



OFFICE OF THE UNDER SECRETARY OF DEFENSE  
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PERSONNEL AND  
READINESS

10 NOV 2009

MEMORANDUM FOR DEPUTY ASSISTANT SECRETARY OF THE ARMY  
(PERSONNEL OVERSIGHT)  
DEPUTY ASSISTANT SECRETARY OF THE NAVY  
(MILITARY PERSONNEL POLICY)  
DEPUTY ASSISTANT SECRETARY OF THE AIR FORCE  
(FORCE MANAGEMENT INTEGRATION)

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

This policy memorandum updates the core standards for MWR general libraries and rescinds the previous policy memorandum dated September 26, 2006. The core standards are established as minimums and are effective immediately. Every three years, the Service head librarians shall review the standards and goals delineated in this memorandum.

Per Department of Defense Instruction 1015.10, "Programs for Military Morale, Welfare and Recreation," July 6, 2009, beginning in 2010, the Services shall submit a status report to the Deputy Under Secretary of Defense (Military Community and Family Policy) by January 31<sup>st</sup> of each year, listing both the number of installations within each Service that have general libraries and those installations that do not meet core standards. The report shall also include a list of installations that received a waiver of the core standards, as well as the reason for the waivers and its duration. All report information must be current through September 30<sup>th</sup> of the year preceding the report.

These standards will be posted at <http://www.militaryhomefront.dod.mil/>.

Tommy T. Thomas  
Deputy Under Secretary of Defense  
(Military Community and Family Policy)

Attachment:  
As stated

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## **DoD Morale, Welfare and Recreation (MWR) Library Standards**

DoD MWR Library activities support 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; and 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 Central installation library shall have:

#### **Customer Programs and Services:**

- Reference and research services (full-time librarian available to assist customers); reference and research materials including print, non-print, on-line databases, Internet services including portal access to databases; circulating collections including print, audio, video (DVD and/or Blu-ray); collections are updated annually to meet customer demands and individual service specific requirements;
- Internet access to periodicals, newspapers, applicable indexes and full text databases (accessible onsite and remotely); access to unclassified email; computers that accept multiple formats; computer printing capability; orientations on program services and use of all resources available throughout the installation; inter-library loan; document delivery to retrieve materials; and bibliographies (list of materials on a particular subject).
- Programs for children, teens, and adults based on customer need.
- Hours of operation that meet customer demand, open at least one evening (after 1800) and open either Saturday and/or Sunday.

#### **Technology Infrastructure:**

- Integrated Library System that provides circulation management; electronic card catalog; inventory/collection control (cataloging and classification); obtains MACHine Readable Cataloging (MARC) records through Online Computer Library Center (OCLC), or equivalent.
  - Computer for customers with access to the electronic card catalog, commercial Internet and the military network.
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- Computer workstations for staff with printing capability and access to electronic card catalog, commercial Internet and the military network with email capability.
- Adhere to the National Institute of Standards Organization (NISO) Z39.XX (<http://www.niso.org/kst/reports/standards>) compatibility standards for all new library automation and information technology.
- DSN and commercial telephone for staff; electronic patron counter.

**Facility – and Surrounding Area:**

- Physically separate areas with adequate space for reference materials; periodicals; technical services; photocopying; circulation desk; reading area with tables, desks, and chairs; study area; display for new materials and information about the library program; customer use computer area; entrance/foyer; and children's area.
- Air conditioning and heating systems to avoid deterioration of library materials.
- Adequate interior and exterior lighting that meets industry standards. (UFC 4-740 Design: Libraries, para 3-5.8.1 [http://www.wbdg.org/ccb/DOD/UFC/ufc\\_4\\_740\\_20.pdf](http://www.wbdg.org/ccb/DOD/UFC/ufc_4_740_20.pdf))
- Furniture that meets library mission and includes tables, desks, and chairs; seating (a portion of which must be upholstered); circulation desk; and shelving (if steel, meets ANSI/NISO Z39.73 -1994(R2001)); children's tables, chairs, and shelving are appropriately proportioned.
- Equipment including a fax (for customer and/or staff use); photocopier; and external book drop.
- Adequate customer parking that meets DoD standards. (MILHDBK 1190, Table 3-1 - <http://www.wbdg.org/ccb/NAVFAC/DMMHNAV/1190.pdf>)
- Libraries meet ADA requirements for doors to open automatically. (UFC 4-740-20 Design: Libraries)

**Staff:**

- All library staff receive training no less than twice yearly in library services and competencies; cross trains employees so customers are provided competent customer services whenever the library is open; library director position is full time and filled by person who meets OPM classification and qualifications standards for Series 1410. Other library staff meets OPM classification and qualification standards for 1410, 1411, 1412, and 2210 series or equivalent (GS, NSPS, NAF or contract). At least two staff members on duty during all customer hours of operation for safety and emergency response capabilities. Volunteers will not be used to displace paid employees or in lieu of filling authorized paid personnel positions. (DODI 1100.21, enclosure 3.3)

**Plans:**

- Long-range budget plan (at least three years) that reflects the requirement for currency and modernization of materials, information and technology systems, and training needs. A marketing action plan based upon the mission and customer feedback.
- Acquisition of library materials shall take advantage of publisher/manufacturer's discounts, schedules, and licensing economics; and joint services opportunities for savings and efficiencies.
- Library activities shall establish one or more consortia/network partnerships with other library systems or referral services to obtain economies and efficiencies of operations.

**DoD PREMIER STANDARDS**

It is the DoD goal to provide a level of service and quality of programs within our library facilities commensurate with those found in premier civilian community libraries. Installations are encouraged to achieve this goal. Those facilities that comply with all Core Standards and the following premier standards will be designated as DoD Premier MWR Libraries 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 Under Secretary of Defense for Military Community and Family Policy. A premier facility shall have:

**Customer Programs and Services:**

- Provide research capabilities to include identification, analysis, and synthesis resulting in a product (e.g. background paper, brief, white paper); comprehensive bibliographies (includes summaries or analytics); and selective dissemination of information (SDI).

**Technology Infrastructure:**

- Provide color and high speed printing; data display projector; digital camera; children's computer workstation(s); security system; Common Access Card (CAC) reader(s); scanner(s) for customers and staff; upgrade one third of customer computers annually; and wireless Internet capability.

**Facilities:**

- Provide a teen area; administrative area that includes staff office(s) (with doors for privacy); break area; technical services room; viewing and listening room(s) for multimedia materials; study room(s) with doors for privacy; and multipurpose room (for customer meetings).