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*Issued by the EPA Chief Information Officer,  
Pursuant to Delegation 1-19, dated 07/07/2005*

## EPA LIBRARY FACILITY MANAGEMENT PROCEDURES

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### 1. PURPOSE

The purpose of this document is to establish Agency-wide procedures by which libraries in the EPA National Library Network provide, make use of, and manage the facility allotted for library operations.

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### 2. SCOPE AND APPLICABILITY

These procedures apply to the EPA National Library Network and all EPA organizations that provide library services either onsite or through a Memorandum of Understanding (MOU) with another Network library. They provide baseline operational standards for all Network libraries. Individual libraries may develop local procedures to supplement the Network procedures.

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### 3. AUDIENCE

The audience for these procedures includes Assistant Administrators, Deputy Assistant Administrators, Regional Administrators, Deputy Regional Administrators, Assistant Regional Administrators, Associate Administrators, Senior Information Officials, Information Management Officers, Federal Library Managers, Contract Library Managers, and EPA staff.

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### 4. BACKGROUND

Since the inception of the EPA National Library Network, the mission of the libraries has been to provide access to information for EPA employees to facilitate their decision making and research. A parallel component has been to provide access for the public to Agency information. Although in recent years there has been a general decrease in visitors to the library facility and an increased emphasis on electronic resources and services, the dual mission remains. This document addresses ways in which the EPA National Library Network will continue to provide and enhance access to the library facility.

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### 5. AUTHORITY

Agency Delegation 1-19 GENERAL, ADMINISTRATIVE, AND MISCELLANEOUS, Paragraph 2(b) ([http://intranet.epa.gov/oei/imitpolicy/qic/documents/delegation\\_1-19\\_revised070705.pdf](http://intranet.epa.gov/oei/imitpolicy/qic/documents/delegation_1-19_revised070705.pdf)).

CIO Policy 2170.1 EPA National Library Network dated 5/15/09  
(<http://intranet.epa.gov/oei/imitpolicy/policies.htm>)

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### 6. PROCEDURES

## 6.1 Physical Access

- 6.1.1 Library operations will be situated in an environment that provides access to and usage of library resources. Whenever possible, the library will be located in an area convenient to onsite EPA staff as well as to public visitors, e.g., near the facility entrance or immediately off an elevator area. Locations that walk-in visitors can only reach by passing through EPA work areas should be avoided.
- 6.1.2 The library space will be well lit, comfortable, attractive, clean, and have sufficient work space and seating for patrons and staff.
- 6.1.3 The library will abide by the recommended standards for access by individuals with disabilities (Americans with Disabilities Act).
- 6.1.4 Space for library staff operations will be of the same quality as other areas of the library. It must be comfortable and have acceptable levels of lighting, temperature, ventilation, and noise control. It must be functional, flexible, and expandable, if possible.
- 6.1.5 Library spaces will contain well-planned areas for the services provided; e.g., reference, circulation, interlibrary loan, and other public service activities. There will be adequate space for housing all of the library physical collection regardless of format. There are also practical considerations that must be part of library space planning, e.g., is there a provision to have a library staff member near the library entrance so users can ask questions? Are noisy elements—staff workspace, copiers, etc.—separated from areas where users are doing research or reading?
- 6.1.6 With the rise of portable technologies, libraries will make every effort to accommodate patrons who visit the library with their own computer equipment, e.g., laptops. Whenever possible, space will be made available for library patrons to use their personal computer equipment, in an area with convenient access to power supply.
- 6.1.7 All parts of the collection will be readily accessible, preferably on open stacks, but in all circumstances, will be located so that materials may be retrieved in a reasonable period of time. Library staff will offer additional assistance to individuals with disabilities, such as retrieving an out-of-reach book from the library's open stacks.
- 6.1.8 Appropriate signage will be used to facilitate access to library materials. Signage and other physical facilities of the library must not inhibit access to patrons.

## 6.2 Library Materials Housing

- 6.2.1 Library shelving, map cases, microfiche cabinets, CD-ROM storage units, etc., are examples of appropriate housing for library materials.
- 6.2.2 Libraries may choose to house some lesser-used materials in facilities other than the normal onsite location. Any offsite facilities used to house library materials will conform to the same standards of accessibility and proper environmental controls. Shelving in offsite facilities must be of sufficient quality to function adequately and withstand the weight of library materials.

## 6.3 Equipment

- 6.3.1 The library will have equipment for the staff and public to view and use any and all information-storage media in its collection. The capability to download, copy, and print materials from electronic sources will be provided. Microfiche readers and reader-printers must be available to all patrons if the library's collection contains those formats. Government libraries must meet the minimum technical requirements, including Section 508 Compliance, as revised and published in the 2005 Minimum Technical Requirements
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for Public Access Workstations in Federal Depository Libraries.

- 6.3.2 A personal computer that meets or exceeds the latest minimum technical requirements is highly recommended for use by each library staff member to ensure effective library service and administration. Library staff will have individual dedicated workstations in accordance with each library's contract terms.
- 6.3.3 Adequate space away from regular patron service areas should be allocated for processing functions related to new materials and for preservation and repair functions related to older materials.
- 6.3.4 Equipment Maintenance
  - 6.3.4.1 Library equipment will be regularly maintained to provide proper operation.
  - 6.3.4.2 Maintenance agreements for library equipment with appropriate vendors are highly recommended. These agreements normally include preventive maintenance such as routine cleaning and inspection of working parts.
  - 6.3.4.3 Repair of malfunctioning equipment will be arranged and accomplished as quickly as possible to ensure availability of equipment. When there is a delay in repairing equipment, impacts to the library's ability to provide service will be assessed and alternate plans implemented if necessary. For example, if the library copier is out of service, the library may allow patrons to take non-circulating materials to another copier in the facility.

#### 6.4 Property Inventory

- 6.4.1 At a minimum, an annual inventory of property items assigned to the library staff will be maintained by the Library Managers. The inventory will be updated as soon as changes occur, and an annual review of the inventory will be conducted to ensure all information is up-to-date. Local facility and/or contract requirements will be considered with regard to equipment inventory schedules.
- 6.4.2 Items to be inventoried include: Computers and associated peripherals, copiers, scanners, high-value printers, and microfiche reader-printers, etc. Local facility and/or contract requirements will be considered with regard to what items should be inventoried.
- 6.4.3 Inventoried items are often checked by verifying the EPA number, any other assigned number, and/or the manufacturer model and serial number, according to local procedures.

#### 6.5 Security

- 6.5.1 Library materials will be protected from theft or unauthorized removal using appropriate technologies to meet local needs. This may include locked stacks for valuable items, Radio Frequency Identification (RFID), and/or magnetic strips.
- 6.5.2 Building security is an important consideration. In most cases this will be handled by overall building operations and local EPA safety officers. Examples of library-specific security issues to consider include:
  - 6.5.2.1 Do patrons have access to the library at times when the library is not staffed?
  - 6.5.2.2 Are there doors that are not visible from the staff area?
  - 6.5.2.3 Are rare and/or hard-to-replace materials stored near doors, or in areas away from library staff?

#### 6.6 Additional Considerations for the Library Facility

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- 6.6.1 Each library will consult local policies and procedures for following EPA's Environmental Management System Implementation Policy. Often these policies relate to purchases of new equipment and furnishings.
  - 6.6.2 Each library will be aware of green building initiatives at the local site.
  - 6.6.3 Whenever possible, libraries will utilize space and energy-saving technologies such as mobile/compact shelving and multi-function printer/fax/copy machines. Attempts should be made to power-down machines not in use in the evenings and to take advantage of equipment "sleep" modes during open hours as appropriate.
  - 6.6.4 Library staff should have easy access to a sink. Book repair activities and normal library maintenance require access to water.
  - 6.6.5 In planning for space needs, library staff will consult appropriate resources for assistance. Formulas for calculating space needs for seating, stacks, and other considerations are found in many library space planning guides published by professional library associations such as American Library Association (ALA) and/or Special Libraries Association (SLA).
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## 7. RELATED DOCUMENTS

EPA National Library Network. EPA Library Disaster Response and Continuity of Operations (COOP) Procedures, dated 10/20/2010 ([http://intranet.epa.gov/librarynetwork/moving\\_forward.html](http://intranet.epa.gov/librarynetwork/moving_forward.html)).

International Federation of Library Associations and Institutions (IFLA), Government Libraries Section and the Government Information and Official Publications Section. Guidelines for Libraries of Government Departments (IFLA Professional Reports, No. 106), dated 2008 (<http://archive.ifla.org/VII/s4/pubs/Profrep106.pdf>).

Office of Administration and Resources Management. EPA Facilities Manual, dated 07/2004 with Volume 2 revisions dated 07/2006 ([http://www.epa.gov/greeningepa/facilities/facil\\_manual.htm](http://www.epa.gov/greeningepa/facilities/facil_manual.htm)).

U.S. Government Printing Office. Federal Depository Library Handbook, accessed 07/28/2010 (<http://www.fdlp.gov/administration/handbook>).

U.S. Government Printing Office. Minimum Technical Requirements (MTR) 2005 (supersedes 2004 Minimum Technical Requirements for Public Access Workstations in Federal Depository Libraries), dated 01/10/2005 (<http://www.fdlp.gov/administration/computers/244-mtr>).

U.S. Immigration and Customs Enforcement. Making Buildings Safe: Federal Protective Service (GSA brochure), accessed 07/28/2010 ([http://www.gsa.gov/graphics/pbs/fps\\_making\\_buildings\\_safe.pdf](http://www.gsa.gov/graphics/pbs/fps_making_buildings_safe.pdf)).

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## 8. ROLES AND RESPONSIBILITIES

**Assistant Administrator for Environmental Information:** The Assistant Administrator, OEI, as the CIO for the Agency, has the overall responsibility for the governance and coordination of the EPA National Library Network, including establishing policy and supporting procedures, standards, and guidance to ensure the effective oversight of the EPA National Library Network.

**Assistant Administrators and Regional Administrators:** Assistant Administrators and Regional Administrators with libraries within the EPA National Library Network have the overall responsibility for the management of their individual libraries, for compliance with Agency-wide policies,

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procedures, standards and guidance relating to the Library Network and to ensure that their individual libraries provide efficient and cost-effective access to information and data necessary to carry out EPA's mission.

**National Library Program Manager:** The National Library Program Manager has the day-to-day responsibility to provide assistance and guidance to offices in the operation of the EPA National Library Network and to ensure that the individual libraries provide efficient and cost-effective access to information and data necessary to carry out EPA's mission. The National Library Program Manager resides in OEI's Office of Information Analysis and Access.

**Federal Library Managers:** The Federal Library Managers have first-line responsibility for operation of physical Network libraries and provision of library services and to ensure that their individual libraries provide efficient and cost-effective access to information and data necessary to carry out EPA's mission.

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## 9. DEFINITIONS

**Access:** The ability of members of the public to obtain information from a government agency. All public libraries and most academic libraries in the United States are open to the general public, but access to certain areas such as closed stacks, rare books, and special collections may be restricted. In a more general sense, the right or opportunity to use a resource that may not be openly and freely available to everyone. In computing, the privilege of using a computer system or online resource, usually controlled by the issuance of access codes to authorized users or, more broadly, the ability of a user to reach data stored on a computer or computer system.

**Equipment:** The federal government defines equipment as an item of non-expendable, tangible personal property, having a useful life of more than one year and a unit acquisition cost of \$5,000 or greater.

**EPA National Library Network:** A national network composed of EPA libraries and repositories located in the Agency's Headquarters, regional and field offices, research centers, and specialized laboratories, as well as Web-based access to electronic collections. Network libraries are defined as those libraries with an official membership presence in the Online Computer Library Center (OCLC) system. Centralized network coordination comes from the Agency's Office of Environmental Information. Individual EPA libraries are administered by a range of offices in conjunction with contract staff.

**Green Building Initiatives:** Initiatives encouraging green or sustainable building, the practice of creating healthier and more resource-efficient models of construction, renovation, operation, maintenance, and demolition.

**ILL:** See Interlibrary Loan.

**Interlibrary Loan (ILL):** The process by which a library requests materials from, or supplies materials to, another library. This service is provided upon request of a library user for materials not available in the local library.

**Magnetic Strip:** A thin magnetized strip of plastic firmly affixed to a book or other bibliographic item at the time it is processed, which can be set to trigger a security alarm whenever someone attempts to remove material from the library without checking out the item. Synonymous with magnetic

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detection strip, security strip, *and* tattle-tape.

**Materials:** Items within the library collection that may include books, journals, reports, miscellaneous publications, microform, multimedia, and other physical objects. Generally, library materials do not include official records, but convenience copies of records may be included.

**Memorandum of Understanding (MOU):** A memorandum signed by more than one agency or organization that promises cooperation or coordination on a specific issue, project, or agenda.

**Microfiche:** A small card-shaped sheet of photographic film designed for storing miniaturized text and/or microimages arranged sequentially in a two-dimensional grid.

**Microform:** A generic term for a highly reduced photographic copy of text and/or images stored on a translucent medium (microfiche or microfilm) or on an opaque medium such as card stock (microopaque or aperture card). Microforms can be original editions or reproductions. Reader-printer machines are required to view and make hard copies. Digital storage media such as magnetic tape and disk, CD-ROM, etc., are superseding microforms in information storage and retrieval to some extent.

**MOU:** See Memorandum of Understanding.

**Open Stacks:** Shelving in a library to which users have unrestricted access. The opposite of Closed Stacks.

**Patrons:** Anyone authorized to use the materials and services of the library. May include EPA staff and contractors and/or the public.

**Physical Collection:** The materials, whether books, maps, microforms, scrolls, CD-ROMs, DVDs or any other items that physically reside in a library or its storage space and are managed by one or more mechanisms of bibliographic control.

**Processing Functions:** The steps taken to make materials shelf-ready in libraries. This can include but may not be limited to cataloging, stamping, and placing labels on books and resources.

**Public Visitor:** Person who is not employed by EPA but uses the library in person to obtain library services, to use materials in the physical collection or to access public EPA databases.

**Radio Frequency Identification (RFID):** The use of microchips to tag library materials and the library card, enabling patrons to check out items by walking through a self-service station equipped with an antenna that emits low-frequency radio waves. When an RF tag (transponder) passes through the electromagnetic zone, a reader (antenna + transceiver) decodes the data encoded in the tag's integrated circuit, passing it to a computer that automatically links data from the physical item(s) to the patron record that corresponds to the library card. Line-of-sight is not required for this non-contact system. RFID technology may eventually replace the barcode and optical technology in library circulation systems. Tags are available in various shapes and sizes for use in a wide range of applications, with read/write capability for interactive applications.

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**Reference:** Services provided by library staff to meet the information needs of patrons (in person, by telephone, or electronically), including but not limited to answering questions, instructing users in the selection and use of appropriate tools and techniques for finding information, conducting searches on behalf of the patron, directing users to the location of library resources, assisting in the evaluation of information, referring patrons to resources outside the library when appropriate.

**RFID:** See Radio Frequency Identification.

**Services:** Any service provided by the library. The most common services are answering questions and conducting research (known as reference), providing access to online databases, and interlibrary loan to retrieve materials from other libraries.

**Signage:** A collective term for all the static visual symbols and devices posted in a library to direct patrons to specific resources, services, and facilities, and to inform them of library hours, policies, programs, and events, including their size, design, and placement. Signs that are clear, concise, consistent, courteous, and appropriately placed can significantly reduce the number of directional questions received at the reference desk and make using the library less stressful, especially for inexperienced patrons. To comply with ADA requirements, many libraries in the United States have added Braille to signs posted within physical reach of users. In libraries that serve a significant number of non-English-speaking patrons, signs may be provided in more than one language. An effort is made in new construction and major renovations to avoid a piecemeal approach by incorporating the style and placement of signs into the overall interior design.

**Walk-in Visitors:** The number of persons who physically enter library facilities in a defined time period, regardless of reason. Library and building/maintenance staff are not included.

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## 10. WAIVERS

Waivers to these procedures must be approved by the Assistant Administrator for Environmental Information/Chief Information Officer. Waiver requests must be submitted in writing by the requesting office's Senior Information Official (SIO) through the Director of the Office of Environmental Information, Office of Information Analysis and Access (OIAA).

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## 11. RELATED POLICIES, STANDARDS AND GUIDANCE

The following related policies, standards, and guidance documents are available on the EMS Policy page (<http://www.epa.gov/greeningepa/practices/ems.htm>):  
Environmental Management System Implementation Policy

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## 12. MATERIAL SUPERSEDED

These procedures supersede the EPA Library Systems Manual 2130, dated January 1977.

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## 13. ADDITIONAL INFORMATION

For further information about these procedures, please contact the Policy and Program Management Branch of the Information Access Division in Office of Information Analysis and Access, Office of Environmental Information.

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