

**Indiana Arts Commission**  
**Regional Arts Partnership: Best Practices for Information & Referral Services**

The information & referral services provided by the Partner seek to ensure that information about and linkage to arts activities, services, and resources is provided to the general public, artists, and arts providers.

Standards: The information and & referral service standards are organized into the following categories: Planning, Resources, Delivery, Communication, and Record keeping.

**A. Planning**

1. The Partner conducts a systematic inventory of the arts activities, services, and resources within the region and updates the inventory on a regular basis.
2. Every Partner strives to include participants from every county in its region.
3. The Partner maintains a database to collect and store information.
4. Services are available to persons with disabilities.
5. Requested information is regularly analyzed to identify trends and gaps in services.
6. The effectiveness of services is annually evaluated utilizing a variety of methods including consumer feedback.
7. Evaluation results are utilized to modify and improve information & referral services.

**B. Resources**

1. An individual has been designated to manage this service.
2. All personnel who manage and deliver information & referral services have appropriate education, skills, and/or specialized training.
3. Accurate and current information about the availability, costs, and accessibility of arts activities, services, and resources within the region is maintained.
4. A comprehensive selection of printed and electronic materials about arts activities, services, and resources is maintained.

**C. Delivery**

1. A variety of service methods that are convenient and accessible to customers are utilized.
2. The Partner makes referrals to other Partners for information about services in other regions.
3. A selection of printed and electronic materials about other arts activities, services, and resources is maintained.
4. Every Partner strives to include participants from every county in its region.

**D. Communication**

1. A variety of methods are utilized to widely publicize the availability of this service throughout the entire region, concentrating on underserved groups.

**E. Record Keeping**

1. The Partner maintains adequate data about services delivered and areas for improvement.