



READINESS AND FORCE
MANAGEMENT

OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
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MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY
(MANPOWER AND RESERVE AFFIARS)
ASSISTANT SECRETARY OF THE NAVY
(MANPOWER AND RESERVE AFFIARS)
ASSISTANT SECRETARY OF THE AIR FORCE
(MANPOWER AND RESERVE AFFIARS)

SUBJECT: Department of Defense Morale, Welfare and Recreation Library Standards

This policy memorandum updates the core standards for Morale, Welfare and Recreation (MWR) general libraries and rescinds the previous policy memorandum dated November 10, 2009. These core standards are the minimum standards to be observed and are effective October 1, 2013. Every three years, the Services' head librarians shall review the standards and goals delineated in this memorandum.

Per Department of Defense Instruction 1015.10, "Military MWR Programs," dated July 6, 2009, the Services shall submit a status report to the Deputy Assistant Secretary of Defense for Military Community and Family Policy by January 31st of each year, listing both the number of installations within each Service that have general libraries and those that do not meet core standards. The report shall include a list of installations that received a waiver of the core standards as well as the reason for the waiver and its duration. All report information must be current through September 30th of the year preceding the report.

These standards will be posted on the Military OneSource website. My point of contact is Mr. Ed Miles, Director, MWR Policy, at Ed.Miles@osd.mil and 703-588-0871.

Charles E. Milam
Acting Deputy Assistant Secretary of Defense
(Military Community and Family Policy)

DoD Morale, Welfare and Recreation (MWR) Library Standards

DoD MWR Library activities support the following: readiness and the military mission; professional military and technical education and training; personal and technical skill development of members of the military community; quality of life at home, when deployed or assigned to remote locations; voluntary education and lifelong learning; transition and career assistance; relocation assistance and leisure needs of the military community. MWR libraries do not include medical, technical and other libraries within DoD that focus on occupational or academic specialties.

CORE STANDARDS:

The following standards apply to each DoD installation, except for afloat operations, and a minimal number of very small locations where full compliance would be an ineffective use of resources compared to the customers served.

The Installation's Main Library shall have:

Customer Programs and Services:

- Provides a full time professional librarian providing reference and research services and materials including print, electronic resources (journals, e-books, e-audio books, databases, e-video, e-music), and audio/video
- Provides access to electronic resources and services on site and remotely (as examples, but not limited to: Library databases, email, social media)
- Updates collections (to include weeding) annually to meet customer demands and individual Service-specific requirements
- Provides fax or scanning, photocopy, inter-library loan and document delivery services
- Prepares and distributes bibliographies (lists of materials)
- Offers programs for children, teens and adults – based on need:
 - Examples:
 - Summer Reading Program
 - Story Time
 - Book Clubs
 - Seasonal (summer safety, spring fitness, etc.)
 - Gaming night (video and board games)
- Hours of operation meet customer demand; open one evening per week after 1800; and open either Saturday and/or Sunday.

Technology Infrastructure:

- Provides automated library management system/software (Integrated Library System)
- Offers remote access to online library catalog
- Provides Internet access for customers and staff
- Provides staff with .mil (NIPRNET) computer access
- Provides computer printing capability for customers and staff
- Operates an electronic patron counter, installed and working (with security system or stand-alone)
- Provides wireless Internet access
- Provides fax or scanners and photocopiers (for staff and/or customers).

Facility and Surrounding Area:

- Customer Common areas for meeting, collaborating, sharing, recreating, studying
 - Adults
 - Teens
 - Children (with appropriately sized furniture/shelving)
- Technical processing space that is separate from the circulation desk and from the customer common areas
- Air conditioning and heating systems to prevent/minimize deterioration of library materials
- Interior and exterior lighting that meets industry standards (UFC 4-740 Design: Libraries, paragraph 3-5.8.1)
- External book drop
- Shelving meets ANSI/NISO Standards Z39.73
- Library specific furniture (e.g. circulation desk).

Staff:

- Library Director is full-time and meets OPM Qualification and Classification Standards (1410) (GS, NAF, contract)
- Other library staff meets OPM Qualification and Classification Standards for 1410, 1411, 1412, 2210 or equivalent (GS, NAF, contract)
- All library staff complete training no less than biannually in library services and competencies; minimum of 20 hours annually
- Library staff cross-trained to provide customer service
- Two staff members on duty during all customer hours of operation to meet safety and emergency response requirements. Volunteers are not used to displace paid employees in lieu of filling authorized paid personnel positions (DoD Instruction 1100.21, enclosure 3.3).

Plans:

- Long range budget plan (at least 3 years) that includes:
 - Materials (currency/modernization)
 - Information technology
 - Training needs

- Annual marketing action plan based on:
 - Customer surveys
 - Customer feedback
 - Mission requirements.

DoD PREMIER STANDARDS:

It is the DoD goal to provide a level of service and quality of programs within library facilities commensurate with those services and programs found in premier civilian community libraries. Installations are encouraged to achieve this goal. Those facilities that comply with all Core Standards and Premier Standards will be designated as a DoD Premier MWR Library and will be eligible for DoD recognition and an accompanying Certificate of Excellence. Eligibility will be validated by nominations for recognition submitted by the Services to the Deputy Assistant Secretary of Defense for Military Community and Family Policy. A premier DoD MWR Library facility, in addition to meeting the Core Standards, shall meet the following Premier Standards:

Customer Programs and Services:

- E-reader lending services
- Flat screen monitor/television for library events and cross marketing with other MWR activities
- Mobile access to Library Catalog

Technology Infrastructure:

- Color and high speed printing
- Access to data display projector with software and screen
- Access to digital camera
- Children's computer workstation (dedicated software and games)

Facilities:

- Large multipurpose room (for customer meetings)
- Viewing and listening rooms for multimedia materials
- Small study room(s) (with doors for privacy)
- Administrative area that includes staff office (with door for privacy)
- Staff break area.