessive printing could mean suspension of computer privileges. Use of paper, other than what is provided, is at the discretion of the staff.

**Abuse of the Rules** will result in discontinued use of service. Library staff has the right to restrict usage for those people who cannot abide by the regulations of the Library as whole or specific regulations governing the use of the computers. Failure to observe any part of the above agreement may result in a suspension of the user's right to use the computers provided.

The \_\_\_\_\_Base Library makes no guarantees, either express or implied, with respect to any equipment, programs or other library materials, their quality, performance, or fitness for any particular purpose.

The systems available in the library are official U.S. Government systems for authorized use only. Do not discuss, enter, transfer, process, or transmit classified/sensitive national security information of greater sensitivity than unclassified. Use of the system(s) constitutes consent to security testing and monitoring.

Members of the library staff have the right to cancel or interrupt use of any computer.

**JUVENILE COMPUTER USE AGREEMENT**

The age restriction on computer use at \_\_\_\_\_Base Library is \_\_\_\_\_. Since we have no programs suitable for pre-third grade users, students in third and above may use the library computers for school work. Each youngster must be specifically authorized by their sponsor to access the library computers. There are no games on the library computers and computers are not toys. We request that a parent or guardian sign this form along with the juvenile student to show that they are aware of the rules imposed on library computers. Juvenile users must abide with all user rules.

Parent/guardian signature\_\_\_\_\_

NAME (PRINT)\_\_\_\_\_

SPONSOR\_\_\_\_\_

SIGNATURE\_\_\_\_\_

DATE\_\_\_\_\_

**Attachment 10 (Added)****BALDRIDGE EVALUATION CRITERIA****A10.1. Leadership System (80 points).**

A10.1.1. Clear directions, goals and values (15 points): What is the library's mission, vision, values and goals? (Audience: Library, Staff) Evidence: Mission, vision, values, and goals.

A10.1.2. Active and personal involvement in demonstrating customer focus (20 points): In what ways does library leadership personally demonstrate and reinforce a commitment to customer focus? (Audience: HQ AFSVA, SVMG, Library) Evidence: Orientation/presentations, staff meetings, surveys, values.

A10.1.3. Consistency between what leadership promotes and its behavior (15 points): In what ways does leadership reinforce the mission, vision and values? (Audience: Library Staff) Evidence: Staff training, rewards, staff orientation, reporting back, and innovation-examples.

A10.1.4. Process of leadership (10 points): In what ways does leadership show its visibility? (Audience: SVMG, Library) How does the review process improve the leadership system? (Audience: Library) Evidence: Staff meetings, assistance visits, visits to facilities and offices for OR Accounts, requesting input, speeches, on-the-job (OJT) training, cross training and social functions.

**A10.2. Library Responsibility and Citizenship (30 points)**

A10.2.1. Social Responsibilities (15 points): How does the library address potential societal impacts of its activities, i.e. firewalls, local customs? (Audience: Library, Staff) How does the library anticipate public concerns and address issues? (Audience: Library) Evidence: Regularly scheduled meetings, personal visits, written policies, open door policy, and technology controls.

A10.2.2. Community involvement (15 points): How does the library and staff support the DoD community? (Audience: Library, Staff) Evidence: On-base, off-base military member, family member, DoD, others, and local nationals.

A10.3. Strategy (40 points): How does the library use short and long-term goals? (Audience: SVMG, Library, Staff) Does the library have a strategic plan? (Audience: Library) Evidence: Drivers (Regulations, DoD initiatives, complaints/awards, need assessment surveys, customer feedback survey, Military Installation Voluntary Education Review (MIVER)), Strategy (Vision, values, goals, mission, and budgets), Staff involvement (Process Action Team (PAT), Natural Working Group (NWG)), and Past performance (annual reports, setting targets of excellence, benchmarks, Staff Assistance Visit (SAV) reports, and Inspector General (IG) findings).

A10.4. Strategic Development Process (40 points): How was the plan developed? (Audience: Library) Does the plan reflect the customer? (Audience: Library) Is the plan communicated on all levels? (Audience: SVMG, Staff) Evidence: Drivers (Regulations, DoD initiatives, complaints/awards, need assessment surveys, customer feedback survey, Military Installation Voluntary Education Review (MIVER)), Strategy (Vision, values, goals, mission, and budgets), Staff involvement (Process Action Team (PAT), Natural Working Group (NWG)), and Past performance (annual reports, setting targets of excellence, benchmarks, Staff Assistance Visit (SAV) reports, and Inspector General (IG) findings)

A10.5. Customer and market knowledge (40 points)

A10.5.1. Customer expectations (15 points): How do you determine current customers? (Audience: HQ AFSVA, Library, Staff ) How do you plot future changes? (Audience: Library) How do you develop strategies? (Audience: Library) Evidence: Methods.

A10.5.2. Value of Service (15 points): How is service and value to customers determined? (Audience: Library) How is feedback collected and used for improvements? (Audience: Library) How do you evaluate and improve customer relationships? (Audience: Library) Evidence: Customer groups (Commanders, military, office custodians, family members, Army civilians, retirees, friends of the library), and Method of determination (face time, documentation, surveys, focus groups, evaluations).

A10.5.3. Customer focus (10 points): How are commitments/guarantees communicated? (Audience: Library) What is the library's approach to listening to customers? (Audience: Library)

A10.6. Customer satisfaction and relationships (40 points) Evidence: Published telephone numbers and addresses, published hours of operation, unit visits/command briefings, availability of comment cards, customer feedback survey, annual reports, DoD surveys.

A10.6.1. Complaint resolution and determining customer satisfaction (20 points): How do you track and analyze customer feedback? (Audience: Library) How do you measure indicators to make improvements? (Audience: USAF, Library)

A10.6.2. Customer satisfaction (10 points): What trends (charts, graphs) do you have? (Audience: USAF, Staff)

A10.6.3. Customer satisfaction comparison (10 points): How do your trends compare to other libraries? (Audience: Library)

A10.7. Selection and use of information data (25 points): List types of data used and why? Why are the collection data processes used? Is there a collection development plan? (Audience: Library) Evidence: Personnel reports, automated circ system report generators, value of services profile.

A10.8. Selection and use of comparative information data (15 points): Why were these measures selected? How do they support performance or used to set stretch targets? (Audience: Library) Evidence: Local public library, other DoD.

A10.9. Overall library performance (40 points): How is data related to quality customers, and operational performance analyzed to support organizational level review and planning? (Audience: HQ AFSVA, Library, Staff) Evidence: Participation rates, in progress reports, MIVER.

A10.10. Work systems (40 points) Are work systems and jobs effectively designed to achieve entire work force's objectives? (Audience: HQ AFSVA, Library) How do you increase empowerment, responsibility, and innovation of staff? (Audience: Library) What projects have been initiated to improve morale? (Audience: Library) Evidence: Job description, empowerment, needs assessment, customer first, resource management surveys, PAT.

A10.11. Staff training (30 points): Are individual development plans or any other training plans in place for each employee? How are training goals achieved? Is the staff cross trained? (Audience: Library)

A10.12. Staff well-being and satisfaction (30 points): How is the level measured? (Audience: Library) What internal self-assessments are conducted? (Audience: Staff) How are ideas encouraged? (Audience: Library)

A10.13. Product and Services processes management (60 points): How are changing customer requirements and technology incorporated into product and service designs? (Audience: Library) Do hours of operations afford optimum use? (Audience: HQ AFSVA) Is collection current? Define collection development plan? (Audience: Library) What is the weeding process? (Audience: Library) Evidence: Processes, performance, drivers, processes in place.

A10.14. Management of support processes (20 points): How is the library's key support service processes designed and managed so that performance is continuously improved? (Audience: Library) Evidence: Needs assessment, brainstorming, and staff meetings.

A10.15. Management of supplier and partnering processes (20 points): How does the library assure that materials, components, and services furnished by other businesses meet organizational performance requirements? (Audience: Library) How does the library plan to service through DoD partnering opportunities? (Audience: HQ AFSVA, Library) Evidence: Needs assessment, brainstorming, and staff meetings.

A10.16. Customer satisfaction results (130 points): What are the key indicators of customer satisfaction? What are their results? (Audience: HQ AFSVA) Evidence: Customer groups (commanders, military, family members, retirees, civilians, staff, Reserves/National Guard), what is measured, what is the requirement, frequency of measurement, current level, what is the trend, and how do libraries compare.

A10.17. Financial and market results (130 points): Summarize library's key financial results. Evidence: Budget, execution, standards, and comparison. Program cost versus how effective? (Audience: Library) Evidence: Circ, adult, children, outreach, military exercises, reference, and document delivery.

A10.18. Human resource results (35 points): Summarize the library's human resource results. (Audience: Library, Staff) Evidence: High performance work systems (empowerment, percent of workforce cross-trained, percent of employees receiving recognition), and employee well-being (safety, sustained grievances, turnover rate, morale, sick leave/absenteeism, percent of people participating in corporate wellness programs)

A10.19. Supply and partner results (25 points)

A10.19.1. Supplier performance results: Describe library supply results. (Audience: Library, Acquisitions library technician, Lead technician) Evidence: Suppliers, performance indicators (reliability, assurance, quality product, flexibility/empathy, responsiveness, right cost) and results.

A10.19.2. Partner performance results: Describe library partner results. (Audience: Library) Evidence: Partners, performance indicators (reliability, assurance, quality product, flexibility/empathy, responsiveness, right cost) and results.

A10.20. Library specific results (130 points)

A10.20.1. Operational performance results: Summarize the key library performance results. (Audience: SV, SVMG) Evidence: Performance standards (staffing >80%, circulation, reference ready, research, adult programs, internet access/work stations), projected, actual, trends (3 years), and percent of improvement/decrement.

A10.20.2. New products and services: What has been introduced in the past FY? (Audience: Library) Evidence: Voluntary education services (Document delivery, interlibrary loans, searches, reserve shelves, public access computer).

**Attachment 11 (Added)**

**MWR CATEGORY C ACTIVITIES**

Aero Clubs

Amusement Machine Locations and Centers

Animal Care Funds

Armed Services Exchange and Related Activities

Armed Forces Recreation Centers (Accommodation/Dining and Resale stores)

Audio/Photo and Other Resale Activities

Bingo

Bowling Centers (Over 12 lanes)

Cabins/Cottages/Cabanas/Recreation Guest Houses and Famcamps

Catering

Golf Courses

Marinas and Boating Activities

Motion Pictures (Paid Admission)

Motorcycle Clubs

Parachute/Sky Diving Clubs

Rod and Gun Clubs

Skating Rinks

Skeet/Trap Ranges

Snack Bars/Soda Fountains/Health Bars

Riding Stables

Unofficial Commercial Travel Services

Clubs (Officer, NCO, Enlisted, Airmen or Consolidated)

MWR Equipment Rental

Other Resale Activities and Services

Supplemental Mission Support Funds (e.g., lodging fund)

MWR Resource, Recovery, and Recycling Program (RRRP)

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