



DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
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WASHINGTON DC 20350-3000

MCO 1700.33
MFR
18 SEP 2015

MARINE CORPS ORDER 1700.33

From: Commandant of the Marine Corps
To: Distribution List

Subj: MARINE CORPS GENERAL LIBRARY PROGRAM (LIBRARY PROGRAM)

Ref: (a) MCO P1700.27B W/CH 1
(b) DoD Instruction 1015.10 CH 1, "Military Morale, Welfare, and Recreation (MWR) Programs," June 8, 1999
(c) Unified Facilities Criteria (UFC) 4-740-20 "Libraries," May 1, 2006
(d) 5 U.S.C. 552a
(e) SECNAVINST 5211.5E
(f) SECNAV M-5210.1

Encl: (1) General Library Standards
(2) Collection Development
(3) Patron Services
(4) Staffing Standards

Reports Required: I. Annual General Library Report (Report Control Symbol MC-1560-21 par. 3.b.(7)(e)1.)
II. DoD Morale, Welfare, and Recreation General Library Core Standards Checklist Control Symbol MC-1560-05 par. 3.b.(7)(e)2.)

1. Situation. To implement the Marine Corps General Library Program (Library Program) provisions of references (a) through (c), to publish Marine Corps policy and guidance of enclosures (1) through (5), and assign responsibility for Library Program.

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2. Mission. Per references (a) through (c), the mission of a Department of Defense (DoD) Morale, Welfare, and Recreation (MWR) Library Program is to support the following: readiness and the military mission; professional military and technical education and training; off-duty education; personal and technical skill development of members of the military community; quality of life at home and in deployed garrison and remote locations; lifelong learning; transition and career assistance; relocating assistance and leisure needs of the military community. DoD MWR libraries do not include medical, legal, technical, scientific and other libraries within DoD that focus on military occupational specialty education or academic specialties.

3. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. To establish policies and standards for the Library Program designed to meet the educational, informational and recreational needs of Marines and families.

(2) Concept of Operations

a. Library Program personnel are responsible for effectively implementing the policies and standards outlined in this Order. Appendix A of this Order lists commonly used library definitions.

b. The Library Program provides an unbiased collection of print and non-print resources, materials, and equipment to support the professional, educational, informational, lifelong learning, enrichment and recreational needs of the Marine Corps community. All aspects of library services, programs, and technology are designed to meet the needs of patrons as defined by reference (b). This Order will ensure that the Library Program:

(1) Promotes literacy, and provides information resources and research skills that support the Marine Corps community and the Marine Corps leadership initiatives.

(2) Promotes military readiness through the support of Voluntary Education programs, Transition Readiness, Family Member Employment, Officer and Enlisted Professional Military Education (PME), the Commandant of the Marine Corps (CMC) Professional Reading List, the Sergeant Major of the Marine Corps (SMMC) Reading List and research for commanders and management.

(3) Supports Marine Corps Embassy Security Group personnel at foreign missions and deployed and remotely stationed Marines and families throughout the world.

(4) Encourages and strengthens an informed citizenry, with the information needed to support and promote democracy, to fulfill their civic responsibilities and to fully participate in community decision-making.

(5) Promotes diversity and cultural awareness with a variety of materials, programs and exhibits that showcase patrons' personal heritage and the heritage of others in the Marine Corps community.

(6) Supports creation of young readers with access to a wide range of early literacy programs for children from birth to five years old, and services designed to encourage a lifelong love of reading. Quality of life (QOL) programs are offered for children, teens, families, and adults, and include a Children's Summer Reading Program, a regularly scheduled Children's Story Time, and special event/themed family activities.

(7) Connects patrons to online resources through the Virtual Library portal with access to eBooks, audiobooks, comprehensive general and subject research databases, digital magazines, online encyclopedias, foreign language lessons and self-improvement classes with no fees.

(8) Supports continuous education and professional development, enhances occupational skills, increases creative and spiritual development, enhances social well-being, supports home schooling, and fosters esprit de corps in the Marine Corps and provides access to the resources patrons need to continue to learn throughout their lives.

(9) Provides patrons with materials and programs in a variety of formats to stimulate the imagination by reading, viewing and listening for pleasure and to enhance their leisure time.

b. Subordinate Element Missions

(1) Deputy Commandant, Manpower and Reserve Affairs (DC, M&RA). Establish and maintain a Library Program consistent with the policy and guidance contained in this Order.

(2) Director, Marine and Family Programs Division (M&RA, MF)

(a) Maintain functional control as the program and resource sponsor, and serve as the Marine Corps' subject matter expert on Library Program issues.

(b) Provide policy oversight and guidance to the Library Program and develop and propose recommended changes.

(c) Coordinate support of the Library Program in order to provide a standardized level of support Marine Corps-wide.

(d) Recognize, share and implement the Library Program best practices to ensure the most effective and efficient delivery of services Marine Corps-wide.

(e) Provide oversight of prescribed Librarian certification and required annual education in accordance with Enclosure (4).

(f) Coordinate with Marine Corps Community Services (MCCS) Directors and monitor evaluation of personnel, budget, and training and program initiatives relative to the Library Program.

(g) Develop reporting requirements, program evaluation tools, and measures of effectiveness to ensure effective program implementation.

(h) Inform installation Library Program staff of free online library specific training opportunities.

(i) Coordinate with M&RA MR for the technical Integrated Library System (ILS) policies including software.

(j) Oversee the ILS program management, policy oversight, and annual ILS training for the installation Librarians, in coordination with NAF Business and Support Services Division M&RA, (MR).

(k) Represent MWR Libraries in relationships with the DoD, Office of Military Family and Community Policy, and the Library Programs of other Military Services.

(3) Director, M&RA,MR

(a) Purchase and support original and replacement (ILS) hardware and software.

(b) Develop and monitor technical ILS policies including software, in coordination with M&RA MF.

(c) Conduct ILS program management, policy oversight, and annual ILS training for the installation Library Program staff, in coordination with M&RA MF.

(4) Commanding Generals, Marine Corps Combat Development Command (MCCDC) and Marine Corps Installation Command (MCICOM)

(a) Serve as a subordinate command in all matters pertaining to Marine and Family Programs.

(b) Ensure execution of the higher headquarters plan developed by DC M&RA via Marine Corps installations in order to support the Operating Forces, tenant commands, and activities.

(5) Inspector General of the Marine Corps (IGMC)

(a) Ensure the Library Program is included during regular and no-notice inspections.

(b) Utilize the Functional Area checklist prepared and maintained by M&RA MF as the standard for ensuring compliance with this Order.

(6) Installation Commanders

(a) Establish the Library Program on each USMC installation as a Category A (CAT A) Morale, Welfare and Recreation (MWR) activity within the installation Personal and Professional Development Branch.

(b) Establish and ensure adequate funding of a Library Program at each installation.

(c) Ensure adequate staff, facilities, furnishings, supplies, equipment, library materials and resources are available to support the Library Program.

(7) Installation MCCS Director or Assistant Chief of Staff (AC/S)

(a) Establish that Library Program staff will provide resources, services and programs to unit and organizational commanders, active duty service members and their families.

(b) Ensure that the Supervisory Librarian or Library Director is a key position to be filled by a knowledgeable person per standards included in Enclosure (4).

(c) Ensure Library Program staff is fully trained and is afforded the opportunity for professional development using available resources, to include annual training and attendance at Library relevant training(s).

(d) Execute a Category A budget supported with a minimum 85% Appropriated Funds (APF) with the use of Non-Appropriated Funds (NAF) limited to specific instances where APF are prohibited by law.

(e) Require that the Supervisory Librarian or Library Director submit required reports and data as directed by M&RA MF, to include the following:

1. An official, signed Annual General Library report due November 15 of each calendar year detailing the statistics, budget execution and program usage of the previous fiscal year, measuring customer demand, usage, and satisfaction.

Report Control Symbol MC-1560-21 is assigned to this reporting requirement.

2. An official, signed DoD General Library Core Standards checklist due November 15th of each calendar year. Standards are defined in Enclosure (1). Report Control Symbol DD-1560-05 is assigned to this reporting requirement. A waiver request to M&RA MF is required for each non-compliant core standard each reporting period. Waivers for Staffing Standards will not be granted.

(f) Conduct periodic customer satisfaction surveys in coordination with M&RA MF to measure the quality of service provided.

(g) Ensure Library events, information, or updates are incorporated into MCCA advertising and public affairs planning, products, and events.

(h) Ensure that Library staff position descriptions include responsibilities, training and educational standards per enclosure (4) of this Order.

4. Administration and Logistics

a. Recommendations for changes to the Order should be submitted to the DC M&RA (MF) via the appropriate chain of command.

b. The generation, collection or distribution of personally identifiable information (PII) and management of privacy sensitive information shall be in accordance with the Privacy Act of 1974, as amended, per references (d) and (e). Any unauthorized review, use, disclosure or distribution is prohibited.

c. Records created as a result of this Order shall be managed according to National Archives and Records Administration approved dispositions per reference (f) to ensure proper maintenance, use, accessibility and preservation, regardless of format or medium.

d. Navy/Marine Corps (NAVMC) forms mentioned in this Order are available at <https://navalforms.documentservices.dla.mil>.

5. Command and Signal

a. Command. This Order is applicable to the Marine Corps Total Force.

b. Signal. This Order is effective the date signed.



M. A. BRILAKIS
Deputy Commandant for
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Library Standards

1. General. The Library program shall be established on Marine Corps installations to assemble, organize, preserve and make easily available unbiased collections of retrospective, current, and authoritative multimedia library materials. Collections, resources and programs shall be made available at no cost, and offered in response to the interests and needs of the Marine Corps community. Facility designation will be based on military strength, statistical usage of library resources and services, and projected demand based on future operations.

a. The Library Program shall comply with the DoD moratorium on MWR library closures, per reference (b).

b. The Library Program will advance the use of best practices, professional standards, and performance measures to provide effective services to library patrons.

c. All acquisition of library materials will take advantage of publisher/vendor discounts, terms, schedules, licensing economies, and Joint service opportunities for saving and efficiencies. To take advantage of consortium purchasing and volume discounts available to Federal library agencies, the Libraries are encouraged to use The Library of Congress' FEDLINK acquisition process.

d. Main Libraries shall be required to maintain a three-year budget plan that will reflect requirements for currency and modernization of materials, information technology and training needs.

e. Libraries shall create consortium resource sharing and cooperate with academic, government, and community public libraries where proximity permits. These partnerships will include Online Computer Library Center (OCLC) resource sharing and Interlibrary Loan (ILL).

f. The Library Program shall support DoD and MWR Foreign Mission requirements for deployed and isolated Marines with leisure paperback book kits, PME journals, online periodicals/newspaper services, professional reading, and Marine Corps Embassy Security Group required reading.

g. The Library Program shall maintain a virtual library portal providing 24/7 access to a wide range of digital materials and eBooks, databases, educational and recreational

resources and access to the library catalog. The virtual library portal can be accessed at <http://library.usmc-mccs.org>, both within the installation library or remotely from any internet connection world-wide. Marines and families not located on a USMC installation can obtain access credentials by emailing usmclibraries@usmc.mil.

h. A recommended guideline that 60 percent of the Library collection will be maintained in support of educational and PME materials with 40 percent in support of informational, leisure and family interests. Library collections will include a minimum of two complete sets of the CMC Professional Reading List, one complete set of the Chief of Naval Operations (CNO) Professional Reading List and one complete set of any additional Marine Corps supported reading lists, (i.e., SMMC Reading List). An exception to the acquisition of professional reading materials will be made for out of print and excessively priced titles.

i. The Library program shall replace the Dewey Decimal classification system with Semper FindIt!, a word-based classification system for organizing and shelving of the non-fiction adult and children's collections within five years from the date of this Order. The Semper FindIt! classification system will use subject headings already in use with additional natural language for patron browsing.

2. Library Types

a. Main Library. May be either the headquarters of an installation library system or the sole library on the installation. Main libraries provide complete services to users as well as overall administrative and technical services support for the system. Main libraries must meet the DoD MWR Core Library Standards and the requirements of this Order. A main library may also be a consolidated library that supports various elements and requirements of the installation to include MWR and education. A main library requires a Library Director or Supervisory Librarian with an American Library Association (ALA) accredited Master in Library Science (MLS) or Master in Library and Information Science (MLIS).

b. Consolidated Library. This facility has merged various installation/activity missions to form one supportive program. Various missions supported in a consolidation include, but are not limited to, academic, technical (research and training), off-duty education, and other MWR programs. An alternative to a

fully consolidated library is consolidation of any one of the following library elements: management, facilities, functions (e.g., technical processing). As with all other activities, a consolidated library requires adequate dollars for staffing, resources, and facilities.

c. Branch Library. Operates under direction of the main library staff and has a separate permanent staff, facility, and permanent base collection. Normally, a branch library would be established in a remote billet area, a housing area, or other satellite installations that fall administratively and operationally under the Main installation, such as Marine Corps Base Camp Smedley D. Butler, Okinawa. The branch library manager does not require an MLS or MLIS but does require a four-year degree and is a GS-07 or NF-03 billet. A branch library is not required to meet the requirements of this Order or DoD MWR Core Library Standards. The branch library usage statistics are included in the main library annual report.

d. Reading Room. Will be established where the number of personnel or lack of facilities, preclude the establishment of a library. Reading room collections are directly supported by a Main library/library system; materials are limited and consist of CMC's Reading list, study guides and recreational print and audio-visual materials. Most materials are not accountable property. Normally, reading rooms have a service member as a responsible point of contact.

e. Bookmobile. A mobile unit may be established providing library services to personnel isolated from the main library and branches. Bookmobiles operate on a regular advertised schedule and have a designated collection and staff. A bookmobile provides library materials, services and programs to the training areas, housing areas, Child Development Centers, Youth and Teen Centers on board an installation.

f. Correctional Facility Library. A branch of the installation main library which maintains responsibility for the collection and services. The Correctional Facility provides the staffing. Library services provide an opportunity for education, information and recreation to service members in a pre-trial confinement or prisoner status. The library will be readily accessible and provide a selection of up-to-date material. Prisoners shall also have access to legal materials provided and maintained by the Correctional Facility.

3. Patron Registration

a. The Library shall register eligible patrons holding DoD ID cards. Marines and other service personnel and their families, Reservists and retirees, DoD civilians, and DoD Contractors stationed on or near the installation shall be eligible for a library card. Additionally, Outside the Contiguous United States (OCONUS) installations may register Master Labor Contract (MLC), Indirect Hire Agreement (IHA) and Japanese Maritime Self-Defense Force (JMSDF) personnel. OCNUS installations also include dependents of all Status of U.S. Forces Agreement (SOFA) personnel (to include civilians and contractors) and dependents of MLC, IHA and JMSDF personnel. Library patrons shall be issued library cards with a unique patron barcode.

b. The ID card sponsor shall be the primary account holder. Both the ID card sponsor and the sponsor's spouse are eligible to register for a library account. Spouse and dependents over the age of 10 may be issued a separate library card linked to the sponsor's account. The signature of the Sponsor or Spouse on the registration form is required before a library card can be issued to a dependent child over the age of 10. Dependent library cards should be issued at initial registration. Because this signature indicates willingness for the sponsor to be responsible for a child's borrowed materials, a card will not be issued to a child if the Sponsor's borrowing privileges have been blocked.

c. Library card accounts shall use the active duty, DoD civilian and DoD contractor ID card expiration date as the expiration for the library card or the sponsor's rotation date, whichever is sooner. Retiree ID card holders shall have a library card expiration date of three years from date of registration at which time subsequent three-year registration periods will be renewed. An expiration date of "never" or "indefinite" shall not be used for a library card account in the ILS.

d. Active Duty and DoD Civilians shall clear their account with the installation library through installation, unit and human resources clearance guidelines and procedures.

e. Social Security numbers shall not be used as patron registration account numbers and shall not be collected by Library staff for any purpose.

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f. Remotely stationed active duty Marines, Reservists and retirees shall be authorized access to the MCCS Virtual Library resources and may request access by email to usmclibraries@usmc.mil and providing name, duty station and USMC affiliation.

g. A patron's right to use the library shall not be denied or abridged because of origin, age, background or views.

4. Patron Privacy

a. Patron records are regarded as confidential by library staff. Paper registration records are to be shredded upon entry of the information into the ILS patron database. Registration information entered into the ILS implies patron agreement with all library circulation policies for the duration of the library account.

b. No records are kept in the ILS on the frequency or content of visits to the library by specific patrons.

c. Library staff will not discuss the reading or research habits of library patrons and library staff shall access patron records to conduct library business only.

d. A patron who presents a library card belonging to another individual for any purpose shall not be granted access to confidential records, unless that person is the parent or guardian of the card owner who is a minor.

5. Circulation

a. No library materials may be borrowed from the libraries unless the patron has a library card in good standing. Patrons are not in good standing with overdue items, lost or damaged material and/or expired card.

b. Loan Limits shall be the following:

(1) Books: unlimited quantity, loan limit of three weeks with one renewal.

(2) DVD/Video: quantity of 10, loan limit of three weeks with one renewal.

(3) Audio Books: quantity of 10, loan limit of three weeks with one renewal.

(4) Playaways: quantity of 10, loan limit of three weeks with one renewal.

(5) Music CDs: quantity of 10, loan limit of three weeks with one renewal.

(6) Video Games: quantity of two, loan limit of three weeks with one renewal.

(7) Software: quantity or two, loan limit of three weeks with one renewal.

(8) If an item is on hold for another patron it may not be renewed.

c. Fees and fines shall not be charged for Library services in order to raise revenue with the exception of costs that are associated with ILL's, faxing and photocopying, and coin operated machines as approved by M&RA MF/MR.

d. When materials in circulation are lost, damaged, or destroyed by means other than natural disasters, patrons responsible shall reimburse the government by payment to the U.S. Treasury for the value of the materials. Library Staff may suggest to the patron the option to replace the item in lieu of payment using guidelines provided by library staff.

e. The ILL shall be used to obtain from other libraries those materials that are beyond the scope of a library's collection. In return for utilizing ILL to satisfy the needs of our patrons, the MCCS Libraries agree to lend their materials to other libraries and to have its current holdings listed in a tool that is accessible by other libraries, such as OCLC WorldCat. If a title is in local high demand or in an easily damaged format or packaging, the ILL is at the discretion of the installation library. OCONUS libraries are not required to provide their holdings to OCLC WorldCat.

6. Internet Access. Internet and email services shall be provided to all eligible patrons at no charge. Every patron is required to sign-in, with name only, for each internet/email/computer session either by hardcopy or automated software. Document retrieval from printer is provided at no charge to the patron.

- a. The Library Program does not vouch for or endorse the content or various viewpoints accessed through the Internet.
- b. Computer workstations will be used in an ethical manner and for authorized purposes only, in accordance with current DoD computer usage guidelines.
- c. Only DoD-approved software shall be installed on any library computer workstations, laptops or other mobile devices.
- d. Wireless connections with a minimum speed of 25 Mbps, shall be available in all MCCS library facilities free of charge to the patrons. Wireless printing capabilities are recommended to accommodate increased patron usage of library mobile devices.
- e. Patron computer usage time may be limited due to high demand or peak usage times at the discretion of the installation library.
- f. Access to the computers and wireless connection is at the patron's own risk and the library will not be held responsible for the patron's use of the connection. Actual or suspected illegal activity at computer workstations or with use of the wireless network shall be reported by Management Information Systems (MIS) staff to the installation Provost Marshall Office (PMO).

7. Integrated Library System

- a. An Integrated Library System (ILS) shall be maintained in all Libraries.
- b. The Library shall use the machine readable cataloging record format (full MARC) and adhere to the National Information Standards Organization (NISO) Z39.50 Information Retrieval Protocol for acquiring and transferring item records into the ILS.
- c. All Libraries shall have access to customer and staff services using the MCCS Libraries website and the Integrated Library System. The following services shall be provided: Online Public Access (OPAC) and circulation management; acquisition services for library materials; cataloging and classification using the ILS cataloging module; OCLC, or equivalent, for cataloging; onsite and remote access through the Internet to periodicals, newspapers, applicable indexes, full text research databases and virtual educational and

recreational resources; collections including print, audiovisual and non-print media; multimedia computer use to include printing, and internet/email capability; and orientation on program services and resources available through the installation library activity. Other technical services include laser printers, fax, internet and email services.

8. Facilities

a. The Libraries require an adequate environment to include adequate lighting, air conditioning, and heating with a temperature of 68-72 degrees and a relative % humidity level of less than 65%, required for customer comfort and preservation of library materials. Fluctuations in the temperature and humidity are the cause of many serious mold outbreaks.

b. Each Main library facility shall comply with the UFC library facility (building and room space) requirements. The facility should include:

(1) Adequate and separate areas for reference materials; periodicals (including reading area); technical services; photo copying and faxing; circulation desk; reading areas with tables and chairs (separate from periodical reading); study area; computer area for customer use; an entrance or a foyer, an external book drop; and an electronic patron counter.

(2) A restroom in the facility.

(3) A children's area to include appropriately proportioned tables and chairs.

(4) A teen area or multipurpose room scheduled for teen programs and use according to hours determined by a customer needs assessment.

(5) An adult area or multipurpose room scheduled for adult programs and use according to hours determined by a customer needs assessment.

(6) A Technical Services area separate from the Circulation Desk and patron spaces.

c. To ensure all patrons have the opportunity to enjoy the full range of programs and services provided, each Library shall be barrier-free and accessible to the physically handicapped.

9. Hours of Operation

a. Hours of operation for Libraries designated as Main libraries shall be a minimum of 60 hours weekly and include evening and weekend hours. Branch libraries will be open to meet the needs of the branch library installation or community.

b. Two staff members shall be on duty during all operating hours at a Main library.

c. Two staff members are recommended to be on duty during all operating hours at a Branch library for safety and emergency response requirements.

10. Marketing

a. Main libraries shall be required to maintain an annual marketing plan based on customer surveys, customer feedback and mission requirements.

b. Libraries shall coordinate with MCCA Marketing to promote library services, programs and events.

11. Training

a. All Library staff shall complete a minimum of 20 hours of training annually in library resources, procedures, services and competencies.

b. The Library Director or Supervisory Librarian shall have the opportunity for professional development, within available resources, to include annual training and attendance at library relevant training events.

c. Training shall be scheduled as needed following an upgrade to the ILS system software and attendance of Library Director or Supervisory Librarian (or designated Technical Services staff) shall be required. This training shall be funded by HQMC Library Program.

12. Donations

a. Library staff are not authorized gift acceptance authorities and shall not accept gifts of money or material offered for the benefit of the Library Program, staff, or any other program or personnel.

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b. Offers of gifts shall be forwarded immediately to the supporting MCCS Counsel for MCCS Director approval.

c. Library staff shall never initiate requests for gifts or contributions.

d. Whenever possible, Library staff should not accept custody of a gift before official acceptance however, if refusal of such an offer would cause embarrassment, or refusal is otherwise not appropriate, library staff shall inform the donor they are accepting for custody purposes and will forward the offer or gift to the appropriate acceptance authority for determination.

Collection Development

1. The Library Program selects materials to inform, educate, enrich and empower all library patrons. Library materials include books, magazines, movies, audio books, e-books, music, software and other digital resources.
2. Responsibility for materials selection rests with the Supervisory Librarian or Library Director, who operates within the framework of this selection policy:
 - a. Books and other library resources will be provided for the interest, information and enlightenment of all people of the community the library serves. Materials will not be excluded because of the origin, background or views of those contributing to their creation.
 - b. Libraries will provide materials and information presenting all points of view on current and historical issues. Materials should not be removed because of partisan or doctrinal disapproval.
 - c. Libraries adhere to the ALA Library Bill of Rights <http://www.ala.org/advocacy/intfreedom/librarybill>, and should challenge censorship of library materials in the fulfillment of their responsibility to provide information and enlightenment to library patrons.
 - d. Libraries will receive and appropriately address complaints submitted by persons and groups concerned with free expression and free access to ideas.
3. Subjects and viewpoints will be covered in sufficient depth to meet anticipated and expressed needs.
 - a. Materials will be selected in physical formats (print and audio visual) at the installation level.
 - b. Electronic and virtual resources will be selected and funded at the HQMC Library Program level.
 - c. Installation Libraries that provide mobile reading devices for patron checkout are authorized to select and fund virtual content for those devices only.

4. Selection of materials by the Library Program does not convey endorsement of the contents or views expressed in those materials. The collection as a whole will be sufficiently diverse to promote no causes, to further no movements, and to endorse no viewpoints.

5. Library materials are not marked or identified to show approval or disapproval of the contents, and no book or other item is sequestered except for the purposes of protection from injury or theft.

6. Collection Guidance by Library Type

a. Main Libraries: These libraries will provide well-rounded collections of reference and circulating materials for use by the public, including the more specialized reference and bibliographic aids for the system.

b. Branch Libraries: These libraries will make available materials that will satisfy the general interest and frequent needs of its branch community.

c. Bookmobiles: A smaller scale collection to provide popular and general interest materials.

d. Reading Rooms: A collection of expendable popular materials, such as novels, non-fiction, study guides, DVDs, video games and Music CDs. Donated items may be accepted for Reading Rooms with the approval of the MCCS Director or Assistant Chief of Staff. A set of the Commandant's Professional Reading titles will also be provided.

7. Collection Guidance by Patron Type

a. Adult. Selection must be as broad in scope as the interests and needs of the community with variety and depth as well as a wide range of reading ability and taste.

b. Young Adult. Each Main library and Branch library with a family patron base will maintain a collection for young people aged approximately 13-17. This collection is intended primarily as a bridge between children and adult collections. Some titles appear in both the adult and young adult collections or in the children's and young adult collections.

c. Juvenile. This collection will satisfy the educational, informational, recreational, and cultural reading interests and needs of children from birth to age 12.

8. Selection of Materials. All acquisitions will be selected in accordance with one or more of the following criteria:

a. Critical reviews and information in professional selection aids.

b. Effectiveness of style, format and content for intended audience.

c. Need for breadth and diversity of viewpoints and subjects within the collection.

d. Relation to existing collection and other materials on the subject.

e. Reputation and significance of author, publisher, composer and/or artist.

f. Patron interest.

g. Cost.

h. Contemporary significance or permanent value.

i. Format.

9. Military History. The Library Program will collect materials pertaining to the history, doctrine and military campaigns of the United States Marine Corps. Materials pertaining to all aspects of military history, foreign and domestic, and the history of the Sister Services will be collected as space and funding allows.

10. Controversial Materials. The Library recognizes that many materials are controversial and that any given item may offend some patrons. The choice of library materials by users is an individual matter. A person may reject certain items for himself/herself or for his/her family, but he/she does not have the right to restrict access to these materials by others. Selection will not be made on the basis of any anticipated approval or disapproval, but on the merits of the work as it relates to the criteria listed.

a. The Library Program cannot limit its selection to materials suitable for children and adolescents, but must consider its adult audience; therefore, some materials may be deemed by parents as inappropriate for their children. Since parents' feelings differ and children of the same age differ greatly in levels of maturity the library will not act as judge of what materials a child is mature enough to borrow. This responsibility will remain with the parent.

b. Complaints concerning specific materials in the collection should be discussed with the Supervisory Librarian or Library Director. If a satisfactory resolution is not reached, the patron may make a written complaint using a NAVMC 1700/1 Form, "Request for Reconsideration" which will be reviewed by the Library Director and the HQMC Library Program Manager. The patron will be notified when a determination has been made by the Library Director.

11. Collection Inventory

a. Inventory of the Library collection shall be conducted at least every three years or more frequently at the discretion of the Library Director. The library may be closed to the public for no more than three days during the inventory process if it is determined that this would make the process more efficient. Library management staff will analyze inventory data.

b. The completion of a collection inventory will achieve the following goals:

(1) To ensure the accuracy and quality of the catalog records.

(2) To estimate loss rates and costs in order to evaluate the success of current security systems and procedures, and if necessary, to make a business case for a new security system.

(3) To replace or withdraw all missing items and to indicate such information on the catalog record by withdrawing or flagging the record to alert the patron.

(4) To evaluate the condition of materials on the shelves.

(5) To analyze a collection's strengths and weaknesses.

12. De-Selection (Weeding) of Materials

a. With the exception of USMC military history and local history and culture materials, the Libraries are not libraries of historical or archival record. Therefore, to ensure a vital and useful collection, library materials that are worn out through fair wear and tear or have been determined by the librarian to be obsolete in subject matter will be transferred as excess to the Defense Reutilization Management office (DRMO). Accountable library materials will not be sold or given away except when transferred to and under the control of the DRMO.

b. All materials will be withdrawn from the collection in accordance with one or more of the following criteria:

(1) Duplicate copies.

(2) Obsolete materials, especially in the sciences, technology and health.

(3) Superseded editions, where there is a more recent edition in the collection.

(4) Worn volumes.

(5) Books with overly small print, brittle paper, damage and/or missing pages.

(6) Zero or low circulation statistics.

(7) Materials in poor physical condition.

(8) Replacements for worn copies of standard and classic works and USMC relevant materials will be purchased as funds allow.

Patron Services

1. Reference Services

a. The Libraries shall offer Reference service that will directly provide information or provide instruction in the use of sources to each patron to the degree that they individually require.

b. The following services will be offered to Library patrons:

(1) In-person service to library users who come to the facility.

(2) Telephone inquiries.

(3) Library orientation and bibliographic instruction.

(4) Email reference service/social media

c. All information requests are to be handled. If information is available, it is provided to patrons without making a judgment on its moral or aesthetic worth.

d. No effort will be made to determine whether Library users are entitled to Library cards before reference service is given except to decide whether or not informational material may be checked out or ILL requested.

e. The needs of every Library patron will always be taken seriously and treated with utmost respect and confidentiality. Library staff will not engage in discussion of any individual or group of individuals, whether adult or child, or their inquiries, outside the professional context, without the consent of the patron.

f. While on Circulation and/or Reference desk duty, service to the public should take precedence over any other library duties, and service to the patron in the Library should take precedence over telephone inquiries.

g. As some patrons are reluctant to request aid, it should be the responsibility of staff to anticipate public needs and offer service when it appears needed.

h. Information given is always based on accurate print or non-print sources or learned from a reliable authority. The opinion, evaluation or interpretation of staff, even when requested, is not given as fact. Answers to reference questions should only be given after the answer has been verified and a source cited, even for the most common knowledge.

i. Neither the patron's nor the staff member's personal opinions and beliefs should influence the quality of service given.

j. Staff will not offer their personal opinions (i.e., on social issues, politics, religion, etc.) to patrons.

k. Lengthy searches of the Internet, periodicals, bibliographic sources, or searches through extensive reference materials may be beyond the Library's staff resources to perform. If needed, staff may consult with the Supervisory Librarian or Library Director for guidance in determining if a reference request is too extensive or beyond the library's scope and resources.

l. Telephone, social media, and e-mail reference service should be used for short, factual information questions which do not require extensive reading or (any) interpretation on the staff member's part.

2. Library Programming. The Library Program develops, implements and sponsors programs for all ages designed to meet the literacy, educational, cultural and recreational needs and interests of the USMC installation community.

a. Programming as a Library service expands the Library's role as a community resource, introduces patrons of all ages to library resources, promotes literacy and lifelong learning, provides entertainment and expands the visibility of the Library.

b. An annual Summer Reading Program, a minimum of six weeks in length, shall be offered for children. Summer Reading programs may be offered for teens and adults to meet patron needs and interest.

c. Story Times for pre-school age children shall be presented at a minimum once a month. Programs for infants, toddlers, school age and teens may be presented to meet patron needs and interest.

d. All Library programs are open to all eligible installation personnel. The Library's philosophy of open access to information and ideas extends to programming. Library programming should be accessible to all regardless of ability, with reasonable accommodations for access. Sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants and program topics, speakers and resources are not excluded from programs because of possible controversy. Parental involvement, participation and attendance are encouraged at all young peoples' events and programs.

e. Registration may be required for planning purposes or when space is limited. Programs may be held on site at the Library facility or at another installation facility. Programs are not used for commercial, religious or partisan purposes or the solicitation of business.

f. Library staff shall coordinate marketing and sponsorship efforts for programs with the installation MCCS Marketing Program.

g. Library staff who present programs do so as part of their library position and are not hired as outside contractors for programming.

3. Social Media Services

a. The Library Program shall use current forms of social media to better promote programs, services, virtual resources and materials. Coordination with MCCS Marketing and installation Public Affairs Office is required prior to establishing a social media presence.

b. Social media is defined as any web application, web site, or web account created and/or maintained by the installation library which facilitates an environment for library staff and library users to share opinions and information about library-related subjects, events or issues.

Staffing Standards

1. Library personnel shall meet Office of Personnel Management (OPM) Qualification and Classification Standards for Series 1410 and 1411 positions or equivalent (GS, NAF or contract). It is recommended that Supervisory Librarians, Library Directors and Librarians (APF and NF) possess a Master of Library Science or Master of Library and Information Science degree from an American Library Association (ALA) accredited program. It is recommended that Lead Library Technicians/Library Managers possess a four-year degree. Current personnel will not be affected by these recommendations. The grades, positions and education levels detailed below are recommended upon vacancy or added positions from the date of this Order.

a. Main libraries shall have a Supervisory Librarian/Library Director with a recommended MLS or MLIS, 9-12 or NF-04 equivalent. This position reports directly to the installation Personal and Professional Development Branch Manager as a Program Manager within this Branch.

b. Librarians (Technical Services, Public Services, Acquisitions, Reference, Programming, Youth Services) with a recommended MLS or MLIS, shall be GS-9-12 or NF-04 equivalent.

c. Branch libraries shall have a Lead Library Technician/Library Manager, GS-5-8 or NF-03 equivalent.

d. Lead Technical Services, Lead Acquisitions, Lead Programming and Supervisory Circulation Technicians shall be GS-5-8 or NF-03 equivalent.

e. Circulation Desk Technicians shall be GS-4 or NF-02 equivalent.

f. No Library staff shall be of a grade less than GS-4 or NF-02.

g. Flex employees are authorized.

h. Authorized volunteers may supplement the services of paid employees but shall not displace or replace paid employees or fill vacant positions.

2. Libraries shall cross train employees in Library services and competencies so that patrons are provided competent customer services whenever the library is open.

3. Library staff shall complete a minimum of 20 hours of training in Library services and competencies annually.

Appendix A

Terms and Definitions

ALA. The American Library Association is a non-profit organization based in the United States that promotes libraries and library education internationally. It is the oldest and largest library association in the world.

Category A. Category A DoD MWR program is a mission sustaining activity in which the military organization is a primary beneficiary and the activity provides identifiable recruiting and/or retention incentives. The activity generally has universal appeal to the USMC community. In addition, these activities are considered most important for the health and well-being of the military member. This category is authorized 100% with no less than 85% APF support.

FEDLINK. The Federal Library and Information Network (FEDLINK) is an organization of federal agencies working together to achieve optimum use of the resources and facilities of federal libraries and information centers by promoting common services, coordinating and sharing available resources, and providing continuing professional education for federal library and information staff.

ILL. Interlibrary Loan is a service whereby a user of one library can borrow books or receive photocopies of documents that are owned by another library.

ILS. Integrated Library System usually comprises a database and software to interact with that database, and two graphical user interfaces (one for patrons, one for staff). An ILS includes integrated modules such as Circulation, Acquisitions, Cataloging, Serials and the OPAC. Each patron and item has a unique ID in the database that allows the ILS to track its activity.

MARC. (Machine-Readable Cataloging) standards are a set of digital formats for the description of items catalogued by libraries. It was developed to create records that can be used by computers, and to share those records among libraries. MARC format has become the national standard for dissemination of bibliographic data in the world.

MLS/MLIS. Master of Library Science or Masters of Library and Information Science from an ALA accredited program.

OCLC. Online Computer Library Center is a nonprofit, membership, computer library service and research organization dedicated to the public purposes of furthering access to the world's information and reducing information costs. OCLC and its member libraries cooperatively produce and maintain WorldCat, the largest online public access catalog (OPAC) in the world.

OPAC. Online Public Access Catalog is an online database of materials held by a library or group of libraries. Users search a library catalog principally to locate books and other material available at a library.

PME. Professional Military Education requirements are the *minimum* requirements that must be completed, as defined in the PME Order, prior to the convening date of a promotion board in order for a Marine, who is eligible for selection, to be considered fully qualified for selection.

NISO Z39.50. Z39.50 defines a standard way for two computers to communicate for the purpose of information retrieval. Z39.50 makes it easier to use large information databases by standardizing the procedures and features for searching and retrieving information. MARC records are transferred into the ILS through the Z39.50 interface.