

6. Users as a Percentage of the Population

Every ten years libraries shall determine the percentage of the population that has used the library during the last year by means of a citizen survey. (Section III.-Administration.) Some libraries may wish to do a citizen survey in preparation for a major decision-- construction, expansion, rate increase referendum. If, however, the timing of this survey is not prescribed by a local library issue, choosing to complete it six or seven years after a federal census may not only accomplish the receipt of the citizens' perceptions of the library, but it may also serve to update some of the census demographic information.

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7. Patrons by Age Groups or Other Specific Characteristics as a Percentage of the Population

During the year of the citizen survey libraries shall determine the percentage of the population that has used the library by age, sex, occupation, and other meaningful groupings. (Section III- Administration.) These percentages can then be compared to the census statistics in order to determine if any group in the community is underserved.

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**Specific Populations**

The development of library service is entirely dependent on the make-up of each community, the priorities of the library roles, and other community agencies. (Libraries are urged to apply the Planning and Role Setting for Public Libraries in this section.) For most libraries it is no longer possible to be all things to all people. For the duration of each library's planning cycle, heavy emphasis may be placed on certain specific target groups, and less emphasis on others. Except for the basic standards designated below, libraries will be responsible for determining their own measures of performance. When current standards other than these are available for serving specific populations, they should be studied and implemented in accordance with the library's long-range plan.

Specific target groups with special needs include but are not limited to the educationally, culturally, and socioeconomically disadvantaged; the elderly; individuals who are illiterate; ethnic minorities; persons with limited English-speaking ability; persons with physical, cognitive, and emotional disabilities; and residents of state, county, and locally funded institutions.

8. At least every five years libraries shall identify specific target groups within their population.

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9. At least every five years libraries shall identify the percent of usage by these specific target groups.

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The Board shall determine to what extent the library can meet the needs of the special populations identified and address these needs when setting its roles and formulating its long-range plan.