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**AIR FORCE LIBRARY AND
INFORMATION SYSTEM (AFLIS)**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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(Ms. Barbara Wrinkle)

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This instruction implements AFD 34-2, *Air Force Community Service Programs*; and applicable portions of Department of Defense Directive (DoDD) 1015.2, 14 June 95, *Military Morale, Welfare, and Recreation (MWR)*; Department of Defense Instruction (DoDI) 1015.10, 3 November 95, *Programs for Military Morale, Welfare, and Recreation (MWR)*; and DoDI 4000.19, 15 April 92, *Interservice and Inter-governmental Support, 9 Aug 95*. It provides procedures for establishing and operating general, technical, academic, and special libraries and library service centers. It doesn't cover dependent schools, legal, medical, visual information, or master publication libraries. This AFI does not apply to Air National Guard (ANG) or Air Force Reserve (AFRES) units. This instruction requires the collection and maintenance of information protected by the *Privacy Act of 1974*. The authority to collect or maintain this information is in 10, U.S.C., 8013. System of records notice F215 AFMWRSA A, Automated Air Force Library Information System, applies in accordance with (IAW) Air Force Directory (AFDIR) 37-144, *Air Force Privacy Act Systems of Records Notices*. Submit draft major command (MAJCOM) and field operating agency (FOA) supplements to the Air Force Services Directorate of Programs, Community Programs Division, Library Branch (HQ AFSVA/SVPAL), 10100 Reunion Place, Suite 502, San Antonio TX 78216-4138 for coordination before publishing. Send one copy of each published MAJCOM supplement to Headquarters United States Air Force Services Commander (HQ USAF/ILV).

(AFSPC) 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.

SUMMARY OF REVISIONS

This publication implements the realignment of Services publications from AFI 34-113, *Air Force Library and Information System (AFLIS)* to AFI 34-213, *Air Force Library and Information System (AFLIS)*. It updates information in six chapters which cover program operations, funding, the central purchasing program, automation, responsibilities and it includes a new area on outsourcing. Major changes include clarification of the role of Air Force Libraries in the global information network, use of electronic research, and applicability of the *American Library Association (ALA) Bill of Rights*, the *Privacy Act*, and the *Copyright Act of 1976*. It contains a Glossary of References, Acronyms, and Abbreviations related to the AFLIS program and operations. Other attachments define the types of Air Force libraries and library services, list the Table of Allowances (TA) used by library and information centers, and provide an Air Force Library Inactivation Schedule. A | indicates a revision from previous edition.

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Chapter 1

PURPOSE AND STRUCTURE

1.1. Program Overview . The Air Force Library and Information System (AFLIS):

- Provides access to information essential to the Air Force mission.
- Supports professional military and voluntary education programs.
- Offers library facilities, resources, and services to enhance the quality of life of authorized customers.

1.2. Opening New Libraries . Installation commanders or commanders of specialized organizations send requests to establish a library or information center to the Major Command Services Commander or Division Chief (MAJCOM/SV).

1.2.1. MAJCOM/SV reviews, verifies requirement, provides technical assistance and notifies HQ AFSVA/SVPAL to issue an account number to the new library if approved.

1.2.2. Commander or division chiefs may not establish new libraries, branches, or information centers unless they demonstrate that existing library operations on the base cannot provide required services. Commanders of units which 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 through MAJCOM to HQ AFSVA/SVPAL.

1.2.3. Supply Record Account Number (SRAN). Approved libraries receive a SRAN and a Department of Defense Activity Address Code (DODAAC), a unique Air Force library account number (FL).

1.2.4. (Added-AFSPC) 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. Closing Libraries . Organization commanders send notifications a minimum of six months before the proposed action to inactivate or consolidate FL account numbered activities, branch and site libraries through the MAJCOM to the Air Force Library office. The Air Force Library Inactivation Schedule at Attachment 2 should be used to distribute materials and specialized equipment from closing libraries whenever possible. Commanders should also submit the request to inactivate the DODAAC through the MAJCOM to the Air Force Library office six months in advance of proposed action.

1.3.1. To deactivate a DODAAC, the MAJCOM DODAAC monitor with concurrence of the command librarian uses the format specified in AFMAN 23-110, *USAF Supply Manual*, Volume 2, Part 2.

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

1.4. Authorized Libraries . See [Attachment 3](#) for library and information activities and services that make up the multi-type AFLIS.

1.5. Customer Eligibility . See AFI 34-201, *Services Programs and Use Eligibility*. The installation commander determines specific eligibility requirements.

1.5.1. Non-Department of Defense (DoD) personnel enrolled in an Air Force or DoD sponsored education program may use library services when required by a Memorandum of Understanding (MOU) and when showing proof of current enrollment.

1.5.2. Air Force government contractor personnel are eligible to use Air Force libraries in accordance with contract requirements. Contract number, statement of work chapter and/or paragraph citation should be indicated on customer registration form. Foreign military personnel are eligible for library participation in accordance with support agreements.

1.6. Services Awards Program . See AFI 36-2852, *Services Awards Program*.

1.7. Assistance To Other Libraries. All Air Force Libraries are an integral part of the worldwide library and information network. As such, they provide assistance to other non-Air Force libraries and organizations for the purpose of furthering access to and use of the ever-expanding body of worldwide scientific, literary and educational knowledge and information. This global partnership occurs through cooperative activities such as interlibrary loan, resource sharing, and reference support.

Chapter 2

LIBRARY AND INFORMATION CENTER OPERATIONAL REQUIREMENTS

2.1. Program Standards . Operate libraries and information centers to meet published professional standards and guidelines (refer to [Attachment 4](#)). General libraries only must meet the Corporate Standards: *Library Program Processes and Standards* published by HQ AFSVA and the standards defined in the latest United States Air Force (USAF) Quality Education Services (QES) manual.

2.1. (AFSPC) General libraries must meet the minimum library standards in Attachment 4.

2.2. Public Services . All libraries provide services based on customer needs identified by using CORPORATE PRISM and other marketing methods, library program objectives, and the AFLIS Long-Range Strategic Plan as supplemented by the MAJCOM. Libraries will conduct an annual review of customer satisfaction and analyze results for needed changes in library operations, facilities, equipment, and services. Libraries provide the following services:

2.2.1. Two-way interlibrary loan (ILL) and resource sharing services. Adhere to the national ILL code. Libraries are authorized to charge ILL costs to a centrally funded Federal Library and Information Network (FEDLINK) account. Each library will have a written ILL policy and ensure that all ILL requests conform with the requirements of local lending protocol and the copyright law. Libraries will maintain records of ILL requests and their fulfillment for three calendar years after the request is made IAW the National ILL Code.

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

2.2.2. Document Delivery services. Utilize document delivery services for articles not available in the library collection. Librarians track document delivery costs by mission and organization, education or personal needs and follow procedures in the AFLIS Central Procurement Guide.

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

2.2.3. On-line access to commercial and Government information and bibliographic databases. Librarians track information delivery costs by mission and organization, education, or personal needs to justify budget requirements.

2.2.4. Support services in the following areas:

2.2.4.1. Mission support services. Include orientation classes for organizational representatives, briefings for commander's calls, research, interlibrary loan, document delivery services and reference support.

2.2.4.2. Education support services. Include research skill and orientation classes, reserve collections, reference librarians, and coordination of off campus library support. Libraries should operate a minimum of 55 customer service hours per week. Thirty percent of operating hours will be night and weekend hours to accommodate student needs.

2.2.4.3. Quality of life support services. Include all programs and services which will enhance the quality of life for military members and their families. Provide full library service to children and youth when appropriate, including story hours and summer reading programs.

2.2.5. Class A, defense switched network (DSN), defense data network (DDN), and commercial business telephone lines with routers and modems for data transmission, and time-share access to support on-line reference and resource sharing. Libraries should be connected to the base local area network (LAN) and added to the base Combat Information Transport System (CITS) plan for fiber optic connectivity to ensure reliable access to electronic, mission-essential information.

2.2.6. Computers, printers, office software, typewriters, audio and video equipment, microform reader/printers, and copiers for customer use.

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

2.2.6.1. Personal use of library computer resources by customers is authorized. (See AFI 33-112, *Automated Data Processing Equipment {ADPE} Management*, paragraph 12). Libraries must follow security guidelines IAW AFI 33-202, *The Computer Security Program*. See paragraph 5.11.

2.3. Facilities . General libraries and service centers must meet space criteria and design standards specified in DoD Military Handbook 1190, *Facility Planning and Design Guide*; AFI 32-1024, *Standard Facility Requirements*; and AFH 32-1084, *Standard Facility Requirements Handbook*. Space criteria and design standards are determined by mission and organization for academic and technical libraries or information centers.

2.3.1. Libraries follow guidance for temperature control as outlined in DoD Military Handbook 1190.

2.3.2. Library facilities will not be used to provide office, work, or storage space for functions not specifically related to library services, with the exception of a room which may be used for non-library meetings. All other uses are subject to installation commander approval and MAJCOM librarian review.

2.3.3. Libraries are authorized appropriated fund custodial support and should be identified in the base contract for custodial support IAW DoDI 1015.10, Table of Allowance (TA) 13e.

2.4. Library Collections . Library Directors determine the size and scope of their collections by assessing the quality and currency of materials, customer needs, funding, staffing, and physical space. Librarians follow these general guidelines:

2.4.1. General library collections must include materials to support organizational mission requirements, professional military and voluntary education programs, and materials for both adults and children. Libraries are authorized book lease or rental plans to meet demand for new missions, initiatives, newly published items, and to enhance quality of life programs.

2.4.1. (AFSPC) 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.

2.4.2. Select library materials using input from subject specialists, standard professional journals, and bibliographic tools.

2.4.3. Provide information in print, non-print, and electronic formats.

2.4.3. (AFSPC) 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. Emphasize access to information and materials rather than the size of the collection. Use on-line databases, CD-ROM full-text products, interlibrary loans, and document delivery services when these resources prove cost-effective and practical. Use in-house resources before performing on-line searches.

2.4.4. (AFSPC) Patrons will request searches using AFSPC Form 39, Search Request.

2.4.5. Follow the *American Library Association (ALA) Bill of Rights* to ensure that the selection process is free from censorship. Libraries will also apply the principles of intellectual freedom, not only in selection, but also in all aspects of library service, by implementing the *Interpretations of the Library Bill of Rights*, the *Privacy Act*, and the procedures for handling complaints set forth in the *Intellectual Freedom Manual* and updates from ALA's Office of Intellectual Freedom. Adherence to federal regulations must take precedence.

2.4.6. Establish a written collection development policy and plan to ensure that collections meet customer needs; evaluate collections regularly to eliminate old, obsolete, and worn materials, and establish an inventory plan as part of the collection development plan. Update the plan annually and include subject areas weeded, collection strengths and weaknesses, and collection goals. Forward the plan and annual updates to the MAJCOM librarian for approval.

2.4.6. (AFSPC) 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.

2.4.7. Special, scientific or technical library, and technical information center collections must provide current, in-depth materials in direct support of the parent organization's mission.

2.4.8. Determine academic library collections by curricula and accreditation standards.

2.4.9. Provide video collections focusing on business, education, personal improvement, and children and youth interests. Classic entertainment video collections for adults are authorized. Do not provide entertainment videos readily available in local video rental stores. Libraries may not charge viewing fees.

2.5. Training . All librarians should attend professional training courses, workshops, or conferences on an annual basis.

2.5.1. Library directors should use the standard Air Force training plan in addition to local plans to ensure that all personnel are technically competent in their jobs. Ensure that all staff know how to help customers with circulation transactions, locate materials, and use public access equipment. Coordinate with Civilian Personnel Office to plan developmental growth positions.

2.6. Technical Services . Libraries use modern technology and centrally contracted services to acquire, catalog, and process materials.

2.6.1. Libraries use established centrally funded cataloging service contracts or On-line Computer Library Center (OCLC) for catalog cards or electronic records and enter holdings in the OCLC

On-line Library Union Catalog (OLUC). Other cataloging services can be used upon approval from HQ AFSVA/SVPAL.

2.6.2. General libraries use the Dewey Decimal System of Classification for materials and Library of Congress (LC) subject headings. Automated cataloging systems must use the standard full machine readable cataloging (MARC) record format.

2.6.3. Technical and academic libraries normally use the LC classification system for books. Technical reports from most agencies are cataloged in the Committee on Scientific and Technical Information (COSATI) format, following COSATI cataloging rules.

2.6.3.1. Small technical libraries may use the Dewey Decimal Classification system.

2.6.4. Use terminals, networks, and vendor software for on-line access to contractors and publishers. Purchase preprocessed books and use copy cataloging and centrally funded cataloging contracts to save limited staff time and reduce costs. Establish cataloging and book-processing profiles with appropriate vendors.

2.6.4. (AFSPC) AFSPC libraries must use OCLC MARC records for their ILS records.

2.7. Supplies and Equipment . Librarians acquire specialized library supplies and standard library furniture and equipment. Provide copiers, coin-changers, microform reader/printers, video players and monitors, learning stations, microcomputers, typewriters, and data fax. See chapter 3 for allowable fees and charges. See the TA listing in Attachment 5 for library equipment authorizations.

2.7.1. (Added-AFSPC) Contract with a local firm for copier equipment and maintenance rather than purchase.

2.8. Official Mail . Libraries may use official and priority mail for all library transactions, including interlibrary loans, as specified by DoDM 4525-8, AFSUP1, *Official Mail Manual*, and AFI 65-106, *Appropriated Fund Support of Morale, Welfare and Recreation and Nonappropriated Fund Instrumentalities*.

2.9. Marketing and Public Relations . Library directors conduct aggressive marketing and public relations programs to promote library services and use, as well as to obtain funding, staffing, facility improvement, grounds maintenance, responsive procurement action, and community involvement. Directors of general libraries use CORPORATE PRISM to identify market trends and to develop a marketing plan. Libraries are authorized marketing support IAW AFI 34-204, *Services Marketing and Publicity Program*.

2.10. Accountability Records . Libraries maintain property custodian records, requisition and purchase orders, salvage and inventory control documents, written follow-ups, and memos in official files in accordance with AFI 37-138, *Records Disposition--Procedures and Responsibilities*, and AFMAN 37-139, *Records Disposition Schedule*, table 34-3.

2.10.1. Accountable Property Agent. The organization commander appoints a professional librarian as the accountable property agent for all library materials and services in a memorandum. The Services commander or division chief, or the commander of a specialized organization with a library or information center appoints an interim accountable property agent during periods when there isn't an assigned librarian. Keep original documents with the AF Form 194, **Library Balance Record**. Send

one copy of each memorandum to the MAJCOM librarian whenever a new librarian or interim accountable property agent is appointed.

2.10.1.1. Contract libraries are responsible for accountability of library materials and equipment in accordance with the terms of the contract and the Performance Work Statement (PWS).

2.10.2. Library Balance Records. Libraries without an automated Integrated Library System (ILS) use AF Form 194 to document collection acquisitions and withdrawals. Use a separate form for each type of material. Libraries with an ILS generate reports at the end of each fiscal year (FY) or when needed which provide a chronological record of each type of material added to or removed from the collection.

2.10.3. Shelf List Records. Librarians keep an official shelf record of every item of the permanent collection in either card or automated format. The permanent collection consists of items purchased with central or local library funds as well as donated items that have been officially added to the library balance record.

2.10.4. Loaning Library Materials . Follow these guidelines:

2.10.4.1. Libraries may loan all materials except for all commercial operating system, utilities, and applications software which is copyrighted or registered to a specific computer.

2.10.4.2. Libraries may loan materials for a specified time limit, usually from two to three weeks. Change due dates daily for better distribution of staff work.

2.10.4.3. Libraries may loan office reference collections for an indefinite period.

2.10.4.4. The library circulation charging system must show who has each title at all times.

2.10.4.5. Library users must be registered and may be required to show identification to borrow materials. Libraries must comply with AFI 37-132, *Air Force Privacy Act Program*, when registering customers.

2.10.4.5. (AFSPC) Register library patrons on AFSPC Form 45, Patron Register (3 x 5), or AFSPC Form 69, Patron Register (5 x 3).

2.10.5. Overdues. Library directors establish an aggressive notification system for enforcing the timely return of borrowed materials. Follow these guidelines:

2.10.5.1. Send the first overdue notice to personnel not later than 10 calendar days after the due date, the second notice 20 calendar days after the due date, and the third notice 30 calendar days after the due date.

2.10.5.2. Libraries may not charge fines for overdues.

2.10.5.3. The Services commander or the commander of a specialized organization recommends local disciplinary measures to ensure that personnel return library materials within the prescribed time limits.

2.10.6. Replacing or Paying for Lost, Damaged, or Destroyed Library Material. Borrowers must replace or reimburse the library for all lost, damaged, or destroyed materials. Items are considered lost when reported as such by the borrower. The following regulations apply:

2.10.6.1. Borrowers must replace materials with the same title or a title selected/approved by the librarian at the current price. No depreciation for used materials is authorized.

2.10.6.2. Borrowers must reimburse the library for lost or damaged books in accordance with the standard payment procedures outlined in AFR 177-101, *General Accounting and Finance Systems at Base Level*.

2.10.7. Property Marking of Library Materials. All library materials are USAF property, regardless of the fund or procurement source. Library staff members must affix property markings on all acquired materials, including those that are purchased for office use. Remove all property markings when withdrawing materials from the library collection.

2.10.8. Library Inventory. Follow these guidelines:

2.10.8.1. Each newly assigned library director must conduct a physical count of all library materials to verify balances before transferring accountability from the previous librarian. Automated shelf-list records may be used to verify total holdings.

2.10.8.2. General libraries will conduct a shelflist inventory of all library materials at least once every 5 years. Report inventory results and any discrepancies on the narrative section which accompanies the Library Annual Report Program (LARP).

2.10.8.2. (AFSPC) Conduct a rolling inventory by inventorying at least one fifth of the collection each year.

2.10.8.3. Drop items missing for one complete year and adjust library balance records using AF Form 85, **Inventory Adjustment Voucher**, and remove item records from ILS as required. Maintain statistics of withdrawn items for the LARP, section VIII.

2.10.9. Disposal of Library Materials. Follow these guidelines:

2.10.9.1. Librarians must coordinate with the Services Logistics staff for turn-in of obsolete or irreparably worn library materials to the Defense Reutilization Marketing Office (DRMO). Librarians must contact DRMO for current turn-in procedures.

2.10.9.2. Library directors coordinate with the command librarian to redistribute excess materials which are current and in usable condition. Send the materials to Air Force, DoD, the Library of Congress Exchange and Gift Division, or other Federal libraries.

2.10.9.3. Libraries may not sell any materials purchased with appropriated funds (APF) or marked as Air Force property IAW DoDM 4160.21, *Defense Reutilization and Marketing Manual*; AFI 34-404, *Air Force Services Logistics Support Program*; and AFMAN 23-110, Volume 2, Volume 13, chapter 4, *Turn-In Procedures*. Libraries may only sell donated materials at services sales.

2.10.10. Disposal of Excess Equipment . Library directors send a list of serviceable, specialized APF library furniture, equipment, and supplies to the command librarian with a request for disposition instructions. Dispose of nonappropriated fund (NAF) library furniture, equipment, and supplies IAW AFI 34-404.

2.10.10.1. The command librarian reviews and identifies items for distribution within the command.

2.10.10.2. Library directors implement command instructions and follow the standard disposition procedures outlined in AFMAN 23-110, Volume 2, Part 2, and AFI 34-404.

2.11. Library Annual Report Program (LARP) RCS:HAF-ILV (A)7140. Librarians of each account-numbered Air Force library and library service center prepare and submit a copy of the LARP to HQ AFSVA/SVPAL through the MAJCOM. A printed copy with a narrative must accompany the data diskette. Include data from contract, branch, field, and site libraries; reimbursable support units; and bookmobiles for which the library is responsible. This report is designated emergency status code C-2. Continue reporting during emergency conditions, normal precedence. Submit data requirements in this category as prescribed, or as soon as possible after submission of priority reports.

2.11. (AFSPC) Collect statistics on AFSPC Form 28, Library Statistics, when a form is needed for local requirements.

2.11.1. HQ AFSVA/SVPAL provides instructions required for preparing the annual report in the *Air Force Library Management Information Software (AFLMIS) LARP User's Guide* and in periodic updates.

2.11.2. MAJCOMs will suspense libraries in the command to prepare the LARP.

2.11.3. MAJCOMs consolidate reports and send the consolidated MAJCOM report on diskette and hard copy as well as individual library reports to HQ AFSVA/SVPAL by 1 December.

2.11.4. FOA libraries send annual report on diskette and hard copy to HQ AFSVA/SVPAL by 15 November.

Chapter 3

LIBRARY FUNDING

3.1. Designated Funding Category . The Air Force designates general libraries as MWR Category A, mission-sustaining activities and funds them primarily with appropriated funds (APFs). The Air Force funds academic and technical libraries totally with APFs.

3.1.1. Libraries are not revenue generating activities and may not charge customers for materials and services except as stated in paragraph **3.5**.

3.1.2. APF library personnel may not hold fund-gathering activities or sales in Air Force libraries.

3.1.3. Libraries track mission-support costs for materials and services that may be reimbursable under DoDI 4000.19. These services include purchases, on-line uses, interlibrary loans, and document deliveries. Libraries also use this information to justify their budgets.

3.2. Local Appropriated Funds . Refer to AFI 65-106 for authorized local APF expenditures for support of general libraries. Refer to AFI 65-601, Volume 1, *Budget Guidance and Procedures*, for guidance on unauthorized centrally funded expenditures.

3.2.1. General libraries must fund leisure and recreational programs for adults and children with local APFs. Central APFs are not authorized for these purposes.

3.2.2. Library directors prepare, justify, and submit an annual budget to local resource advisor or budget office by following local directives. Send a copy of the local budget to the command librarian after approved at local level.

3.2.3. All libraries must have an APF copier, data fax machine, telephone lines, and on-line capability to meet mission-support requirements and interlibrary loan services.

3.3. Central Appropriated Funds . All libraries and information centers are authorized the use of central APFs except Research, Development, Test, and Evaluation (RDT&E) libraries funded with 3600 funds. HQ AFSVA/SVPAL allocates central APFs to libraries through their MAJCOMs to purchase materials and services in direct support of Air Force mission requirements, library missions, and professional and voluntary education programs. See paragraph 4.7 and the *AFLIS Central Procurement Guide* for types of materials and services that libraries may fund with central APFs.

3.3.1. Each library that uses authorized central funds submits an annual budget with justification and required documentation in the format requested to the MAJCOM by the suspense date in the call letter.

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.

3.3.2. MAJCOMs consolidate individual library budgets and submit them to HQ AFSVA/SVPAL by the suspense date in the call letter which is usually issued in the first quarter of each FY.

3.3.3. FOA libraries submit annual budgets directly to HQ AFSVA/SVPAL by the suspense date in the call letter which is usually issued in the first quarter of each FY.

3.4. NAFs . Libraries may not use NAFs except as specified in AFI 34-401, *Use of Nonappropriated Funds (NAFs)*. Record NAF expenses to the cost center incurring the expense. Certain NAF costs recorded to general ledger account codes (GLAC) are excluded from Category A APF computation. Refer to HQ USAF/SVA Memorandum, Computation of APF to Category A and B Activities.

3.5. Revenue Generating Equipment . Library revenue generating equipment for customer use such as copiers, data fax machines, and supplies for such equipment must be procured with NAFs. Charges offset the cost of equipment and supplies purchased with NAFs.

3.5.1. The *Copyright Law of the United States* (Public Law 94-553, Title 17 U.S.C.) as amended governs the making of photocopies or other reproductions of copyrighted material. The *Copyright Act of 1976* requires the posting of copyright notices on photocopying equipment. This includes newer technologies that permit the duplication of copyrighted works. Post visual aids by all duplicating equipment.

3.5.2. Library Equipment . Libraries may not use NAFs to purchase new equipment IAW CSAF/CV Policy Letter, 23 May 93, to meet mission support requirements and interlibrary loan services. Such equipment purchased prior to the CSAF/CV Policy Letter and new revenue generating equipment for customer services must be maintained with NAF funds generated from user fees.

3.5.2.1. Only use revenues generated from coin-operated library equipment to purchase revenue generating equipment, supplies, maintenance, etc. The library budgets for revenue generating equipment in their NAF Requirements Budget and for the supplies and maintenance in their Income and Expense Budget. Income generated by the machines is justification for purchasing replacement equipment.

3.5.2.2. (Added-AFSPC) Use a service contract for equipment and maintenance to provide public use copiers.

3.5.3. APF Library Equipment. Maintain all APF library equipment with APFs.

3.5.3.1. Purchase supplies with APFs for library administrative purposes and mission-essential services.

3.6. Other Income Sources . Libraries may accept donations and other outside funding sources. This type of income must be reported on the narrative section which accompanies the LARP. Refer to AFI 51-601, *Gifts to the Department of Defense*, for guidance on donations.

3.6.1. Educational Funds. Colleges and universities that offer courses on base must provide materials, equipment, supplies, and services of comparable value to home campus service, and/or reference librarians to support their curriculum. (Refer to AFI 36-2306, *The Education Services Program*, paragraph 7).

3.6.1.1. Education Service Officers (ESO), with input from librarians, establish library support levels in an MOU between the Education Services Office and the college or university.

3.6.1.2. Librarians, in cooperation with instructors, field representatives, academic institution librarians, and ESOs, identify needed materials, services, or personnel to support the courses.

3.6.1.3. The educational institution must pay the vendor directly for all materials, equipment, supplies, and services provided for library support.

3.6.2. Private Organization Donations . Librarians of general libraries may identify special materials or services needed to on-base private organizations (POs) for their consideration.

3.6.2.1. Organizations must pay the supplier directly and make the donation to the library in accordance with AFI 34-401 and AFI 34-223, *Private Organizations Program*.

Chapter 4

CENTRAL PURCHASING PROGRAM

4.1. Purpose . HQ AFSVA/SVPAL manages central appropriated funds and the central purchasing program. Central purchasing consolidates contracts and orders to reduce procurement costs.

4.2. Requirements Identification . Command and FOA librarians identify mission essential organizational information requirements to command and FOA budget officers.

4.2.1. The budget officers transfer command or FOA funds to the central library program.

4.3. Defining Mission-Essential Resources . The Air Force defines mission essential informational resources as publications and services that directly bear on the functions, initiatives, and operations of Air Force agencies and that personnel must have on hand to carry out the installation mission effectively.

4.3. (AFSPC) 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. Certification of Mission Essentiality . The librarian certifies mission essential purchases for the library.

4.4. (AFSPC) 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. Functional commanders or division chiefs certify mission essential requirements for their organizations.

4.4.1. (AFSPC) Use AFSPC Form 44, Request for Procurement of Publications, to request purchase of office materials. Note: Use when form is required.

4.4.2. Requests for mission essential publications from tenant activities will include the Support Agreement or International Agreement number. Requests for mission essential publications from government contractors will include:

4.4.2.1. The contract number and statement of work (SOW) chapter or paragraph citation which requires purchase of the publication.

4.4.2.2. The signature of the Administrative Contracting Officer (ACO) for that contract or an authorized alternate.

4.4.2.3. (Added-AFSPC) The following statement: "I certify that the materials being requested are required by the statement of work."

4.5. Organizational Exclusions . These Air Force organizations may not purchase mission essential publications with central APFs:

- AFRES and ANG.
- Surgeon General (SG).
- Judge Advocate General (JAG). (Refer to AFI 51-105, Automated Legal Information Services and Library Systems).
- RDT&E activities funded exclusively with 3600 funds.
- Depot maintenance organizations funded with Air Force industrial funds (Refer to DODR 7000.14, Volume 11B, Financial Management Regulation and AFR 170-10, Air Force Industrial Funds).
- Family housing referral offices. (Refer to AFI 65-601, Volume 1).
- Tenant activities funded with non-Air Force appropriations.
- Foreign military sales (FMS) activities (Refer to AFI 65-601, Volume 1).
- Family support centers (Refer to AFI 36-3009, *Family Support Center Program*).
- MWR Category C activities in all locations except for those at headquarters and congressionally approved remote and isolated locations IAW AFI 65-106, paragraph 3.1, and for areas involving health and safety issues IAW AFI 65-106, paragraph 2.1.3.

4.5. (AFSPC) 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. (AFSPC) Bullet 10. Category C activities are listed at [Attachment 11 \(Added-AFSPC\)](#).

4.6. Central Procurement Guide . Library and information centers authorized to purchase materials and services with central funds must follow the procedures in the *AFLIS Central Procurement Guide* published by HQ AFSVA/SVPAL.

4.7. Contracting Agencies . Air Force libraries expend central APFs through these agencies:

4.7.1. The Aeronautical Systems Center (ASC/PKWARM) at Wright-Patterson AFB maintains AF Form 616, **Fund Cite Authorization**, for the central library program. It awards contracts for AFLIS consolidated orders and sole source purchases. It also issues the International Merchant Purchase Authorization Card (IMPAC) to HQ AFSVA/SVPAL to buy library materials and services.

4.7.1.1. The Defense Finance and Accounting Service (DFAS) in Dayton OH, pays all contractor bills.

4.7.2. FEDLINK, through the Contracting and Logistics Division at the Library of Congress, provides book, subscription, on-line, document delivery, training, and cataloging/processing services for AFLIS libraries.

4.7.3. HQ AFSVA/SVPAL manages the centrally funded accounts for MAJCOM and FOA libraries and other specialized activities, units or agencies.

4.8. Authorized Purchases . Libraries and organizations use central APFs to purchase authorized mission-essential informational materials and services. (Refer to AFMAN 23-110, Volume 2, Part 2, paragraph 9.29.2, and AFI 65-601, Volume 1, paragraph 4.38).

4.8. (AFSPC) 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.

4.8.1. If central APFs are not available for office requirements, offices may use unit funds to purchase mission essential commercial publications. Regardless of funding source, purchases with AF Form 9, **Request for Purchase**, must be coordinated with the local base library. The base library is the sole focal point for tracking mission essential publications for offices. This data is required for the LARP, Section III.

4.8.2. Subscriptions may be renewed against the appropriation current at the time the subscription is ordered. The subscription may extend beyond the end of the current FY, be for more than one FY, or begin in a subsequent FY. (Refer to AFR 170-8, *Accounting for Obligations*).

4.9. Unauthorized Purchases . Libraries may not fund or purchase the categories of materials or services listed in **Attachment 6** for offices, organizations, or agencies.

Chapter 5

LIBRARY AUTOMATION

5.1. Automated Systems . Libraries use automated systems to broaden and accelerate information services and to improve library management.

5.1.1. Librarians at all levels recommend to command librarians the services that the library should convert to automated systems.

5.1.2. Document all automation projects with comprehensive project folders. Keep complete records on costs, systems evaluations, selection, maintenance, reliability, vendor responsiveness and service, and problem areas.

5.1.2. (AFSPC) 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)

5.1.3. Libraries may provide computers with peripheral equipment and office application software for customer personal use.

5.2. Automation Plans . Installation, MAJCOM, and Air Force librarians prepare and maintain an automation plan (see [Attachment 7](#)). Include all library automation projects. General libraries forward the automation plan and annual updates to the MAJCOM librarian for approval. Refer to AFI 33-103, *Requirements Development and Processing*, for guidance in planning and processing automation requirements.

5.2.1. HQ AFSVA/SVPAL monitors MAJCOM and FOA automation projects.

5.2.2. (Added-AFSPC) 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.

5.3. Integrated Library System (ILS). Libraries and information centers use an ILS for the following operations and services:

- Circulation control.
- Cataloging.
- Acquisitions.
- Serials Control.
- Funds control.
- On-line patron access catalog (OPAC) with MARC records.
- CD-ROM information products and on-line database access.

5.4. Air Force Library Management Information Systems (AFLMIS). Use the following standard AFLMIS software modules developed by HQ AFSVA to perform common library functions:

- Funds Management (FUNMAN).

- Office Collection Management (OCMAN).
- Acquisitions Management (AQMAN).
- Command Money Management (COMONMAN).
- LARP.

5.4.1. Library directors may request a waiver from HQ AFSVA/SVPAL to use commercial ILS modules that perform the same functions as AFLMIS software.

5.4.1. (AFSPC) 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.

5.5. Serials Control Programs . Libraries without an ILS and those that have an ILS without a serials control function should use the standard serials software purchased by HQ AFSVA to manage acquisitions of all periodicals and newspapers.

5.6. Automated Cataloging Services. Libraries may use centrally funded on-line accounts for electronic cataloging services.

5.7. On-line Information Services . Use on-line access to commercial and Government databases to provide customers with required mission and research information not available through in-house resources or through interlibrary loan networks. Customers may access the INTERNET for mission and research purposes if available on library public use computers. Don't charge fees for these services. Customer-use of e-mail and conferencing capabilities is not authorized on library computers as these functions are beyond the scope of the Air Force library mission.

5.7. (AFSPC) 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.

5.8. Interlibrary Loan (ILL) Services . Participate in local, state, regional, and national ILL networks to improve the quality of library and information service to customers and increase cost-effectiveness. Use of SF 162, **Interlibrary Loan Request**, is authorized for manual transactions.

5.9. Acquisition Systems . Use on-line acquisition systems that meet Air Force contracting and accounting requirements to purchase books and subscriptions with central and local APFs.

5.10. Electronic Mail (E-Mail) Systems . Use electronic mail systems to provide better service, central purchasing, and information delivery.

5.11. Systems Security . Maintain hardware and software security and safety as directed in AFI 33-202.

Chapter 6

RESPONSIBILITIES

6.1. Staffing . The Air Force Manpower Standard (AFMS) 45GX determines manpower authorizations for base or general libraries and library service centers.

6.1.1. Libraries may also implement staffing variances approved by Headquarters United States Air Force, Plans and Force Management (HQ USAF/SVX).

6.1.2. Staffing authorizations for non-general libraries are determined by local manpower studies.

6.2. Positions . Because libraries support the mission of the Air Force, library staff members hold appropriated fund positions. Personnel share and rotate uncommon tour of duty requirements. Library personnel, grades, position, total hours worked for the FY, and date position vacated, if applicable, will be listed on the LARP, Section IV.

6.2.1. Classifications and qualifications for library personnel are based on the Office of Personnel Management (OPM) Qualification and Classification Standards. Library professional positions are classified in the 1410 (Librarian) or 1412 (Information Specialist) series. Library technicians are classified in the 1411 series. The Air Force Career Program assists with recruitment and placement.

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

6.3. Responsibilities . The Air Force hires professional librarians to direct AFLIS operations at installation, MAJCOM, and HQ AFSVA/SVPAL. Professional librarians must meet the qualifications established by OPM for the GS-1410 or GS-1412 series. This instruction establishes the following responsibilities and authorities for installation, MAJCOM, and HQ AFSVA/SVPAL librarians:

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

6.3.1. HQ AFSVA/SVPAL:

6.3.1.1. Directs the AFLIS program.

6.3.1.2. Develops program goals, guidance, standards, and initiatives.

6.3.1.3. Directs the central APF purchasing program. Prepares budgets and Program Objective Memorandum (POM) submissions for central APFs. Manages the execution and obligation of central APFs.

6.3.1.4. Provides professional technical guidance to Air Force agencies and MAJCOMs regarding library and information matters with Air Force-wide impact.

6.3.1.5. Conducts staff assistance visits when requested by MAJCOMs.

6.3.1.6. Serves as command librarian to FOA libraries and information centers.

6.3.1.7. Recommends approval or cancellation of DODAAC accounts for libraries or information centers.

6.3.1.8. Directs the AFLIS Steering Committee and conducts meetings. Committee members include directors of command library systems and Air University and Air Force Academy libraries.

6.3.1.9. Conducts training workshops.

6.3.1.10. Plans and implements automated services and systems.

6.3.1.11. Reviews facility construction projects and provides recommendations to MAJCOM librarians.

6.3.1.12. Serves as the director of the AFLIS and as a member of the Defense Library Steering Group and the Federal Library and Information Center Committee (FLICC).

6.3.1.13. Ensure implementation of the US Air Force Mishap Prevention Program within AF libraries and information centers.

6.3.2. Command Librarian:

6.3.2.1. Evaluates the library system's quality of service, productivity, cost efficiencies, and compliance with established standards.

6.3.2.2. Provides technical guidance, support, and oversight to libraries and information centers in the command.

6.3.2.3. Determines command requirements and issues instructions.

6.3.2.4. Supplements the Air Force Library Long Range Strategic Plan with command goals and objectives.

6.3.2.5. Prepares an annual consolidated central APF budget and submits to HQ AFSVA/SVPAL by the suspense date in the call letter. Monitors funds and obligation rates for each account numbered library.

6.3.2.6. Conducts staff assistance visits.

6.3.2.7. Sends recommendations to HQ AFSVA/SVPAL on waiver requests and assignment or cancellation of library accounts.

6.3.2.8. Conducts training workshops.

6.3.2.9. Develops and implements command automated services and systems.

6.3.2.10. Reviews facility construction projects and provides recommendations on project scope, design, etc.

6.3.2.11. Redistributes excess supplies of library materials, furniture, and equipment within the base or command.

6.3.2.12. Submits a consolidated command LARP, RCS:HAF-ILV (A)7140, to HQ AFSVA/SVPAL with analysis by 1 December.

6.3.2.13. Manages the mishap prevention program for libraries within their command.

6.3.3. Installation Library Director:

6.3.3.1. Develops and updates a 5-year strategic plan in conjunction with the Air Force Library Long Range Strategic Plan and MAJCOM supplementation.

6.3.3.2. Supervises library and information services to meet customer needs and the required standards listed in Attachment 3.

6.3.3.3. Ensures that library staff includes personnel with professional experience in reference work, including on-line and CD-ROM search and retrieval and bibliographic instruction. Computer System Administrators will have a Bachelor's Degree in Computer or Information Services or applicable library computer systems and local/wide area network experience.

6.3.3.4. Provides response to requests for data or information to HQ AFSVA/SVPAL, MAJCOM, or local headquarters upon request.

6.3.3.5. Ensures the library meets the standards established by this AFI, the *United States Air Force Quality Education System Assessment Guide* and *Corporate Standards: Library Program Processes and Standards*.

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

6.3.3.6. Trains library staff to meet established performance standards.

6.3.3.7. Uses CORPORATE PRISM and local customer and education surveys to develop a marketing plan for the base library.

6.3.3.8. Prepares local and central APF budgets and manages financial resources.

6.3.3.9. Administers central APFs as directed in the *AFLIS Central Procurement Guide* issued by HQ AFSVA/SVPAL.

6.3.3.10. Maintains a current collection development plan, operating instructions, training plans for each position, continuity notebooks, and policy manuals.

6.3.3.11. Coordinates library facility construction, renovation, or rehabilitation plans with the command librarian to ensure compliance with the DoD Military Handbook 1190.

6.3.3.12. Submits the LARP, RCS:HAF-ILV (A)7140, to the command librarian by 30 October each FY.

6.3.3.13. Implement safety and health program elements within their area of responsibility.

6.3.3.14. (Added-AFSPC) 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 1 year in advance.

6.3.3.15. (Added-AFSPC) 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-AFSPC) Forms Prescribed:

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

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

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

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

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

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

WILLIAM P. HALLIN, Lieutenant General, USAF
DCS/Installations and Logistics

Attachment 1

GLOSSARY OF REFERENCES, ABBREVIATIONS, ACRONYMS, AND TERMS

References

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DoDI 1015.10, *Programs for Military Morale, Welfare, and Recreation*, 3 Nov 95

DoDI 4000.19, *Interservice and Intergovernmental Support*, 9 Aug 95

DoDM 4160.21, *Defense Reutilization and Marketing Manual*, Mar 90

DoDM 4525-8, AFSUP1, *Official Mail Manual* (Replaced AFI 4-50)

DoDR 5500.7, *Joint Ethics Regulation (JER)*, 30 Aug 93

DoDR 7000.14, Volume 11B, *DOD Financial Management Regulation (Reimbursable Operations, Policy and Procedures--Defense Business Operations Fund)*, Dec 94

DoD Military Handbook 1190, *Facility Planning and Design Guide*

AFI 14-205, *Identifying Requirements for Obtaining and Using Cartographic and Geodetic Products and Services*

AFPD 21-3, *Technical Orders*

AFMAN 23-110, Volume 2, Part 2, *USAF Supply Manual*

AFMAN 23-110, Volume 2, Part 13, chapter 4, *Turn-In Procedures*

AFI 32-1024, *Standard Facility Requirements*

AFH 32-1084, *Standard Facility Requirements Handbook*

AFI 33-103, *Requirements Development and Processing*

AFI 33-112, *Automated Data Processing Equipment (ADPE) Management*

AFI 33-117, *Visual Information (VI) Management*

AFI 33-202, *The Computer Security (COMPUSEC) Program*

AFPD 34-2, *Air Force Community Service Programs*

AFI 34-201, *Services Programs and Use Eligibility*

AFI 34-204, *Services Marketing and Publicity Program*

AFI 34-223, *Private Organizations Program*

AFI 34-401, *Use of Nonappropriated Funds (NAFs)*

AFI 34-404, *Air Force Services Logistic Support Program*

AFI 34-409, *Nonappropriated Fund Financial Management and Accounting*

AFI 35-101, *Public Affairs Wartime Planning, Training and Equipping*

AFI 35-203, *Band Program*

AFI 36-2306, *The Education Service Program*
AFI 36-2605, *Air Force Military Personnel Testing System*
AFI 36-2852, *Services Awards Programs*
AFI 36-3009, *Family Support Center Program*
AFI 37-132, *Air Force Privacy Act Program*
AFI 37-138, *Records Disposition--Procedures and Responsibilities*
AFMAN 37-139, *Records Disposition Schedule*
AFDIR 37-144, *Air Force Privacy Act Systems of Records Notices*
AFI 51-105, *Automated Legal Information Services and Library Systems*
AFI 51-601, *Gifts to the Department of Defense*
AFI 52-101, *Chaplain Service Responsibilities and Procedures*
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Interpretations of the Library Bill of Rights
Library Program Processes and Standards
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Abbreviations and Acronyms

ACO—Administrative Contracting Officer
ADPE—Automated Data Processing Equipment
AFDIR—Air Force Directive
AFH—Air Force Handbook

AFI—Air Force Instruction
AFLIS—Air Force Library and Information System
AFLMIS—Air Force Library Management Information System
AFMAN (AFM)—Air Force Manual
AFMS—Air Force Manpower Standard
AFOSH—Air Force Office of Safety and Health
AFPD—Air Force Policy Directive
AFR—Air Force Regulation
AFRES—Air Force Reserve
AFSVA—Air Force Services Agency
ALA—American Library Association
ANG—Air National Guard
ANSI—American National Standards Institute
APF—Appropriated Funds
AQMAN—Acquisitions Management Program
ASC/PKWRM—Aeronautical Systems Center/Wright-Patterson Contraction Center Specialized Procurement Branch
CD—Compact Disk
CD-ROM—Compact Disk Read Only Memory
CITS—Combat Information Transport System
COMPUSEC—Computer Security
COMONMAN—Command Money Management Program
CONUS—Continental United States
COSATI—Committee on Scientific and Technical Information
DDN—Defense Data Network
DFAS—Defense Finance and Accounting Service
DoD—Department of Defense
DODAAC—Department of Defense Activity Address Code
DoDI—Department of Defense Instruction
DoDR—Department of Defense Regulation
DRMO—Defense Reutilization Marketing Office
DSN—Defense Switched Network
E-Mail—Electronic Mail

ESO—Education Services Officer
FEDLINK—Federal Library and Information Network
FL—Air Force Library Account
FLICC—Federal Library and Information Center Committee
FLIPS—Flight Information Publications
FMS—Foreign Military Sales
FOA—Field Operating Agencies
FOB—Found on Base
FUNMAN—Funds Management Program
FY—Fiscal Year
GAO—Government Accounting Office
GLAC—General Ledger Account Codes
GS—General Service
HAF—Headquarters Air Force
HQ—Headquarters
HQ USAF—Headquarters United States Air Force
HQ USAF/ILVA—Headquarters United States Air Force, Analysis Division
HQ USAF/ILVX—Headquarters United States Air Force, Plans and Force Management
IAW—In Accordance With
ILL—Interlibrary Loan
ILS—Integrated Library System
IMPAC—International Merchant Purchasing Authorization Card
JAG—Judge Advocate General
LAN—Local Area Network
LARP—Library Annual Report Program
LC—Library of Congress
MAJCOM—Major Command
MARC—Machine Readable Cataloging
MOU—Memorandum of Understanding
MWR—Morale, Welfare and Recreation
NAF—Non-Appropriated Funds
NISO—National Information Standards Organization

OCLC—On-line Computer Library Center
OCMAN—Office Collection Management
OCONUS—Outside Continental United States
OLUC—On-line Library Union Catalog
OPAC—On-line Public Access Catalog
OPM—Office of Personal Management
PDO—Publications Distribution Office
PFE—Promotion Fitness Examination
PO—Private Organization
POM—Program Objective Memorandum
PWS—Performance Work Statement
QAE—Quality Assurance Evaluator
QASP—Quality Assurance Surveillance Plan
QES—Quality Education System
RCS—Reports Control Symbol
RDT&E—Research, Development, Test, and Evaluation
SG—Surgeon General
SKT—Specialty Knowledge Test
SOW—Statement of Work
SRAN—Supply Record Account Number
STINFO—Scientific and Technical Information Office(r)
SVPAL—Library Branch
SVS—Services Squadron
TA—Table of Allowances
US—United States
USAF—United States Air Force
USAFE—United States Air Forces Europe
USDAO—United States Defense Attache Office
VI—Visual Information
VIP—Very Important Person

Terms

Accountable Materials—Materials purchased with Government funds and added to AF Form 194,

Library Balance Record or as shown in ILS catalog.

Database Service—On-line service composed of multiple databases with telecommunication charges for connect time. It is used for database searching and data retrieval. It requires the ability to develop search strategies, use Boolean logic, and other search techniques. Examples of these services are: Dialog, Lexis-Nexis, DROLS, and First Search.

Dewey Decimal System—A scheme developed by Melvil Dewey which divides human knowledge into ten main classes which are further subdivided by the addition of decimal points to the whole numbers.

Integrated Library System (ILS)—A computer system with software designed to manage library functions such as inventory control, circulation, serials and the on-line public access catalog (OPAC).

Local Area Network (LAN)—Interconnections of computers and peripherals that allow for optimal resource sharing.

Performance Work Statement—A document that accurately describes a service in terms of output requirements (PWS) and the required quality level or standard of acceptable performance of those outputs.

Quality Assurance Evaluator—A functionally qualified person who performs quality assurance functions for a (QAE) contracted service.

Quality Assurance Surveillance—An organized written document specifying the surveillance methodology to be Plan (QASP) used for surveillance of contractor performance.

Sole Source—Materials available only from a single source. Publishers who require orders be placed directly by the purchasing institution to the publisher.

Technical Report—Any preliminary or final document for the permanent record to document significant scientific results obtained from or recommendation made on Department of Defense sponsored or co-sponsored scientific and technical activities. A technical report is a document in which the organization offers a formal presentation of results and can be either a final or interim report.

NOTE: Use The ALA Glossary of Library and Information Science for precise technical definitions of library technology.

Attachment 2

AIR FORCE LIBRARY INACTIVATION SCHEDULE

Programmed Action	Responsible Staff Agency	Action Agency	When
Inventory and weed collection, salvage all old, obsolete and worn items; drop missing items from balance record.	MAJCOM	Library	D - 360
Terminate procurement of library materials.	MAJCOM	Library	D - 210
Modify statement of work and library services contract if necessary.	MAJCOM	Library	D - 210
Do not recruit for librarian if position becomes vacant (MAJCOM assumes if librarian leaves).	SV/DPC	SV	D - 210
Program SAV at beginning of deactivation or as needed.	MAJCOM	CC/SV	D - 210
Identify need and request boxes and other packing materials.	SV	Library	D - 210
Ship new materials as they arrive to sites identified by MAJCOM; change shipping instructions for centrally procured materials.	MAJCOM	Library	D - 180
Reprogram central APF within MAJCOM.	MAJCOM	MAJCOM	D - 180

Programmed Action	Responsible Staff Agency	Action Agency	When
Prepare lists of remaining books, reference materials, microforms, and audio-visual items; send to MAJCOM.	MAJCOM	Library	D - 180
Furnish MAJCOM list of excess library supplies.	MAJCOM	Library	D - 180
Provide MAJCOM with list of NAF, APF, and FOB furniture and equipment.	MAJCOM	Library	D - 180
Reduce operating hours of library IAW phasedown of base.	SV	Library	D - 150
Establish and publicize library closing date.	SV	Library	D - 120
Prepare and furnish to vendor or publisher disposition instructions and/or new ship-to addresses for periodicals not expiring before closure.	MAJCOM	Library	D - 120
Cancel book rental plan, notify contractor and return books to vendor.	MAJCOM	Library	D - 90
Cancel MARCIVE, GPO, OCLC and other deposit or service accounts; transfer remaining funds to another account numbered library	MAJCOM	MAJCOM	D - 90
Ship children's collection IAW	MAJCOM	Library	D - 90

Programmed Action	Responsible Staff Agency	Action Agency	When
MAJCOM instructions.			
Ship reference collection, audio-visual items, microforms & excess supplies IAW MAJCOM instructions.	MAJCOM	Library	D - 90
Ship CD-ROM LAN products IAW MAJCOM instructions.	MAJCOM	Library	D - 90
Establish site library with basic reference items, and paperbacks.	MAJCOM	SV/Library	D - 60
Terminate circulation and recall all library materials.	SV	Library	D - 60
Close library to customers.	MAJCOM	Library	D - 60
Return all leased materials and clear account.	MAJCOM	Library	D - 60
Ship remaining videos.	MAJCOM	Library	D - 60
Ship balance of general library collection IAW MAJCOM guidance.	MAJCOM	Library	D - 60
Recall all office collection materials or sign materials permanently to organizations.	MAJCOM	Library	D - 30
Request cancellation of FL account.	MAJCOM	MAJCOM	D - 30
Prepare final library report and	SV	Library	D - 30

Programmed Action	Responsible Staff Agency	Action Agency	When
forward to MAJCOM.			
Ship APF, NAF, FOB furniture/ equipment as directed by MAJCOM.	MAJCOM	LGS/Library	D - 30
Prepare administrative files for retirement.	SV	Library	D - 30
Dispose of library records according to AFMAN 37-139.	SV/IM	Library	D - 30
Delete borrower information from automated system.	MAJCOM	Library	D - 5
Close library.	SV	Library	D - 0

Attachment 3

LIBRARIES AND INFORMATION SERVICES

A3.1. General Libraries meet the complex, multifaceted information needs of the military community as well as provide quality-of-life support. These needs include supporting mission, education, technical, and personal information requirements and encouraging personnel to use leisure time productively.

A3.2. Academic Libraries are an integral part of the instructional and professional development programs of either an Air Force formal school or a college-level educational institution.

A3.3. Scientific or Technical Libraries and Information Centers provide information to personnel who work in RDT&E programs or support other technical functions.

A3.3.1. Information centers operate in close cooperation with the scientific and technical information officer (STINFO). Professional librarians or information specialists may be designated as the STINFO.

A3.4. Library Service Centers provide technical support and library materials and services to remote sites, deployed units, and libraries.

A3.5. Command Reference Library and Information Centers provide a central reference and interlibrary loan service function to command libraries. The command librarian may designate any type of library or information activity as a reference library.

A3.6. Contractor Operated Libraries are identified to HQ AFSVA/SVPAL by the command librarian. Contract libraries are operated by a contractor as part of the AFLIS program and must function within the AFLIS program parameters.

A3.6.1. Use the Air Force standard PWS when contracting for general library services. Requirements of the Air Force standard PWS may not be deleted without written permission from HQ AFSVA/SVPAL or the MAJCOM Librarian. The standardized Air Force PWS may be modified with approval of the MAJCOM librarian to meet local requirements.

A3.6.2. Send two copies of the PWS and Quality Assurance Surveillance Plan (QASP) for each library contract to the command librarian. The command librarian sends one copy of the PWS and QASP to HQ AFSVA/SVPAL.

A3.6.3. Professional librarians or information specialists with a Masters Degree from an American Library Association accredited program and a minimum of three years post graduate professional experience operate contract libraries. The contract librarians must:

A3.6.3.1. Follow this AFI, the PWS, QASP, and all other applicable instructions and directives.

A3.6.4. Professional library staff in contract libraries will have applicable degrees and qualifications. Reference librarians will have at least one year of professional experience in reference work, including on-line and CD-ROM search and retrieval and bibliographic instruction. Computer System Administrators will have a Bachelor's Degree in Computer or Information Sciences or five years experience with computer systems and local/wide area networks.

A3.6.5. Quality Assurance Evaluators (QAE) should have a Master's Degree in Library or Information Science from an ALA accredited library school to ensure competent oversight and management for quality customer services. QAE must have technical knowledge and experience in the area to be contracted that is sufficient to permit them to observe contractor performance and to determine whether the service does or does not meet the contract standards IAW AFMAN 64-108, *Service Contracts*.

A3.6.6. Contractor will furnish an initial list of key personnel and library staff with a resume for each to the QAE prior to the start of any contract and update it as staff changes occur.

A3.7. Office Reference Collections are established by the library director when an organization must have reference materials on hand to meet essential mission informational requirements. Quasi-libraries, or small libraries formed by an activity to house oversized office collections and managed by a library technician or clerk without librarian supervision, should not be created. Exceptions are communications/computer documentation libraries and technical report/equipment manual collections.

A3.8. Library Extension Services are authorized by MAJCOMs to provide specialized assistance for personnel who don't have access to established library and information services. Extension services include the following types of libraries:

A3.8. (AFSPC) 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.

A3.8.1. Branch Libraries offer a full range of materials and services. They have set operating hours, separate quarters, a paid staff, and a basic collection of materials. A main library or library service center directs branch operations.

A3.8.2. Field Libraries house a collection of general reading materials issued from a library or library service center to an Air Force, DoD, or State Department activity for which Air Force has support responsibility (see DoDI 1015.10, enclosure 11, Attachment 1). Field libraries may or may not have set operating hours or paid staff. They may operate on the honor system.

A3.8.3. Site Libraries house a collection of print and non-print materials issued to a remote location at the request of the local installation or Services commander to enhance library services. It may or may not have paid staff and set operating hours. It is under the administration of the local site commander and is serviced from a library or library service center.

A3.8.4. Reimbursable Support Units are non-Air Force activities that have a signed support agreement or MOU for library and information materials and services on a reimbursable basis (see DoDI 4000.19).

A3.8.5. Bookmobiles are operated by library personnel during set hours. Librarians use bookmobiles to extend library service to the surrounding community.

A3.8.6. Special Distributions. HQ AFSVA/SVPAL, MAJCOM SV or library service centers send regular or periodic shipments of paperback books, magazines, newspapers, video cassettes, audio cassettes, and compact discs as indicated below:

A3.8.6.1. Library support of OCONUS contingency operations, deployments, and remote sites will be provided by the USAFE Library Service Center. Owing MAJCOM will identify opera-

tions requiring support to the Library Service Center. Owning MAJCOM will reimburse USAFE through central office funds, notifying HQ AFSVA/SVPAL in writing of total amounts required for reimbursement.

A3.8.6.1. (AFSPC) 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. Library support for all CONUS remote sites will be provided by the closest Air Force base library upon request by the owning MAJCOM.

A3.8.6.2. (AFSPC) 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.

A3.8.6.3. Other Federal agency personnel and units, including US Defense Attache Offices (USDAOs) in countries specified in DoDI 1015.10, enclosure 11, Attachment 1.

Attachment 4

LIBRARY STANDARDS LIST

NAME OF STANDARD	DATE	ORGANIZATION	PUBLISHER	APPLIES TO	FUNCTION
American National Standard for Library and Information Sciences & Related Publishing Practices Library Statistics ANSI Z39.7-1995	1995	American National Standards Institute (ANSI)	ANSI	All Libraries	Provides categories and definitions for statistics reporting for all libraries.
Information Retrieval Application Service Definition and Protocol Specification for Open Systems Interconnection ANSI/NISO Z39.50-1995	1995	National Information Standards Organization (NISO)	ANSI/NISO	All Libraries	Specifies an open systems interconnection application layer service definition and protocol specifications for information retrieval.
Public Library Data Services	1996	Public Library Association	American Library Association	General Libraries	Provide data on finances, library resources, demographics, usage, and output measures for nationwide public libraries for comparative analysis.
Output Measures for Public Libraries, 2nd edition	1987	Public Library Development Program, American Library Association	American Library Association	General Libraries	Planning, measurement, and evaluation guidelines for public libraries.
Corporate Standards: Library Program, Processes and Standards	1993	HQ AFSVA/SVPAL	HQ AFSVA/SV	General Libraries	Air Force benchmarks for successful operation of base libraries.

NAME OF STANDARD	DATE	ORGANIZATION	PUBLISHER	APPLIES TO	FUNCTION
Standards for University Libraries	1989	Association of College and Research Libraries	American Library Association	Academic/Research Libraries	Provide measurements to assess goals, resources, and performance to qualify for accreditation.
Standards for College Libraries	1995	Special Libraries Association	American Library Association	Academic Libraries	Provides basic standards for collection resources, personnel, and services required to qualify for accreditation.
Objectives for Special Libraries	1968	Special Libraries Association	Special Libraries Association	Technical Libraries	Provides benchmarks for operating special, technical, and corporate libraries and information centers.
DoD Military Handbook 1190: Facility Planning & Design Guide, table 4-47	JUL 1993	DoD	DoD	All Libraries	Planning and design guide for DoD libraries.
USAF Quality Education System Assessment Guide	DEC 1995	HQ USAF/DPE	HQ USAF	General Libraries	Structured evaluation of base library support of base sponsored education programs.

Attachment 5

TABLE OF ALLOWANCES (TA) FOR LIBRARY USE

A5.1. TA 454, *Libraries/Service Centers*. Lists basic specialized library furniture and equipment required for operating any library.

A5.1.1. Contact HQ AFSVA/SVPAL to request items to be added to the TA. Send full description and use.

A5.2. TA 006, *Organizational and Administrative Equipment*. Lists basic office furniture and equipment.

A5.3. TA 009, *Small Computers*. Lists basic computers, printers, and peripherals.

A5.4. TA 629, *Visual Information (VI) Support (Origination/ Utilization Equipment)*. Lists visual information supplies and equipment applicable to library and general use.

Attachment 6

UNAUTHORIZED PURCHASES FOR ORGANIZATIONS

A6.1. Non-mission support recreational publications and materials for dayrooms, lodging, air terminals, VIP aircraft, distinguished visitor lounges, recreation centers, family support centers, youth activity facilities, hospital and clinic waiting rooms and the like.

A6.2. Training aids and multiple copies of materials for use in military and civilian education programs, family support centers, and religious activities. (Refer to AFI 36-2306; AFI 52-101, *Chaplain Service Responsibilities and Procedures*; and AFMAN 23-110, Volume 2, Part 2).

A6.3. Copies of dictionaries, thesauri, and other books available from base supply or publishing distribution offices (PDO) for office use.

A6.4. Technical publications normally furnished by manufacturers for equipment maintenance and operation (AFPD 21-3, *Technical Orders*).

A6.5. Promotion fitness examination (PFE) and specialty knowledge test (SKT) guides. (See AFI 36-2605, *Air Force Military Personnel Testing System*).

A6.6. Decisions of the Comptroller General. The Government Accounting Office (GAO) provides free copies to Government agencies upon request. These materials may also be obtained from the Government Printing Office. (GPO GA1.5/a).

A6.7. Materials to support military exercises. (Refer to AFI 35-101, *Public Affairs Wartime Planning, Training, and Equipping*).

A6.8. Personal purchases for individuals (DoDR 5500.7, *Joint Ethics Regulation*).

A6.9. Visual information products such as videocassettes, films, and the like. (See AFI 33-117, *Visual {VI} Information*).

A6.10. Computer application software programs for offices, organizations, and agencies supported by AFLIS which are not information products.

A6.11. A6.11. Microforms required for non-library use, excluding technical reports or information products. (Refer to AFMAN 23-110, Volume 2, Part 2, chapter 9, section B).

A6.12. Defense Mapping Agency products such as FSC 7640 cataloged maps, atlases, charts, and globes; and all other maps, charts, flight information publications (FLIPS), air target materiel, point positioning data, and geodetic products. (Refer to AFI 14-205, *Identifying Requirements for Obtaining and Using Cartographic and Geodetic Products and Services*).

A6.13. Cataloged and non-cataloged sheet and book music. (Refer to AFI 35-203, *Band Program*).

Attachment 7

AIR FORCE LIBRARY AUTOMATION PLAN

PROJECT/ ACTION	OPR	DATE INITIATED	ESTIMATED DATE OF COMPLETION	STATUS	ESTIMATED COSTS	RECURRING COSTS
1. IDENTIFY EACH MAJOR AUTOMATION PROJECT						
a. Outline process actions needed to implement the project						
b. List the office of primary responsibility (OPR) for implementing the step						
c. List the date each process action was begun and the estimated completion date						
d. List status as open, working, or complete						

NOTES:

1. Identify each major automation project. Outline the process actions that the library must take to implement the project.
2. List the status as "open," "working," or "complete."
3. Refer to the procedures of AFI 33-103 for guidance in planning and processing automation projects.

Attachment 8 (Added-AFSPC)

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-AFSPC)

LIBRARY COMPUTER USE AGREEMENT _____ BASE LIBRARY

User Agreement: If you wish to use a computer resource within the _____ Base Library Computer User 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:

First Search: First Search offers a wide variety of diverse database 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-AFSPC)

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 evaluated 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, refer-

ence 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-AFSPC)

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)