

Serving Our Public 3.0

Standards for

Illinois Public Libraries

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Introduction

Serving Our Public 2.0: Standards for Illinois Public Libraries was completely revised by a group of library professionals in 2009 after a ten-year hiatus. Months of committee work, input from public hearings, and survey feedback resulted in a document designed to help people who govern, administer, and staff Illinois public libraries. At the time that the document was published, members of the *Serving Our Public 2.0* Task Force suggested the formation of an ILA standing committee to continuously review and revise this document, and to resolve issues that were not resolved with the first edition.

A standing committee was created by ILA President Pam Van Kirk in September 2012 to review and revise the 2009 edition of *Serving Our Public 2.0: Standards for Illinois Public Libraries*. Every chapter was updated, along with the bibliographies and appendix documents, as needed. A new chapter on library safety was added to address safety concerns for customers and staff.

During a nine-month period, the committee collaborated on the revisions. The revised document was submitted to the executive board of the Illinois Library Association for final approval before publication.

As stated in the 2009 edition, “*Serving Our Public 2.0* is not meant to be a one-size-fits-all document.” Original members of the *Serving Our Public 2.0* Task Force struggled to find a balance between those libraries serving hundreds of people to those who are serving thousands and all of those library communities in between. Input from the Illinois library community (directors, trustees, staff members, and patrons of public libraries) served as the driving force that shaped the original document.

The 2012 standing committee applauds the efforts of the Illinois library community. The 2009 version of *Serving Our Public 2.0* included revised core standards, a chapter dedicated to technology, worksheets that allowed users to evaluate their progress in a variety of areas, and an expanded glossary and appendix. The same format remains in the 2014 edition. The standing committee joins the original task force in hoping that this document will challenge and stimulate growth of Illinois libraries to meet community demands.

Acknowledgments

Members of the ILA Standing Committee

Pat Boze, Illinois State Library

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How to Use *Serving Our Public 3.0*

OVERVIEW

Statewide public library standards are designed to serve as a catalyst from which local planning can take place. The *Serving Our Public 3.0* standards are seen as a guide for librarians, library staff, and board trustees' discussions during budget preparation and strategic planning. The regular review of the standards helps the library evaluate its progress over several years toward becoming an ideal library for its community. As the library staff and trustees discuss the Core Standards and individual chapters, the library's strengths and weaknesses are revealed, allowing celebration of the strengths and plans to eliminate or improve the weaknesses.

THERE ARE MULTIPLE WAYS TO USE *SERVING OUR PUBLIC 3.0*

1. During board meetings, in-depth discussions of individual chapters provide a review, reflection, and refinement of the library's service philosophy and strategically guide library planning.
2. Each month, as part of the librarian's report, the director reviews a chapter checklist, sharing the library's progress, as well as recommendations for changes, with discussion and input from the board.
3. A board committee is appointed to compare the library's advancement toward achieving the standards, and a report is shared with the full board on a regular basis. As needed, the committee, with input and insight from the library director, proposes changes to the library's goals.
4. Library staff meetings focus on the chapter standards, allowing incorporation of *Serving Our Public* into the staff's understanding of the library's service philosophy.

CORE STANDARDS

The Core Standards are considered essential to the foundation of quality library service to Illinois residents. The Core Standards are grouped together in Chapter 1 and applicable Core Standards are repeated with each chapter. The Core Standards can be discussed as a unit or in conjunction with the chapter standards.

CHAPTER STANDARDS

Chapter specific standards provide a detailed blueprint for developing, improving, or enhancing areas of library activity. While the Core Standards provide the foundation, the chapter standards provide a superstructure for the library's advancement.

CHECKLISTS

Chapter checklists were added in the previous edition. Many librarians and trustees asked for a way to formally compare progress from year to year. A board committee, the library director, and/or the staff can complete the checklist. When a checklist is completed, it should be dated and signed. Adding related comments and notes to personalize the checklist is encouraged.

Appendices

The appendices contain a variety of documents, American Library Association (ALA) statements, Illinois Library Association (ILA) policies, references to *Illinois Compiled Statutes* [ILCS], recommended basic reference tools, and a collection of tables with recommended service levels. The included American Library Association documents are the current editions as of December 2008. To ensure the documents are still current, please check with the ALA website for revisions, www.ala.org. Illinois public libraries operate under the *Illinois Compiled Statutes* [ILCS], generally chapter 75 [75 ILCS], but other statutes impact libraries. As librarians and their library boards must be familiar with Illinois statutes, this appendix provides a quick reference; for further information, consult *Illinois Library Laws & Rules*, published biennially and available from the Illinois Library Association.

The recommended service level tables, when compared with results from the *Illinois Public Library Annual Report* (IPLAR), have been updated. The tables retained the minimum, growing, established, and advanced levels to allow library boards to self-select the appropriate goals for their library. Minimum is the foundation level where all Illinois public libraries begin, but should not remain. As each chapter is read, the accompanying appendices should also be reviewed to determine the library's current service level and to decide the target level of service.

NATIONAL PUBLIC LIBRARY DEFINITION

Public library statistics are collected annually from more than 9,000 public libraries through the Public Library Statistics Cooperative (PLSC) for public library data and disseminated by the Institute of Museum and Library Services (IMLS).

Descriptive statistics are collected for all public libraries. Data is available for individual public libraries and is also aggregated to state and national levels.

In order to accurately compare public library data from all fifty states, every state has agreed to collect public library data using the “PLSC Public Library Definition” as detailed below:

A public library is an entity that is established under state enabling laws or regulations to serve a community, district, or region, and that provides at least the following:

1. an organized collection of printed or other library materials or a combination thereof;
2. paid staff;
3. an established schedule in which services of the staff are available to the public;
4. the facilities necessary to support such a collection, staff, and schedule; and,
5. is supported in whole or part with public funds.

INTRODUCTION

The *Serving Our Public 2.0* Task Force struggled in finding the balance between inclusivity and setting the bar at a meaningful level. The consensus of the task force is that a “one-size-fits-all” document is not plausible. Public libraries are largely locally funded and should be uniquely suited to the needs and resources of their communities and users. Nevertheless, it is in the public interest and the interest of the library community to have the word “library” signify certain standard conditions that one could expect to find. A library that does not currently meet one or more of the core or other standards might cite that deficiency in making a case for increased funding. Coming up to the standard might be the focus of one or more objectives in a library’s strategic plan. The staff and boards of libraries that meet basic standards might pose the query, “What makes a library effective?” and consider ways of enhancing the library’s effectiveness in serving its community. After reviewing the federal library standards and other states’ library standards, the task force outlined the following basic essential standards that all Illinois public libraries should work daily to uphold:

1. operate in compliance with Illinois library law;*
2. have an organized collection of information;
3. have written library policies approved by the library’s governing body;
4. have a fixed location(s) with posted regular hours of services;
5. have a trained, paid staff to manage the collection and provide access to it;
6. be supported in part or in whole by public funds; and,
7. have an identifiable library materials budget.

**Illinois law does also recognize contractual libraries.*

In addition to these essential standards, listed below are standards that have been enhanced and defined.

ILLINOIS PUBLIC LIBRARY CORE STANDARDS

- Core 1** The library provides uniformly gracious, friendly, timely, and reliable service to all users.
- Core 2** The library is established and operates in compliance with Chapter 75 of the *Illinois Compiled Statutes*.
- Core 3** The library is governed by a board of trustees elected or appointed and constituted in compliance with the relevant sections of Chapter 75 of the *Illinois Compiled Statutes*.
- Core 4** The library complies with all other state and federal laws that affect library operations. (See Appendix F)
- Core 5** The library adopts and adheres to the principles set forth in the American Library Association’s (ALA) *Library Bill of Rights* and other ALA intellectual freedom statements and interpretations. (See Appendices A, B, and C)

Chapter 1 [Core Standards]

- Core 6** The library adopts and adheres to the *Public Library Trustee Ethics Statement*. The library adopts and adheres to the *Code of Ethics of the American Library Association*. (See Appendices D and E)
- Core 7** The board of trustees adopts written bylaws that outline the board's purpose and operational procedures and address conflict-of-interest issues. (See Appendix H)
- Core 8** The board of trustees appoints a qualified librarian as library administrator and delegates active management of the library to the library administrator. (*For the purposes of this document, a qualified librarian is a person holding a Masters of Library Science (MLS) degree from an ALA-accredited program and/or actively participates in continuing education opportunities each year offered by the Illinois State Library, regional library systems, and the Illinois Library Association. Library boards and communities should strive to have a minimum of one staff member holding an MLS from an ALA-accredited institution.*)
- Core 9** The board of trustees meets regularly, in accordance with the *Illinois Compiled Statutes*, with the library administrator in attendance. All board meetings and board committee meetings shall comply with the *Open Meetings Act*.
- Core 10** The board of trustees has exclusive control of the expenditure of all monies collected, donated, or appropriated for the library fund and all property owned by the library.
- Core 11** The library has a board-approved written budget. The budget is developed annually by the library administrator and the board with input from the staff.
- Core 12** The board of trustees annually determines if the library's revenues are sufficient to meet the needs of the community. If the revenues are not sufficient, the board of trustees will take action to increase the library's revenues.
- Core 13** The library has a board-approved mission statement, a long-range/strategic plan, disaster prevention and recovery plan, collection management policy, personnel policy, technology plan, and other policies as appropriate to the library's operation. (See Appendices J, L, M, O, P, and R)
- Core 14** The library administrator presents written monthly reports, including statistics, on library operations to the board of trustees. In addition, monthly fiscal reports are presented by the library administrator and/or the library board treasurer.
- Core 15** The board of trustees annually reviews the performance of the library administrator.
- Core 16** The library is a member of an Illinois regional library system, fulfills the membership requirements of its system, is a responsible partner in the Illinois Library and Information Network (ILLINET), and participates in resource sharing through interlibrary loan and reciprocal borrowing.
- Core 17** The library provides access to resource sharing databases, participates in resource sharing by entering the library's collections into a regional, statewide, or national database, and actively promotes resource sharing via interlibrary loan and reciprocal borrowing.
- Core 18** The library utilizes a variety of methods to communicate with its community.
- Core 19** The library is located in a facility designed or renovated for library purposes and complies with all applicable local, state, and federal codes.
- Core 20** A library is open a minimum of fifteen hours per week according to the *Illinois Compiled Statutes*. Ideally, a library should be open twenty-five hours per week. The hours are scheduled for the convenience of the community the library is serving. (See Appendix N)
- Core 21** As a baseline, the library appropriates monies to major budget categories (personnel, benefits, library materials, other operating expenditures) using the *Illinois Public Library Annual Report* statewide percentages analysis.
- Core 22** The library board and staff promote the collections and services available to its community.
- Core 23** At least every five years, and more frequently if necessary, the library conducts a review to determine if the library is providing collections and services in a quantity, at a time, and in a manner that meets the needs of the community.
- Core 24** At least every five years, and more frequently if necessary, the board of trustees determines if the physical facility is sufficient to meet the needs of the community. If the facility does not meet the needs of the community, the board of trustees takes steps to correct the need.
- Core 25** The library board shall be in compliance with the *Open Meetings Act*.

Chapter 2 [Governance and Administration]

Public library service is provided to the people of Illinois through local tax-supported public libraries, regional library systems, the Illinois State Library, and the statewide library network (ILLINET). Illinois public libraries are governed by boards of trustees elected or appointed according to the provisions of the *Illinois Compiled Statutes* under which the libraries are established—village, city, town, district, township, etc.

For Illinois public libraries to maintain the highest standards of excellence, they shall be staffed by a qualified librarian, be administered by a board of trustees, file an *Illinois Public Library Annual Report* (IPLAR) with the Illinois State Library, have a written mission statement and a long-range/strategic plan, and periodically review policies and procedures that reflect the needs of the local community.

Library boards carry the full responsibility for the library and its policies. Administering library policy, including management of day-to-day operations, collection management, technology plans, and staffing decisions, is delegated to the library administrator. The library administrator provides the board with clear, relevant, and timely information that will enable it to make informed decisions in regard to policy, planning, and budget.

APPLICABLE CORE STANDARDS – Please see Core Standards 1 to 24 in Chapter 1.

GOVERNANCE AND ADMINISTRATION STANDARDS

1. The mission statement and long-range/strategic plan are developed by the board, administrator, and staff and then approved by the board. These documents are based on a sound knowledge of public library service and a deep understanding of the community. Surveys, neighborhood dialogues, hearings, and input from staff who serve the community on a daily basis provide a framework for this understanding. The process includes the difficult task of eliciting input from those who do not use the library.
2. The board reviews most library policies every three years. The policy governing the selection and use of library materials must, by law, be reviewed biennially. [75 ILCS 5/4-7.2 or 75 ILCS 16/30-60].
3. Board members participate in relevant local, state, regional, and national decision making to effect change that will benefit libraries. This can be achieved through a variety of methods. Among these, board members can:
 - Write, call, or visit legislators
 - Attend meetings of other units of local government
 - Serve on ALA, ILA, or system legislative committees
 - Participate in other community organizations that have similar legislative interests
 - Include the subject of legislation on board meeting agendas
 - Provide a forum for local community issues
4. The board and the library administrator develop and conduct a meaningful and comprehensive orientation program for each new board member. This can be achieved by creating a trustee orientation checklist. (See Appendix I)
5. On an annual basis, each trustee participates in a continuing education activity that focuses on libraries, trusteeship, or other issues pertinent to libraries and reports on this activity to the full board.
6. The library provides financial support for trustee membership in ILA and ALA as well as trustee attendance at workshops and conferences when fiscally possible.
7. In encouraging citizens to run for the position of library trustee or in recommending citizens for appointment, the standing library board of trustees can use the following as a guide:
 - Library trustees are selected for their interest in the library, their knowledge of the community, their ability to work well with others, their willingness to devote the time and effort necessary to carry out the duties of a trustee, their open-mindedness and respect for the opinions of others, and their ability to plan and establish policies for services.
8. Library keeps adequate records of library operations and follows proper procedures for disposal of records. (See Appendix G)

GOVERNANCE AND ADMINISTRATION CHECKLIST

- Library has an elected or appointed board of trustees.
- Library has a qualified library administrator.
- Library administrator files an *Illinois Public Library Annual Report* (IPLAR) with the Illinois State Library.
- Library administrator prepares monthly reports (including statistics) of operations and services for the board's review.
- Library administrator and/or library board treasurer prepares monthly fiscal reports for the board's review.
- Library has a mission statement and a long-range/strategic plan.
- Library maintains an understanding of the community by surveys, hearings, and other means.
- Library board reviews library policies on a regular basis.
- Library board members participate in local, state, regional, and national decision making that will benefit libraries.
- Library develops an orientation program for new board members.
- Library board members attend local, regional, state, and national conferences pertinent to libraries when fiscally possible.
- Library keeps adequate records of library operations and follows proper procedures for disposal of records.

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Chapter 3 [Personnel]

A good public library has at its heart qualified staff that is paid competitive salaries. The staff is well trained through an ongoing program of staff development that includes both in-service training and participation in relevant classes, workshops, and meetings outside the library. Staff has a thorough understanding of all library policies and is able to interpret those policies to library patrons. The public library has access to the services of a qualified librarian.

For the purposes of this document, a full-time equivalent employee (FTE) works 37.5 hours per week including paid breaks of 15 minutes or less but excluding paid or unpaid meal breaks of 20 minutes or more.

APPLICABLE CORE STANDARDS – Please see Core Standards 1, 4, 5, 6, 8, 13, 16, and 20 in Chapter 1.

PERSONNEL STANDARDS

1. To ensure that library staff has a clear understanding of their responsibilities and rights as employees, the library has a board-approved personnel policy. The policy is developed by the library administrator with input from the staff. (See Appendix J)
2. Staffing levels are sufficient to carry out the library's mission, develop and implement the library's long-range/strategic plan, and provide adequate staff to offer all basic services during all the hours that the library is open. The library's level of self-service vs. assisted staffing should be considered when calculating adequate staffing levels. Basic services include circulation and reference. (See Appendix K)
3. Job descriptions for all positions and a salary schedule are included in the personnel policy or provided elsewhere. The job descriptions and salary schedule are reviewed periodically (preferably annually, but at least every three years) and revised as needed. Staff members have access to these documents.
4. Personnel policy, job descriptions, and hiring practices are in compliance with the Equal Employment Opportunity Commission (EEOC) guidelines and the requirements of the *Americans with Disabilities Act*.
5. The library compensates staff in a fair and equitable manner. Salaries alone typically account for up to 60 percent of the total operation budget. Salaries plus fringe benefits (FICA, pension such as IMRF, and health insurance) account for up to 70 percent. The library compensates qualified entry-level librarians with a salary that meets the current recommendations of the Illinois Library Association or at the same rate received by an entry-level public school teacher with a master's degree, adjusted to reflect a twelve-month work year.
Example: In 2012–13, the median salary of an entry-level public school teacher with a master's degree was \$40,160. Divide this amount by 10 and multiply the result by 12. $\$40,160/10 = \$4,016 \times 12 = \$48,192$. (The figures are from the *Illinois Teacher Salary Study*, conducted annually by the Illinois State Board of Education, Data Analysis and Accountability Division; www.isbe.state.il.us/research/htmls/teacher_salary.htm)
The library compensates all other staff at a level that is competitive with salaries paid for equivalent positions in other public agencies within the same or approximately the same service area.
6. The library gives each new employee a thorough orientation and introduces the employee to the particular responsibilities of the new employee's job. The orientation includes but is not limited to the mission statement, library policies, guidelines, services of the library, employment benefits, and opportunities for continuing education.
7. The library has a performance appraisal system in place that provides staff with an annual evaluation of current performance and guidance in improving or developing new skills.
8. The library supports and encourages staff to acquire new skills, keep current with new developments in public libraries, and renew their enthusiasm for library work. Attendance at local, regional, state, and national conferences; relevant courses, workshops, seminars, and in-service training; and other library-related meetings provide a variety of learning experiences. The library provides paid work time and funding for registration and related expenses. While funding constraints may limit the total number of staff who can attend conferences, the attendance of at least the library administrator at the state library association conference is encouraged and funded.
9. The library provides funding to train staff in the use and maintenance of new technology and equipment.
10. The library provides access to library journals and other professional literature for the staff.

Chapter 3 [Personnel]

11. Public library trustees and administrators are aware of federal, state, and local statutes and regulations relevant to personnel administration. Principal regulations include:

Fair Labor Standards Act [29 U.S.C. 201 *et seq.*]
Illinois Human Rights Act [775 ILCS 5/1-101 *et seq.*]
Americans with Disabilities Act [42 U.S.C. 12101 *et seq.*]
Illinois Collective Bargaining Successor Employer Act [820 ILCS 10/0.01 *et seq.*]
Illinois Public Labor Relations Act [5 ILCS 315/1 *et seq.*]
Occupational Safety and Health Act [29 U.S.C. 651 *et seq.*]
Family and Medical Leave Act of 1993 [29 U.S.C. 2601 to 2654]
Civil Rights Act (Title VII) [42 U.S.C. 2000e]

12. The library complies with state and federal laws that affect library operations. These laws include:

Environment Barriers Act [410 ILCS 25/1 *et seq.*]
Illinois Accessibility Code [71 Adm. Code 400 *et seq.*]
Open Meetings Act [5 ILCS 120/1 *et seq.*]
Illinois Freedom of Information Act [5 ILCS 140/1 *et seq.*]
Local Records Act [50 ILCS 205/1 *et seq.*]
State Records Act [5 ILCS 160/1 70/2 and 5/1-7 *et seq.*]
Library Records Confidentiality Act [75 ILCS 70/1 *et seq.*]
Drug Free Workplace Act [30 ILCS 580/1 *et seq.*]
Americans with Disabilities Act [42 U.S.C. 12101 *et seq.*]
Fair Labor Standards Act [29 U.S.C. 201 *et seq.*]
Bloodborne Pathogens Standard [29 C.F.R. 1910.1030]
Wage Payment and Collection Act [820 ILCS 115/1 *et seq.*]
Minimum Wage Act [820 ILCS 105/1 *et seq.*]
Public Officer Prohibited Activities Act [50 ILCS 105/3 *et seq.*]
Disclosure of Economic Interests Act [5 ILCS 420/4A-101 *et seq.*]
Personnel Record Review Act [820 ILCS 40/0.01 *et seq.*]
Local Governmental Employee Political Rights Act [50 ILCS 135/1 *et seq.*]
Privacy in the Workplace Act [820 ILCS 55/1 *et seq.*]
Victims' Economic Security and Safety Act [820 ILCS 180/1 *et seq.*]
School Visitation Rights Act [820 ILCS 147 *et seq.*]
Identity Protection Act [5 ILCS 179/1 *et seq.*]

PERSONNEL CHECKLIST

- Library has a board-approved personnel policy.
- Library has staffing levels that are sufficient to carry out the library's mission.
- Library has a long-range/strategic plan.
- Library has job descriptions and a salary schedule for all library positions. The job descriptions and salary schedule are periodically reviewed and revised as needed.
- Library's hiring practices are in compliance with EEOC guidelines and the *Americans with Disabilities Act*.
- Library salaries and fringe benefits account for up to 70 percent of total operations budget.
- Library gives each new employee a thorough orientation.
- Library evaluates staff annually.
- Library staff and administration attend local, regional, state, and national conferences as well as training workshops and seminars where feasible.
- Library provides staff access to library literature and other professional development materials.
- Public library trustees and administrators are aware of federal, state, and local statutes and regulations relevant to personnel administration.
- The library complies with state and federal laws that affect library operations.

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WEBSITES

American Library Association
www.wikis.ala.org/professionaltips
www.ala-apa.org/

Chapter 4 [Facilities]

The physical library remains central to library service. While no one model could meet every unique local need, some requirements are common to most public libraries. These include adequate and accessible space to house and circulate the collections; comfortable and attractive public spaces for the public; comfortable work and lounge areas for staff; and space for board meetings, story times, and other library programs. As the mission of public libraries expands, space will be required for new uses that weren't previously seen as library offerings. Most of these uses rely on flexible space and a high degree of connectivity. Flexibility is the single most important design goal. To the greatest degree possible, opt for features that are plugged in, not built in.

APPLICABLE CORE STANDARDS – Please see Core Standards 2, 3, 4, 13, 18, 19, and 24 in Chapter 1.

FACILITIES STANDARDS

1. The library provides the right amount of space of the right kind to meet the provisions of its long-range/strategic plan.
2. At least once every five years, the board directs a review of the library's long-term space needs.
3. The library develops a facility plan and annual budget for maintenance of building and grounds and fixed asset replacements.
4. The library building supports the implementation of current and future telecommunications and electronic information technologies.
5. The library, including branches or other service points, is located at a site that is determined to be most convenient for the community.
6. The library provides adequate, safe, well-lighted, and convenient parking during all hours of service. The minimum number of required parking spaces is usually governed by local ordinance. In the absence of local standards, the parking space provision should be one space per 500 square feet of library area.
7. The library's entrance is easily identified, clearly visible, and well illuminated. The entrance faces the direction used by the majority of the patrons.
8. The library has an identifying sign clearly visible from the street. Additional signs guide users from arterial streets to the library.
9. The library has adequate internal signage. All signage is in compliance with applicable federal, state, and local regulations.
10. The library has telephones and associated communications devices sufficient to meet user and staff needs including:
 - Telephones in all offices and at all service desks.
 - Automatic equipment to inform callers of library hours.
11. The library has sturdy and comfortable furnishings in sufficient quantity to meet user needs. Space is allocated for child and family use with furniture and equipment designed for use by children. Where possible, furniture shall be equipped with integrated power and data connections to facilitate mobile computing. Furniture that is purposely built for library or other high-traffic public use should be specified whenever possible.
12. The library has enough shelving and other types of display and storage to provide patrons with easy access to all materials. All shelving should be designed for library purposes. Shelving in every area should be appropriately scaled to meet the needs of the user.
13. The library shall be adequately illuminated and provide a number of lighting environments that are suitable for different uses. Natural light will be employed whenever possible.
14. The library has fireproof facilities for the return of library materials when the library is closed.
15. The library has heating, ventilating, and air conditioning (HVAC) systems capable of filtering outside air and of maintaining comfortable temperatures throughout the year.
16. The library meets the requirements of the *Americans with Disabilities Act* (ADA).

STANDARDS FOR CREATING NEW OR EXPANDED FACILITIES

1. Public library construction, expansion, and major renovation projects are planned by a team consisting of the board or members of the board of trustees, the library administrator and key staff, and a registered professional architect, preferably with experience in the design of libraries. A library building consultant may be utilized when there is a lack of library design experience on the design team.
2. The library, unless it is part of a home rule unit of government, must select an architect in compliance with the *Local Government Professional Services Selection Act* [50 ILCS 510/0.01 *et seq.*]
3. The library's attorney should review all contracts related to any construction project.
4. Space planning should be based on a twenty-year population projection (including probable annexation) and desired improvements in services.
5. The facilities provide the maximum possible flexibility for future changes in design, furnishings, and technology.
6. Data and power should be available throughout the facility.
7. All construction shall comply with federal, state, and local codes and regulations.
8. All areas of the library are designed to meet the floor-loading standard as defined by applicable codes. (Note that many existing buildings that were not designed as libraries cannot meet this requirement. Consult a building design professional whenever giving consideration to re-purposing any existing building for use as a library.)
9. Natural lighting should be used whenever possible. The availability and efficient use of natural light are an important consideration for both energy efficiency and human well-being. With proper planning, natural lighting can be incorporated into library design. All lighting, whether natural or artificial, should be designed to allow rearrangement of library furnishings.
10. Sustainable (Green) Design

Protecting our environment is only one of many compelling reasons to design and build sustainable buildings. Buildings designed in a sustainable manner can offer increased comfort for the occupants, healthier internal environments, lower energy costs, and can promote increased productivity. Libraries should take advantage of their unique educational role to be leaders in sustainable design.

The U.S. Green Building Council (USGBC) provides a method to measure sustainability in the form of the "LEED" (Leadership in Energy and Environmental Design) program, aimed at both quantifying and promoting green design. Another measurement of sustainability is offered by the "Green Globes" program put forth by the Green Building Initiative. Each of these programs provides an objective system of measurement. Objective measurement plays a critical role in the process of designing and building sustainable buildings.

11. Technology and Library Design

The use of networked computers and multimedia equipment in the work environment adds a new element of complexity when designing a new or remodeling an existing facility. Architects need to carefully integrate technology use into all aspects of the infrastructure planning for space, lighting, electrical, and HVAC. Data and power should be available throughout the facility.

12. *Serving Our Public 3.0* and other library design standards can provide a starting point for determining library design goals. It is important to note that in terms of library design, the industry is changing so quickly that published standards should be seen as a point of departure rather than a destination. A design team that is versed in the changing library environment and abreast of current trends and technology is your best asset.

EXISTING FACILITIES CHECKLIST

- The library provides the right amount of space of the right kind to meet the provisions of its long-range/strategic plan.
- At least once every five years, the board directs a review of the library's long-term space needs.
- Library infrastructure is inspected by qualified professionals as follows:
 - Mechanical systems: annually
 - Alarm and control systems: annually
 - Sprinkler systems and fire extinguishers: annually
 - Roofs: annually
 - Building envelope (doors, windows, sealants, sheathing): every three years
- The library develops a plan and annual budget for maintenance of building and grounds and fixed asset replacements.
- The library building supports the implementation of current and future telecommunications and electronic information technologies.
- The library, including branches or other service points, is located at a site that is determined to be most convenient for the community.
- The library provides adequate, safe, well-lighted, and convenient parking during all hours of service.
- The library has the required number of parking spaces.
- The library's entrance is easily identified, clearly visible, and well lighted.
- The library has an identifying sign clearly visible from the street. Additional signs guide users from arterial streets to the library.
- The library has adequate internal signage.
- All signage is in compliance with applicable federal, state, and local regulations.
- The library has telephones and associated communications devices sufficient to meet user and staff needs.
- The library has sturdy and comfortable furnishings in sufficient quantity to meet user needs.
- Space is allocated for child and family use with furniture and equipment designed for use by children.
- The library has enough shelving and other types of display and storage to provide patrons with easy access to all materials.
- Shelving in the areas serving young children is scaled to their needs.
- The library's lighting levels comply with lighting standards.
- The library has fireproof facilities for the return of library materials when the library is closed.
- The library has heating, ventilating, and air conditioning (HVAC) systems capable of filtering outside air, maintaining comfortable temperatures throughout the year, and meeting applicable energy code standards.

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WEBSITES

U.S. Green Building Council (USGBC)

www.usgbc.com

Technology is ubiquitous and permeates most aspects of our lives, environments, and expectations. Twenty-first century libraries are no exception. Libraries are challenged to cope with the integration of technology solutions for all library services as well as to plan for and assess the impact of technology based on user's expectations. Technology, however, is only a tool that is interwoven into all aspects of library services, programs, and operations. The significant keys that serve as the catalyst to unlock technology, the tool, include:

- An informed, qualified, and trained staff whose direct interaction, insight, and instruction in the provision of quality patron services are imperative;
- An adequate budget to maintain and improve all aspects of the library's technological environment and services; and,
- A long-range/strategic technology plan that embraces integration of new technologies into library services, programs, and operations.

The multifaceted roles for technology in the library environment include but are not limited to:

- telecommunications conduit(s): telephone, fax, Internet, e-mail, library network;
- providing access to relevant digital content and enabling community members to create their own digital content (workstations, printers, use of software, Internet access, e-mail, makerspaces);
- access to resources within and beyond the local library's resources through the library's website (e-books, audio books, real time reference);
- expedited and enhanced patron services (automated circulation systems, self-checkout, e-commerce solutions);
- 24/7 library access (via the library's website); and
- improved staff efficiency in both serving patrons and in handling day-to-day routine library functions/operations (remote servers, Cloud, off-site servers).

APPLICABLE CORE STANDARDS – Please see Core Standards 11, 13, 16, 17, 18, 19, 22, 23, and 24 in Chapter 1.

TECHNOLOGY STANDARDS

1. Based on local technology planning, the library ensures adequate technological access and maintains appropriate hardware/software that effectively accommodates both library operations and patron needs.
2. The library must have a(n):
 - telephone, with a listing in the phone book;
 - telephone voice mail and/or answering machine;
 - fax and/or scanner;
 - photocopier;
 - effective Internet access, with sufficient capacity to meet the needs of both the staff and the public;
 - library and/or departmental e-mail accounts for patron communication with the library (e-mail must be read and responded to during library hours.)
 - an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
 - up-to-date computers with sufficient capacity to meet needs for staff and public access;
 - up-to-date printers with sufficient capacity to meet needs for staff and public access;
 - up-to-date anti-virus protection and Internet security software installed on every library computer;
 - up-to-date Internet browsers, web applications, and plug-ins;
 - telephone access for deaf/hearing-impaired patrons: TTY (text telephone), TDD (Telecommunications Devices for the Deaf), TRS (Telecommunications Relay Service), or other relevant technologies;
 - a valid e-mail address, accessible via the library's website, for the library director; and,
 - a website that includes basic library information such as hours, location, contact, official name of library, and content required by *Open Meetings Act*.
3. The library provides a sufficient number of patron-accessible workstations/devices on a per capita basis. The wait time for patron-accessible workstations/devices is minimal and does not exceed 15 to 30 minutes.
4. The library annually evaluates and, if necessary, updates its Internet connectivity options for service impact and cost-effectiveness. Illinois libraries participate in the Illinois telecommunications network/backbone, i.e., the Illinois Century Network [www.illinois.net] when such participation is economically feasible.

5. The library provides 24/7 remote access to library services and resources through:
 - a web-accessible library catalog;
 - *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
 - appropriate regional, state, national, and international bibliographic databases;
 - other authenticated electronic resources that are available for direct patron use; and,
 - virtual reference service, and/or instant or text messaging services, and/or library e-mail account.
6. The library staff must be:
 - computer literate;
 - trained to use and assist patrons in the use of electronic resources and materials; and,
 - accessible via e-mail and/or through messaging services.
7. The library provides or partners with other community agencies to offer its patrons instruction (workshops, classes) in the use of computers, e-mail, productivity software, and the Internet.
8. The library provides web links and access to regional and/or statewide initiatives including:
 - regional library system consortial web-based catalogs;
 - the CARLI academic library catalog (I-Share);
 - Illinois State Library-sponsored databases/e-resources;
 - other electronic collections as available; and,
 - virtual reference service.
9. As an equal partner in resource sharing, the library inputs and makes its collection holdings accessible for resource sharing within a regional, statewide, national, and/or international database.
10. The library has a board-adopted Internet acceptable use policy that is reviewed annually.
11. The library budgets for ongoing technology needs including but not limited to: hardware and software purchases, upgrades, ongoing maintenance, services, and connectivity.
12. The library maintains, troubleshoots, repairs, and replaces computer hardware and software. This ongoing maintenance is handled by trained library staff and/or via a contractual service agreement with an appropriate service provider.
13. The library develops and updates at regular intervals a long range/strategic plan for its future technology needs based on community needs and priorities. The plan includes the date of implementation, the planned review schedule, and addresses, at a minimum, the areas noted below as required in the School and Libraries Program of the Universal Service Fund [www.universalservice.org/sl/applicants/step01/default.aspx]
 - goals and realistic strategy for using telecommunications and information technology;
 - a professional development strategy;
 - an assessment of telecommunications services, hardware, software, and other services needed;
 - budget resources; and,
 - ongoing evaluation process.
14. The library continuously strives to improve its technological services, resources, and access. An ongoing planning cycle includes a needs assessment that examines current and emerging technologies, community feedback about library technology, and service enhancements including but not limited to:
 - wireless access (Wi-Fi);
 - Internet connectivity upgrades sufficient for patron and staff use;
 - networking (local vs. wide area);
 - library Intranet;
 - an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly, highlights library services and programs, includes hyperlinks, and is interactive and mobile compatible;
 - patron self-checkout functionality;
 - new technologies/potential services; for example, social networking, makerspaces, and mobile apps.
 - current and functional meeting room technology;
 - adaptive technologies that accommodate service needs for persons with disabilities and special populations, including but not limited to: accessible computer hardware, deaf interpreters, language translators, open captioning; and,
 - ongoing staff continuing education/training related to all aspects of technological services.

15. The library protects the integrity, safety, and security of its technological environment via:
 - anti-virus software and other Internet security software;
 - firewalls;
 - authentication;
 - routine installation of upgrades, patches, etc;
 - scheduled data backup; and,
 - remote/off-site storage of data backups.
16. The library's automated catalog and its components comply with current state, national, and international standards including, for example, but not limited to:
 - Illinois Statewide Cataloging Standards [www.cyberdriveillinois.com/library/libraries/cataloging_standards.html]
 - MARC 21 (Machine Readable Cataloging) formats [www.dublincore.org/]
 - ANSI (American National Standards Institute);
 - NISO (National Information Standards Organization);
 - ISO (International Organization for Standardization); and,
 - Specific standards including ANSI/NISO Z39.50 protocol, the Bath Profile, and ISO 16160, 10161.
17. The library applies for E-rate discounts (telecommunications/connectivity services and/or Internet access) as available through the Schools and Libraries Program of the Universal Service Fund, administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC). [www.universalservice.org/sl]

TECHNOLOGY CHECKLIST

- Based on local technology planning, the library ensures adequate technological access and maintains appropriate hardware/software that effectively accommodates both library operations and patron needs.
- The library must have a(n):
 - telephone, with a listing in the phone book;
 - telephone voice mail and/or answering machine;
 - fax and/or scanner;
 - photocopier;
 - effective Internet access with sufficient capacity to meet the needs of both the staff and the public;
 - library and/or departmental e-mail accounts for patron communication with the library;
 - the library e-mail account is reviewed daily when the library is open;
 - an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
 - up-to-date computers for staff and public access with sufficient capacity to meet needs;
 - up-to-date printers for staff and public access with sufficient capacity to meet needs;
 - up-to-date antivirus and Internet security software protection installed on every library computer;
 - up-to-date Internet browsers, web applications, and plug-ins;
 - telephone access for deaf/hearing-impaired patrons: TTY (text telephone), TDD (Telecommunications Devices for the Deaf), TRS (Telecommunications Relay Service), or other relevant technologies;
 - a valid e-mail address, accessible via the library's website, for the library director; and
 - a website that includes basic library information such as hours, location, contact, official name of library, and content required by the *Open Meetings Act*.
- The library provides a sufficient number of patron-accessible workstations/devices on a per capita basis.
- The wait time for patron workstations does not exceed 15 to 30 minutes.
- The library annually evaluates and, if necessary, updates its Internet connectivity options for service impact and cost-effectiveness.
- The library provides 24/7 remote access to library services and resources through:
 - a web-accessible library catalog;
 - an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
 - appropriate regional, state, national, and international bibliographic databases;
 - other authenticated electronic resources that are available for direct patron use; and,
 - virtual reference service, and/or text messaging services, and/or a library e-mail account.
- The library staff must be:
 - computer literate;
 - trained to use and assist patrons in the use of electronic resources and materials; and,
 - accessible via e-mail and/or through messaging services.
- The library provides or partners with other community agencies to offer its patrons instruction (workshops, classes) in the use of computers, e-mail, productivity software, and the Internet.
- The library provides web links and access to regional and/or statewide initiatives including:
 - regional library system consortial web-based catalogs;
 - the CARLI academic library catalog (I-Share);
 - Illinois State Library-sponsored databases/e-resources;
 - other electronic collections as available; and,
 - virtual reference service.
- As an equal partner in resource sharing, the library inputs and makes its collection holdings accessible for resource sharing within a regional, statewide, national, and/or international database.
- The library has a board-adopted Internet acceptable use policy.
- The Internet acceptable use policy is reviewed annually.
- The library budgets for ongoing technology needs including but not limited to: hardware and software purchases, upgrades, ongoing maintenance, services, and connectivity.

- ❑ The library maintains, troubleshoots, repairs, and replaces computer hardware and software. This ongoing maintenance is handled by trained library staff and/or via a contractual service agreement with an appropriate service provider.
- ❑ The library develops and updates, at regular intervals, a long-range/strategic plan for its future technology needs. The plan is based on current state, national, and international standards.
- ❑ The library continuously strives to improve its technological services, resources, and access. An ongoing planning cycle includes a needs assessment that examines current and emerging technologies and service enhancements including but not limited to:
 - wireless access (Wi-Fi);
 - Internet connectivity upgrades sufficient for patron and staff use;
 - networking (local area vs. wide area);
 - library Intranet;
 - an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly, highlights library services and programs, includes hyperlinks, is mobile compatible, and is interactive;
 - patron self-checkout functionality;
 - new technologies/potential services; for example, social networking, makerspace, and mobile apps;
 - current and functional meeting room technology;
 - adaptive technologies that accommodate service needs for persons with disabilities and special populations, including but not limited to: accessible computer hardware, deaf interpreters, language translators, open captioning; and,
 - ongoing staff continuing education/training related to all aspects of technological services.
- ❑ The library protects the integrity, safety, and security of its technological environment.
- ❑ The library's automated catalog and its components comply with current state, national, and international standards.
- ❑ The library applies for E-rate discounts (telecommunications/connectivity services and/or Internet access) as available through the Schools and Libraries Program of the Universal Service Fund, administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC).

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WEBSITES

Americans with Disabilities Act

www.ada.gov/

ADA Best Practices Tool Kit for State and Local Governments

www.ada.gov/pcatoolkit/chap5toolkit.htm

ADA Compliancy

www.csub.edu/els/WEB/accessibility/

What Makes a Great Web Site?

www.webreference.com/greatsite.html

Illinois Information Technology Accessibility Act (IITAA) Implementation Guidelines for Web-based Information and Applications 1.0
(formerly Illinois Web Accessibility Standards)

www.dhs.state.il.us/IITAA/IITAAWebImplementationGuidelines.html

International Center for Disability Resources on the Internet

www.icdri.org/CynthiaW/is_%20yoursite_ada_compliant.htm

W3C/Web Accessibility Initiative

www.w3.org/WAI/eval/Overview.html

Access refers to the ease with which all residents can use the library. Some of the factors that affect access are hours of service; quality of cataloging; the physical facility and distance to the physical facility; the quantity, quality, relevance, formats, and arrangement of the collections; quality and quantity of staff; public relations; policies on use of collection and services; and availability of collections and services outside the library. The extent to which the library uses existing and emerging technology to provide in-house as well as remote access is an additional factor. While existing budget limitations may prevent immediate use of some technology, it is important that those responsible for long-range/strategic planning keep current on products and services so that informed decisions can be made as soon as funding becomes available. Standards that relate directly to the building or “fixed assets” such as lighting and furniture are included in Facilities chapter.

APPLICABLE CORE STANDARDS – Please see Core Standards 1, 2, 5, 13, 16, 17, 18, 19, 20, and 22 in Chapter 1.

ACCESS STANDARDS

1. Hours of service are posted on a sign visible to the public from outside the library building.
2. Hours of operation are established for the convenience of the community. To accommodate school children and working adults, the library is open as many evening and weekend hours as possible. (See Appendix N for recommended hours of service by population.) Some information is available electronically twenty-four hours per day (minimally the library website and online catalog). (See Appendix N)
3. The library has a website with current information and content updated at least weekly. The website allows for patron inquiry or comment and feedback. The website should also provide the opportunity for remote 24/7 access to online databases, virtual reference, registration, access by users to their own accounts, and other library services. Staff responds to online requests for information.
4. All basic services are available when the library is open. For the purposes of this document, basic services are circulation, reference, reader’s advisory, and computer/Internet access. If reference and reader’s advisory are provided to children and adults from two separate points, then the library provides adequate staffing at both locations at all hours the library is open. Internet access is available to adults and children with a sufficient quantity of computers and bandwidth to meet most needs. Some access may be provided through wireless installations that enable people to use mobile devices or their own personal devices for Internet searching.
5. The collections are arranged and housed in a way that provides the greatest accessibility for all users.
6. Materials and guides for library use are made available in languages and formats appropriate to the community.
7. Materials are not sequestered from any user except for the purpose of protection from theft and damage.
8. All circulating materials may be borrowed by all persons with a valid library card who reside within the jurisdictional boundaries of the library regardless of the age, sex, or social or economic status of the patron. (See Appendix L)
9. All materials, except those judged by the library administrator to be irreplaceable or needed in the collection for reference service, are available for use within the library by all persons regardless of the age, sex, or social or economic status of the patron.
10. Lending regulations facilitate maximum use of library materials.
11. The library publicizes and promotes interlibrary loan to its patrons. Library staff develops procedures that ensure that interlibrary loan is a simple and effective way for patrons to receive materials and information.
12. The library’s bibliographic and holdings information are in machine-readable form using the MARC format. Accurate and easily understood bibliographic access is provided through a computerized catalog that is accessible remotely as well as in the library. This access may be provided through the library’s catalog or the catalog of a Local Library System Automation Project (LLSAP) to which the library contributes records. Either through a local consortial Online Public Access Catalog (OPAC) or through WorldCat from OCLC, a current record of the library’s holdings is made available.
13. Through clear signage or logical placement, the services, collections, and amenities of the library are easily located.
14. The library ensures access to its collections and services for patrons with disabilities through the provision of auxiliary aids and alternate formats.

15. The library provides access to its collections and services for patrons unable to travel to the library. (Some of the ways to provide this kind of service are deposit collections, programs held in sites outside the library, and home delivery.)
16. Telephone, text telephone, and fax numbers are listed in a phone book. The library has sufficient incoming telephone lines for voice and data transmission to accommodate staff and user needs.
17. If a meeting room is available for the public, its use is limited by time, place, and manner only and not by the subject or content of the program.
18. The library has policies for Internet use, retention of patron-associated records, and for responding to search warrants and subpoenas. (See Appendix L)

ACCESS CHECKLIST

- Library has a publicized, fixed schedule of open hours.
- Library has a website and online catalog for 24/7 access.
- All basic services are available when the library is open.
- All materials are available for use in the building or for checkout by persons regardless of age, sex, or social standing.
- Library participates in and promotes interlibrary loan.
- Library's holdings information is in machine-readable form and part of a remotely accessible electronic database.
- Library provides auxiliary aids and alternate formats to enable persons with disabilities to use collections and services.
- Library has a sufficient quantity of computers and bandwidth to meet most needs.
- Library publishes and promotes the telephone and fax numbers and also the website address for the library.
- Library has policies for Internet use, retention of patron-associated records, and for a meeting room, if one is available.

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- Pinnell-Stephens, June. *Protecting Intellectual Freedom in Your Public Library: Scenarios from the Front Lines*. Chicago: American Library Association, 2012.

WEBSITES

Freedom to Read Foundation
www.ft rf.org

Illinois State Library Talking Book and Braille Service
www.ilbph.org

Library Terms That Users Understand
www.jkup.net/terms.html

PolyTalk, a library interpreter's network
www.polytalk.info/languagekit.html

The public library's mission is to provide a wide range of materials in a variety of formats, such as electronic content, and in sufficient quantity to meet the needs and interests of the community. If electronic readers are provided, they should be accessible. Illinois libraries are best able to provide materials by developing a collection management program and participating in resource sharing. The keys to quality collection management and resource sharing are adequate funding and trained library staff.

The purpose of the Collection Management and Resource Sharing standards is to ensure that Illinois public libraries offer a full range of materials and electronic resources that are current, accessible (cataloged/classified), and relevant to community needs. Collection management includes planning, selecting, and building of resources in all formats needed by a library's community. Based on community needs, the library collection development policy may address selection and evaluation of materials, purchase priorities, and weeding of the collection. Collection evaluation and weeding is an ongoing process where materials are reviewed by analyzing use, age, condition, timeliness, and general coverage in order to improve availability and comprehensiveness and to identify users' changing taste and needs.

Library collections can be expanded beyond the physical boundaries of the library through resource sharing, cooperative collection management, and electronic resources, such as e-books. No one library can provide from its own collection all the materials that are required to meet the needs of its patrons. All libraries can enhance their collection by participating in interlibrary loan practices and participating in and utilizing statewide electronic databases/resource offerings, such as OCLC membership, and WorldCat, as well as regional library system and other consortial group purchase opportunities. Also, libraries can become more proactive information providers by using local funds to license electronic full-text databases of local interest. Libraries in close proximity to one another should consider forming a cooperative collection management plan. Cooperative collection plans coordinate selection and purchase of materials between libraries. Finally, libraries also can contribute to resource sharing by digitizing local materials. Local history materials are often unique and have interest that is not exclusive to the immediate local area. Since these materials are unique and irreplaceable, digitizing them allows for preservation as well as broad access and should be encouraged as a goal for library excellence.

APPLICABLE CORE STANDARDS – Please see Core Standards 5, 13, 16, 21, 22, and 23 in Chapter 1.

COLLECTION MANAGEMENT AND RESOURCE SHARING STANDARDS

1. The library spends a minimum of 12 percent of its operating budget on materials for patrons.
2. The library has a board-approved, written collection management policy based on community needs and interests, the diversity of American society, and on professional standards. The library's collection development policy may address the following issues: materials selection; request for reconsideration of materials; collection specialties and purchase priorities; and evaluation and weeding of the collection. (See Appendix P)
3. Staff responsible for collection management is professionally trained in general principles of selection and weeding as well as in their specific areas of responsibilities.
4. Staff responsible for collection management has access to a variety of review sources and selection tools.
5. The library staff uses accepted professional techniques for collection management. Such techniques may include quantitative measures (i.e., circulation-per-capita and turnaround rates, weeding (i.e., the CREW method), user surveys, and questionnaires. (See Appendix Q)
6. The library places a high budgetary priority on collection development. Although use of the collection and the size of the population are the primary factors, there may be additional factors that affect the size of the collection. Examples of these additional factors include local history, genealogy, and a linguistically diverse population.
7. The library provides access to materials in a variety of formats to ensure equal access for people with disabilities of all ages. Examples of some of these formats are e-books, audio books on CD or MP3, books in Braille, information available through the World Wide Web; and closed-captioned, described, or signed videos or DVDs.
8. The library strives to purchase materials in electronic format.
9. The library publicizes and promotes interlibrary loan to its patrons. The library develops procedures that ensure that interlibrary loan is a simple and effective way for patrons to receive materials and information after all local resources have been exhausted.
10. Library staff members are trained in and follow the policies and procedures relating to the ILLINET Interlibrary Loan Code and the ALA Interlibrary Loan Code.

11. The library agrees to be a responsible borrower. Before initiating an interlibrary loan request, requesting libraries should exhaust their own local resources.
12. Library budgets should put priority on purchasing best sellers and buying replacements for lost items with a high checkout rate.
13. Libraries should check statewide resource sharing databases such as OCLC FirstSearch before placing any requests and be responsible for copyright compliance.
14. The borrowing library is always responsible for items, including materials lost in transit or by the patron as specified by the ALA and ILLINET Interlibrary Loan Codes.

COLLECTION MANAGEMENT AND RESOURCE SHARING CHECKLIST

- The library board trustees ensure that the library has a publicly funded budget to purchase materials. The minimum annual expenditure for materials for any size library should be a minimum of 12 percent of the operating budget.
- Library budgets put priority on purchasing best sellers and buying replacements for lost items with high checkout rates.
- The library has a written collection development policy approved by the board.
- Materials are cataloged according to standard library practices utilizing MARC 21, AACR2 Rules, Sears/LC subject headings, and RDA.
- Library collections are periodically evaluated to measure the effectiveness of community use of the collection and weeded if deemed appropriate.
- The library considers forming a cooperative collection plan with other libraries in close proximity to one another.
- The library strives to purchase materials in electronic format.
- The library publicizes and promotes interlibrary loan to its patrons.
- Library staff is trained in and follows policies and procedures related to the Illinois Interlibrary Loan Code and the ALA Interlibrary Loan Code. Libraries agree to be responsible borrowers and lenders.

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- Sheehan, Kate. *The eBook Revolution: A Primer for Librarians on the Front Lines*. Westport, CT: Libraries Unlimited, 2013.

WEBSITES

ALA Interlibrary Loan Code

www.ala.org/rusa/resources/guidelines/interlibrary

ILLINET Interlibrary Loan Code and Interlibrary Training

il.webjunction.org/il-ill

The Crew Method: Expanded Guidelines for Collection Evaluation and Weeding for Small and Medium-Sized Public Libraries

www.tsl.state.tx.us/ld/pubs/crew/index.html

Chapter 8 [Public Services: Reference and Reader's Advisory Services]

Through public services, a library offers assistance to patrons in the use of its collections and resources. The library also provides patrons with resources beyond those owned by the library through interlibrary loan and other resource-sharing arrangements. Basic public services include reference and reader's advisory. These services should be provided to all age groups.

APPLICABLE CORE STANDARDS – Please see Core Standards 1, 11, 16, 17, 18, 19, 22, and 24 in Chapter 1.

REFERENCE SERVICES

Reference service is the provision of information in response to a patron's question. All Illinois public libraries should provide reference service for their patrons.

REFERENCE SERVICES STANDARDS

1. All basic services are available when the library is open. For the purpose of this document, basic services are circulation, reference, reader's advisory, and computer/Internet access.
2. The library has a board-approved reference service policy developed by reference staff and administration and it is reviewed biennially. (See Appendix R)
3. The library provides staff trained in reference services to meet the needs of patrons who have challenges with disabilities, language, and literacy.
4. The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
5. The library is aware of the importance of accuracy in reference service and relies on information sources of demonstrated currency and authority.
6. The library supports training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
7. The library provides easy access to accurate and up-to-date community information/resource files.
8. The library provides current issues of at least one community or local newspaper and retains hard copy or online back issues for a minimum of six months.
9. The library provides access to local ordinances or codes of all municipalities within its service boundaries.
10. The library provides access to local and state maps.
11. The library strives to provide access to the minutes of local government meetings. These include but are not limited to municipal (village, township, or city) and school board meetings.
12. The library provides voter information, including precinct boundaries and location of polling places.
13. The library provides information about local history and events.
14. The library has telephone books for the local calling area and any other frequently requested areas.
15. The library will include at least one current reference resource for each subject area. Electronic resources may fulfill this requirement. (See Appendix T)
16. Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
17. Staff members are encouraged to attend at least one relevant continuing education event each year.
18. The library accepts and responds to reference requests received in all formats, including electronic, print, and phone.
19. The library annually evaluates its reference service for accuracy, timeliness, staff friendliness, and patron ease. (See Appendix S)

REFERENCE SERVICES CHECKLIST

- All basic services are available when the library is open.
- The library has a reference service policy.
- The library provides staff trained in reference services to meet the needs of patrons who have challenges with disabilities, language, and literacy.
- The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
- The library is aware of the importance of accuracy in reference service and relies on information sources of demonstrated currency and authority.
- The library supports training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
- The library provides easy access to accurate and up-to-date community information.
- The library provides current issues of at least one community or local newspaper and retains hard copy or online back issues for a minimum of six months.
- The library provides access to local ordinances or codes of all municipalities within its service boundaries.
- The library provides access to local and state maps.
- The library provides access to the minutes of local government meetings. These include but are not limited to municipal (village, township, or city) and school board meetings.
- The library provides voter information, including precinct boundaries and location of polling places.
- The library provides information about local history and events.
- The library has telephone books for the local calling area and any other frequently requested areas.
- The library has at least one current reference resource for each subject area.
- Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
- Staff members are encouraged to attend at least one relevant continuing education event each year.
- The library evaluates its reference service on an annual basis.

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READER'S ADVISORY SERVICES

Reader's Advisory Services is a patron-oriented service that promotes and encourages recreational reading. It is a service that offers advice, suggestions, recommendations, and selections to library users regarding authors, titles, and genres. It is a service that strives to respond to the recreational reading tastes of individual readers using the resources of the library to link readers and books.

All Illinois public libraries should provide some sort of reader's advisory service to their patrons. This can be done formally with a separate designated service desk, through conversation with a librarian, or informally at the library's circulation desk where library staff members get to know the library patron's reading preferences and are able to suggest similar titles that the patron might enjoy reading.

READER'S ADVISORY STANDARDS

1. All basic services are available when the library is open. For the purposes of this document, basic services are circulation and reference and reader's advisory services. If reference and reader's advisory services are provided to children and adults from two separate points, then the library provides adequate staffing at both locations at all hours the library is open.
2. The library has competently trained staff that has thorough knowledge of popular authors and titles.
3. The library participates in interlibrary loan and resource sharing to help provide accurate and timely reader's advisory service.
4. The library is aware of the importance of accuracy in reader's advisory service and relies on information sources of demonstrated currency and authority.
5. Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
6. Staff members who are responsible for reader's advisory services in their library should attempt to stay current with community events by participating in community organizations, clubs, or councils.
7. Staff members who are responsible for reader's advisory services in their library should attempt to attend as many workshops, reading roundtables, or continuing education events as possible to stay current.
8. The library accepts and responds to reader's advisory requests received via e-mail, IM (instant messaging), texting, and/or virtual reference.

READER'S ADVISORY SERVICES CHECKLIST

- All basic services are available when the library is open.
- The library has competently trained staff that has thorough knowledge of popular authors and titles.
- The library maintains a well-rounded collection of both fiction and nonfiction titles.
- The library has a reader's advisory services policy.
- The library promotes the importance of leisure reading to its community members.
- The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
- The library maintains a basic collection of reader's advisory reference materials.
- All staff members attend at least one relevant continuing education event each year.
- Staff members who are responsible for reader's advisory services in their library join at least one community organization, club, or council.
- Staff members who are responsible for reader's advisory services in their library attend at least one workshop, reading roundtable, or continuing education event.
- The library accepts and responds to reader's advisory requests received via e-mail, IM (instant messaging), texting, and/or virtual reference.

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- Saricks, Joyce. *Reader's Advisory Guide to Genre Fiction*. Chicago: American Library Association, 2009.
- Zabel, Diane. *Reference Reborn: Breathing New Life into Public Services Librarianship*. Westport, CT: Libraries Unlimited, 2010.

WEBSITES

- NoveList Plus – EBSCO
www.ebscohost.com/novelist/our-products/novelist-plus
- The Reader's Advisory Online – Libraries Unlimited
rainfo.lu.com/

A library can reach out to its entire community through programming. Educational, recreational, informational, and cultural programs sponsored by the library or cosponsored with other community organizations are offered to help attract new users to the library, to welcome people from all cultures and people with disabilities, to increase awareness and use of library resources and services, and to provide a neutral public forum for the debate of issues. Library programs are a particularly effective way of introducing the community to a variety of cultures.

It is well accepted that traditional programming for younger children helps them develop reading habits and encourages them and their caregivers to use the library and its resources. Young adult programs help teens understand some of the intellectual, emotional, and social changes they are experiencing. Programs for adults and senior citizens can provide the lifelong learning skills and recreation needed in our changing society.

If the library opens its meeting rooms, display cases, and other exhibit areas to non-library-sponsored programs and non-library-sponsored exhibits and displays, policies and procedures must cover the use of these facilities. The library's attorney should review this policy as well as other library policies.

APPLICABLE CORE STANDARDS – Please see Core Standards 1, 4, 11, 12, and 22 in Chapter 1.

PROGRAMMING STANDARDS

1. Library programs should strive to be free of charge.
2. Library programs are located in a physically accessible location. Provisions are made, as needed, to enable persons with disabilities to participate in the program. The availability of these provisions is noted with other information about the program.
3. The library considers community demographics, special populations, and the availability of programming from other social, cultural, and recreational organizations in the community when planning and evaluating programs.
4. The library presents educational, cultural, and recreational programs that reflect community needs and interests. Community members should be encouraged to offer suggestions.
5. Programming is designed to address the diversity within the community, to increase the awareness and use of library resources and services, and to attract new users.
6. The library provides outreach programs to targeted populations who cannot visit the library.
7. The library's programming targets groups such as children, parents, young adults, adults, seniors, and special constituents relevant to the area's demographics.
8. The library provides programs that will instruct their community on how to use the library. This will include training sessions or one-on-one instruction on the library's online databases and the library's online catalog. The library will also provide tours and make sure the community is comfortable with using the library.
9. Libraries are encouraged to partner with other organizations to offer programs.

PROGRAMMING CHECKLIST

- Library programs are provided free of charge, or on a cost recovery basis.
- Library programs are located in a physically accessible location.
- Provisions are made, as needed, to enable persons with disabilities to participate in the program. The availability of these provisions is noted with other information about the program.
- The library considers community demographics, special populations, and the availability of programming from other social, cultural, and recreational organizations in the community when planning and evaluating programs.
- The library presents educational, cultural, and recreational programs that reflect community needs and interests.
- Programming is designed to address the diversity within the community, to increase the awareness and use of library resources and services, and to attract new users.
- The library provides outreach programs to targeted populations who cannot visit the library.
- The library has programming that targets children and their caregivers.
- The library has programming that targets young adults.
- The library has programming that targets adults and senior citizens.
- The library provides programs on library instruction for all ages. This includes online catalog and online database training opportunities.
- The library is encouraged to partner with other organizations to offer programs.

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- Diamant-Cohen, Betsy and Melanie A. Hetrick. *Transforming Preschool Storytime: A Modern Vision and a Year of Programs*. New York: Neal-Schuman, 2013.
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- Maddigan, Beth Christina and Susan C. Bloos. *Community Library Programs That Work: Building Youth and Family Literacy*. Westport, CT: Libraries Unlimited, 2013.
- Nichols, Joel A. *iPads in the Library: Using Tablet Technology to Enhance Programs for All Ages*. Westport, CT: Libraries Unlimited, 2013.
- Wichman, Emily T. *Librarian's Guide to Passive Programming: Easy and Affordable Activities for All Ages*. Westport, CT: Libraries Unlimited, 2012.

Today's library users are no longer satisfied with the status quo, traditional library. The library clientele's bar of expectations for public library services and programs has surged so high that today's libraries are challenged to promote and market their services at levels that were never before conceived. With widening access to information through handheld devices and other electronic media, libraries are being placed in a competitive environment; therefore, in order to compete, survive, and thrive, libraries must determine what their library patrons want and need. The library patron must be the center of every program or service that the library provides. The library staff must be oriented to all of the library services and programs. Of imperative importance, the community must be aware of what the library is providing, and library staff should always make sure their library patrons leave the library satisfied—since it is highly likely that a library user who is not satisfied will not return.

A public that is aware of all the services and collections offered by its library and that views its library as a positive, fundamental, and indispensable part of life—this is the ideal achieved through an effective public relations and marketing program.

APPLICABLE CORE STANDARDS – Please see Core Standards 1, 7, 13, 14, 17, 22, and 23 in Chapter 1.

MARKETING STANDARDS

1. The library board develops, adopts, and reviews a marketing plan at regular intervals that supports the library's long-range and strategic plan.
2. The library staff and trustees participate in three or more cooperative activities with other community organizations, businesses, and institutions, such as Chamber of Commerce and service organizations.
3. The library's services and programs are regularly promoted in the community by using three or more publicity methods such as flyers, brochures, library website, social networking, mobile apps, posters, banners, displays, presentations and speeches, and newspaper ads, all of which should be made available outside the physical walls of the library.
4. The library specifically invites local, state, and federal officials to visit the library, providing them a firsthand view of the library's services.
5. The library's website is updated at least monthly to reflect current and future programs, board minutes, library policies, and new material.
6. The board, administration, and staff assess the library's appearance at least once a year, using this information to revise the library's image in the community.
7. The board, administration, and appropriate staff visit other libraries at least once a year, learning what services and programs other libraries offer their patrons.
8. The operating budget includes funds for public relations and marketing.
9. The library considers persons with special needs when developing and delivering information about the library's collections and services.
10. The library develops strategies to reach those groups that do not use the library.
11. One member of the staff coordinates the library's marketing efforts, but all staff receives customer service and marketing training.
12. When reviewing and setting library policies, the board evaluates how the policies affect persons within the jurisdictional population.
13. The library includes public relations and customer service as part of the orientation of all new staff and board members.
14. The library regularly evaluates patron and community awareness of the library's programs and services through focus groups, surveys (in-house and web-based), interviews, etc.
15. The library administration ensures all board and staff members receive an orientation of the library covering the library's history, funding sources, long-range/strategic plan, and services.
16. The library builds on public relations and marketing efforts developed by state and national organizations, the state library, and the community.

MARKETING CHECKLIST

- The library has a marketing plan that supports the library's long-range/strategic plan.
- The library staff and trustees participate in three or more cooperative activities with other community organizations.
- The library's services and programs are promoted in the community. Check the applicable publicity methods.
 - flyers
 - brochures
 - website
 - social networking
 - mobile apps
 - posters
 - banners
 - displays
 - podcasting
 - presentations
 - speeches
 - newspaper ads
 - other
- The library invites local, state, and federal officials to visit the library.
- The library's website is updated at least monthly.
- The board, administration, and staff conduct a library walk-through.
- The board, administration, and appropriate staff visit other libraries.
- The budget includes funds for public relations and marketing activities.
- The library's promotional methods and services are ADA compliant.
- A designated staff member coordinates the library's marketing efforts.
- The library's staff receives customer service and marketing training.
- The library's orientation for staff and trustees includes the library's public relations, customer service philosophy, library history, funding sources, and long-range/strategic plan.
- The library surveys patrons and the community to judge awareness of the library's programs and services.
- The library's statistics are effectively used to compare the library's progress in reaching its community.

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WEBSITES

Library Success: A Best Practices Wiki.

www.libsuccess.org

The “M” Word—Marketing Libraries: a blog designed to bring the wonderful world of marketing to libraries.

www.themwordblog.blogspot.com

Marketing the Library—Web-based Training for Public Libraries, Ohio Library Foundation, 2003.

www.olc.org/marketing

Through the Illinois Library and Information Network (ILLINET), libraries of all types (public, academic, school, and special) are able to offer Illinois residents enhanced, cooperative library services. ILLINET exists on the premise that “the whole is greater than the sum of its parts.” Illinois library cooperation is multi-faceted and multi-layered. The primary facets of ILLINET include but are not limited to: facilitating the sharing of library materials and information via interlibrary loan, reciprocal borrowing, and other cooperative agreements; providing statewide and regional library system delivery services; offering enhanced services, at the regional library system, consortial, or Illinois State Library levels, which are beyond the scope of services that can be provided locally; and sharing human knowledge, expertise, and skills to enhance existing or create new programs and services for Illinois residents. The various interwoven, multi-layers of ILLINET include but are not limited to cooperation initiated at the local, regional, consortial, state, national, and international levels.

The Illinois State Library and the Illinois regional library systems serve as the catalysts to foster statewide library cooperation, promote library development, and ensure that every Illinois library fulfills its partnership responsibility in the provision of quality library services to all Illinois residents. The commitment and cooperation of every Illinois library creates the foundation for the viability and effectiveness of Illinois regional library systems and ILLINET.

The Illinois regional library systems are annually funded through a formula grant appropriation from the Illinois Office of the Secretary of State’s budget [75 ILCS 10/8(c)]. Illinois regional library systems are governed by representatives from member libraries as detailed in *Illinois Compiled Statutes* [75 ILCS 10/5] and system bylaws.

APPLICABLE CORE STANDARDS – Please see Core Standards 16, 17, 18, and 22 in Chapter 1.

SYSTEM AND ILLINET MEMBERSHIP RESPONSIBILITIES STANDARDS

1. Public library staff and library board members are aware of the services offered by the regional library systems and the Illinois State Library.
2. Public libraries are charged with the responsibility to promote statewide cooperative services in addition to their own local services.
3. As ILLINET participants, all Illinois public libraries agree to make their resources, information, and expertise available via interlibrary loan, reciprocal borrowing, and other formal cooperative agreements; participate in delivery; and facilitate cooperative reference and information assistance.
4. As ILLINET participants, all Illinois public libraries abide by the ILLINET Interlibrary Loan Code as well as other formal regional/consortial agreements.
5. Public library directors, library staff, and library board members actively participate as members of boards, committees, task forces, advisory councils, etc., at various levels, including the regional library system, the Illinois State Library, and the Illinois Library Association. Participants should bring a regional and statewide perspective that envisions all types of libraries, not just their local library and library type issues.
6. All public libraries, in cooperation with regional library systems and the Illinois State Library, share the responsibility for promoting statewide tax-supported public library service for every Illinois resident.
7. Every public library has a responsibility to offer its citizens quality library services; therefore, any legally established public library that currently does not meet the eligibility requirements for Illinois State Library/Illinois Office of the Secretary of State grants should work in cooperation with its regional library system regarding grant eligibility and compliance.

SYSTEM AND ILLINET MEMBERSHIP RESPONSIBILITIES CHECKLIST

- The library is a member of an Illinois regional library system.
- The library fulfills the membership requirements of its system and the Illinois Library and Information Network (ILLINET).
- The library actively seeks grant funding and applies for grants at the state level.
- The library staff and library board members are aware of the services offered by the regional library systems and the Illinois State Library.
- The library promotes statewide cooperative services in addition to its own local services.
- The library uses a variety of methods to communicate with its community.
- The library promotes and participates in resource sharing through interlibrary loan and reciprocal borrowing.
- The library participates in delivery.
- The library facilitates cooperative reference and information assistance.
- The library provides access to resource sharing databases.
- The library participates in cooperative resource sharing by entering the library's collections into a regional, statewide, or national database.
- The library abides by the ILLINET Interlibrary Loan Code as well as other formal regional/consortial agreements.
- The library director, library staff, and library board members actively participate as members of boards, committees, task forces, advisory councils, etc., at various levels, including the regional library system, the Illinois State Library, and the Illinois Library Association.
- The library, in cooperation with regional library systems and the Illinois State Library, shares the responsibility for promoting statewide tax-supported public library service for every Illinois resident.

While the incidence of serious crime is low in libraries, libraries are open to the public many hours each week and are part of communities where people live and work every day. Librarians must share responsibility for the safety and security of customers and staff. The issue of library safety and security covers a wide range of concerns, from natural disasters to more serious incidents such as theft and assault. Emergencies can happen anywhere, at any time. Planning for emergencies is necessary at the most basic levels. All libraries should address emergency preparedness.

SAFETY STANDARDS

1. The library provides a list of emergency call numbers at all staff phones in the library. Emergency call numbers include police and fire contacts.
2. A library floor plan shows entrances, exits, location of emergency supplies, fire alarms, and fire extinguishers.
3. The library has an emergency manual and a disaster plan that include instructions for all types of emergencies that might occur in a public library. The plan addresses: bomb threats, chemical release, earthquake, fire, gas leak, serious medical injury or illness, theft, threats to staff and customers, and severe weather.
4. The library provides annual emergency training for staff, including fire and tornado drills, use of fire extinguishers, and location of the first aid kit and an automated external defibrillator.
5. The library provides a call list and contact information that is reviewed bi-annually. Call list includes staff and library board members. Contact information is available for contractors who provide building maintenance, telecommunication support, deliveries, damage assessment, insurance benefits, landscaping and grounds support, legal advice, supplies, financial records, utilities, and disaster assistance.
6. Emergency supplies are stored in a designated location and are accessible to staff.
7. Emergency equipment such as electric, gas and water switches, fire extinguishers, and fire alarms are noted on a library floor plan.
8. Safety of customers and staff is paramount in an emergency. If there is time to consider property, a prioritization list shows what should be salvaged in order of importance.
9. A building safety checklist includes daily, weekly, quarterly, semi-annual, and annual safety procedures. Examples include fire and tornado drills, fire extinguisher operation, backflow test, entrances and exits clear, and leaks.
10. The library has a designated tornado shelter.
11. Emergency exits and evacuation routes out of the library and to the tornado shelter are clearly marked for patrons throughout the library. Fire extinguisher locations are clearly marked.
12. The library provides adequate security for staff, users, and collections.
13. The library has a strong relationship with local police and community safety personnel and communicates with them on a regular basis about safety issues affecting the library.
14. At least two people shall be on duty during all open hours of operation.
15. Copies of the emergency manual and disaster plan are provided to community safety personnel.

SAFETY CHECKLIST

- The library provides a list of emergency call numbers at all staff phones in the library.
- The library has a floor plan that shows entrances, exits, location of emergency supplies, fire alarms, and fire extinguishers.
- The library has an emergency manual and disaster plan.
- The library provides emergency training for staff, including fire and tornado drills, use of fire extinguishers, and location of the first aid kit and an automated external defibrillator.
- The library provides a call list and contact information that is reviewed bi-annually.
- Emergency supplies are stored in a designated location and are accessible to staff.
- Emergency equipment such as electric, gas and water switches, fire extinguishers, and fire alarms are noted on a library floor plan.
- A prioritization list shows what should be salvaged in order of importance.
- A building safety checklist includes daily, weekly, quarterly, semi-annual, and annual safety procedures.
- The library has a designated tornado shelter.
- Emergency exits and evacuation routes out of the library and to the tornado shelter are clearly marked. Fire extinguishers are clearly marked.
- The library provides adequate security for staff, users, and collections.
- The library has a strong relationship with local police and community safety personnel and communicates with them on a regular basis about safety issues affecting the library.
- At least two people shall be on duty during all open hours of operation.
- Copies of the emergency manual and disaster plan are provided to community safety personnel.

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WEBSITES

American Library Association

www.ala.org/tools/safety-and-security

www.ala.org/tools/libfactsheets/alalibraryfactsheet10

Occupational Safety and Health Administration

<https://www.osha.gov/index.html>

Appendices

Appendix A	<i>Library Bill of Rights</i>
Appendix B	<i>Freedom to Read Statement</i>
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Appendix D	<i>Code of Ethics</i> of the American Library Association
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Appendix S	Topics Recommended for Evaluating Reference Service
Appendix T	Basic Reference Material List

Appendix A [*Library Bill of Rights*]

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services:

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries, which make exhibit spaces and meeting rooms available to the public they serve, should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948, by the ALA Council; amended February 2, 1961; amended June 28, 1967; amended January 23, 1980; inclusion of "age" reaffirmed January 24, 1996.

A history of the *Library Bill of Rights* is found in the latest edition of the American Library Association publication titled *Intellectual Freedom Manual*.

LIBRARY BILL OF RIGHTS: INTERPRETATIONS

Access for Children and Young People to Non-print Materials

Access to Electronic Information, Services, and Networks

Access to Library Resources and Services Regardless of Sex, Gender Identity, Gender Expression, or Sexual Orientation

Access to Resources and Services in the School Library Media Program

Challenged Materials

Diversity in Collection Development

Economic Barriers to Information Access

Evaluating Library Collections

Exhibit Spaces and Bulletin Boards

Expurgation of Library Materials

Free Access to Libraries for Minors

Intellectual Freedom Principles for Academic Libraries

Labels and Rating Systems

Library-initiated Programs as a Resource

Meeting Rooms

Privacy

Restricted Access to Library Materials

The Universal Right of Free Expression

Note: These documents were current at the time of printing. Please look at the American Library Association (ALA) website, www.ala.org/ for updated versions and more information.

Appendix B [*Freedom to Read Statement*]

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label “controversial” views, to distribute lists of “objectionable” books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be “protected” against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority. Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but also why we believe it.
2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated. Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

Appendix B [*Freedom to Read Statement*]

3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author. No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.
4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression. To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.
5. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous. The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.
6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information. It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are safer, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.
7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one; the answer to a "bad" idea is a good one. The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

A Joint Statement by:

American Library Association
Association of American Publishers

Subsequently endorsed by:

American Booksellers Foundation for Free Expression
The Association of American University Presses, Inc.
The Children's Book Council
Freedom to Read Foundation
National Association of College Stores
National Coalition Against Censorship
National Council of Teachers of English
The Thomas Jefferson Center for the Protection of Free Expression

Appendix C *[Freedom to View Statement]*

The freedom to view, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed January 10, 1990, by the ALA Council.

Appendix D [*Code of Ethics* of the American Library Association]

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association *Code of Ethics* states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted June 28, 1997, by the ALA Council; amended January 22, 2008.

Appendix E *[Public Library Trustee Ethics Statement]*

Public library Trustees are accountable for the resources of the library as well as to see that the library provides the best possible service to its community.

Every Trustee makes a personal commitment to contribute the time and energy to faithfully carry out his/her duties and responsibilities effectively and with absolute truth, honor and integrity.

- Trustees shall respect the opinions of their colleagues and not be critical or disrespectful when they disagree or oppose a viewpoint different than their own.
- Trustees shall comply with all the laws, rules and regulations that apply to them and to their library.
- Trustees, in fulfilling their responsibilities, shall not be swayed by partisan interests, public pressure or fear of criticism.
- Trustees shall not engage in discrimination of any kind and shall uphold library patrons' rights to privacy in the use of library resources.
- Trustees must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of the library, acknowledging and supporting the formal position of the Board even if they disagree.
- Trustees must respect the confidential nature of library business and not disclose such information to anyone. Trustees must also be aware of and in compliance with Freedom of Information laws.
- Trustees must avoid situations in which personal interests might be served or financial benefits gained as a result of their position or access to privileged library information, for either themselves or others.
- A Trustee shall immediately disqualify him/herself whenever the appearance of or a conflict of interest exists.
- Trustees shall not use their position to gain unwarranted privileges or advantages for themselves or others from the library or from those who do business with the library.
- Trustees shall not interfere with the management responsibilities of the director or the supervision of library staff.
- Trustees shall support the efforts of librarians in resisting censorship of library materials by groups or individuals.

Signature _____ Date _____

Approved by the board of United for Libraries: The Association of Library Trustees, Advocates, Friends, and Foundations:
A Division of the American Library Association in January 2012

Appendix F [Useful Illinois Statutes with Citations to the *Illinois Compiled Statutes*]

An electronic version of the *Illinois Compiled Statutes* (ILCS) is posted at:
<http://www.ilga.gov/legislation/ilcs/ilcs.asp>

Illinois Statute	Legal Citation
<i>State Library Act</i>	15 ILCS 320/1
<i>Local Library Act</i>	75 ILCS 5/1-0.1
<i>Public Library District Act</i>	75 ILCS 16/1-1
<i>Library Systems Act</i>	75 ILCS 10/1
<i>Library Records Confidentiality Act</i>	75 ILCS 70/1
<i>Literacy Act</i>	15 ILCS 322/1
Collection and Payment of Tax Monies	65 ILCS 5/8-3-2
Ownership of Library Building	75 ILCS 16/10-45 & 75 ILCS 16/5-40
Time for Paying over of Tax Monies	65 ILCS 5/8-3-3
<i>Architectural, Engineering, and Land Surveying Qualifications Based Selection Act</i>	30 ILCS 535/1 (and 50 ILCS 510/0.01)
Audit of Accounts	50 ILCS 310/1
Campaign Finance	10 ILCS 5/10-6.1
Conflict of Interest (<i>Prohibited Activities Act</i>)	50 ILCS 105/3
Disclosure of Economic Interests (<i>Ethics Act</i>)	5 ILCS 420/4A-101
<i>Drug Free Workplace Act</i>	30 ILCS 580/1
Election Code	10 ILCS 5/1-1
<i>Electronic Commerce Security Act</i> (digital signature)	5 ILCS 175/1
<i>Employee Credit Privacy Act</i>	820 ILCS 70/1
Employment Record Disclosure	745 ILCS 46/1
<i>Environmental Barriers Act</i> (Illinois Accessibility Code)	410 ILCS 25/1
Estimate of Revenues	35 ILCS 200/18-50
<i>Ethics Act</i> (Governmental Act)	5 ILCS 420/4A-101
<i>Ethics Act</i> (Officials & Employees Act)	5 ILCS 430/1-1
<i>Financial Statement Act</i> (semi-annual)	50 ILCS 305/1 (see 30 ILCS 15/1)
<i>Firearm Concealed Carry Act</i>	430 ILCS 66/1
<i>Fiscal Responsibility Report Card Act</i>	35 ILCS 200/30-30
<i>Freedom of Information Act</i> (FOIA)	5 ILCS 140/1
<i>Human Rights Act</i>	775 ILCS 5/1-101
<i>Identity Protection Act</i>	5 ILCS 179/1
Illinois Municipal Retirement Fund (IMRF)	40 ILCS 5/7-171
Illinois Procurement Code	30 ILCS 500/1
<i>Illinois Public Labor Relations Act</i>	5 ILCS 315/1
Interest Rate on Public Debt	30 ILCS 305/2
<i>Intergovernmental Cooperative Act</i>	5 ILCS 220/1
<i>Investment of Public Funds Act</i>	50 ILCS 340/1 & 30 ILCS 235/1
<i>Joint Purchasing Act</i> (Governmental)	30 ILCS 525/1
<i>Local Government Debt Reform Act</i>	30 ILCS 350/1
<i>Local Government Employees Political Rights Act</i>	50 ILCS 135/1
<i>Local Government Employee Tort Immunity Act</i>	745 ILCS 10/1-101

Appendix F [Useful Illinois Statutes with Citations to the *Illinois Compiled Statutes*]

Illinois Statute	Legal Citation
<i>Local Government Professional Services Selection Act</i> (exempted in 720 ILCS 5/33E-13)	50 ILCS 510/0.01
Military related Acts:	
<i>Family Military Leave Act</i>	820 ILCS 151/1
<i>Military Leave of Absence Act</i>	5 ILCS 325/0.01
National Guard Employment Rights	20 ILCS 1805/30.20
<i>Public Employee Armed Services Rights Act</i>	5 ILCS 330/1
<i>Service Member's Employment Tenure Act</i>	330 ILCS 60/1
<i>Minimum Wage Act</i>	820 ILCS 105/1
<i>Municipal Budget Law</i>	50 ILCS 330/1
<i>Newspaper Legal Notice Act</i>	715 ILCS 10/1
<i>Notice by Publication Act</i>	715 ILCS 5/1
<i>Oaths and Affirmations Act</i>	5 ILCS 255/0.01
Official Misconduct	720 ILCS 5/33-1
<i>One Day Rest in Seven Act</i>	820 ILCS 140/3
<i>Open Meetings Act</i>	5 ILCS 120/1
<i>Parental Responsibility Law</i>	740 ILCS 115/1
<i>Personal Information Protection Act</i>	815 ILCS 530/5
<i>Personnel Records Review Act</i>	820 ILCS 40/0.01
<i>Prevailing Wage Act</i>	820 ILCS 130/0.01
<i>Privacy in the Workplace Act</i>	820 ILCS 55/1
<i>Prompt Payment Act</i>	50 ILCS 505/1
Property Tax Code (formerly <i>Revenue Act</i>)	35 ILCS 200/1-1
<i>Property Tax Extension Limitation Law</i> (PTELL)	35 ILCS 200/18-185
<i>Public Contracts Act</i> (Interference, Bid rigging)	720 ILCS 5/33E-1
<i>Public Funds Statement Publication Act</i>	30 ILCS 15/1
<i>Public Officers Simultaneous Tenure Act</i>	50 ILCS 110/1
Removal of Officer (city library board member)	65 ILCS 5/3.1-35-10
<i>Right of Publicity Act</i>	765 ILCS 1075/1
<i>Right to Breastfeed Act</i>	740 ILCS 137/1
<i>Right to Privacy in the Workplace Act</i>	820 ILCS 55/1
<i>Smoke Free Illinois Act</i>	410 ILCS 82/1
Statement of Receipts and Disbursements	30 ILCS 15/1 (see 50 ILCS 305)
<i>Tax Anticipation Note Act</i>	50 ILCS 420/0.01
<i>Tax Increment Allocation Redevelopment Act</i> (TIF)	65 ILCS 5/11-74.4-1
Theft of (Library Materials)	720 ILCS 5/16-0.01
<i>Time Off for Official Meetings Act</i>	50 ILCS 115/1
<i>Truth in Taxation Act</i>	35 ILCS 200/18-55
<i>Victims' Economic Security & Safety Act</i> (VESSA)	820 ILCS 180/1
<i>Wage Assignment Act</i>	740 ILCS 170/1
<i>Wage Payment and Collection Act</i>	820 ILCS 115/1
<i>Workers' Compensation Act</i>	820 ILCS 305/1

This table is based on information from Phillip Lenzini with the law firm of Kavanagh, Scully, Sudow, White & Frederick, PC. November 2013.

Appendix G [Records to Be Retained and Disposed]

The Records Management Section of the Illinois State Archives is responsible for assisting state and local government agencies with the disposal of records. In Illinois, no public record may be disposed of without the approval of the appropriate records commission.

For more information and forms, go to Illinois State Archives website at: www.cyberdriveillinois.com/departments/archives/records_management/home.html

For information about the procedures to dispose of state records call (217) 782-2647. To dispose of local government records call (217) 782-7075.

Inquiries can be mailed, faxed, or e-mailed to the Illinois State Archives.

Records Management Section

Illinois State Archives
Springfield, IL 62756
Fax: (217) 557-1928

Appendix H [Topics Recommended for Inclusion in Board Bylaws]

1. Official name and location of library
2. Trustees
 - Method of election or appointment
 - Length of terms
 - Duties and responsibilities
 - Filling a vacancy
 - Conflict of interest/ethics provision
 - Removal
3. Officers
 - Definition
 - Duties
 - Nomination and election procedure and meeting
 - Filling a vacancy
 - Removal
4. Committees
 - Standing
 - Appointment of ad hoc
5. Meetings
 - Time and place of regular meetings
 - Method for calling special meeting
 - Quorum for making decisions
 - Compliance with *Open Meetings Act*
 - Quorum for board action
 - Follow a current edition of a standard parliamentary procedure manual
6. Order of business
 - Roll call
 - Approval of previous meeting minutes
 - Correspondence and communications
 - Officers' reports
 - Committee reports
 - Financial report and approval of expenditures
 - Library administrator's report
 - Unfinished business
 - New business
 - Adjournment
7. Minutes
 - Reflect attendance and actions taken
8. Appointment/termination of library administrator
9. Amendments—procedures for repealing, amending, or adding
10. Time frame for review

Appendix I [Topics Recommended for New Trustee Orientation]

1. Mission statement, long-range/strategic plan, technology plan, and all library policies
2. Budget, budget cycle, and way in which the budget is developed, monthly financial reports; levy; and relationship between library and municipality/ies, county, and state library
3. Doyle, Robert P. and Robert N. Knight, eds. *Trustee Facts File*. 4th ed. Chicago: Illinois Library Association, 2012
4. *The Freedom to Read Statement, Library Bill of Rights*, and its interpretations; collection management; censorship issues and the procedure for addressing a patron's request for reconsideration of library materials
5. Board bylaws, board library administrator responsibilities, and errors and omissions insurance
6. Board meetings, committee meetings, names and addresses of other trustees, sample agenda, and prior year's minutes
7. *Serving Our Public 3.0: Standards for Illinois Public Libraries*, State Library Per Capita Grant, *Illinois Public Library Annual Report* (IPLAR)
8. Current copy of *Illinois Library Laws & Rules* (St. Paul, MN: Thompson Reuters), issued biennially by and available from the Illinois Library Association
9. Latest edition of a standard parliamentary procedure manual
10. The value/benefits of membership in professional organizations such as the American Library Association and the Illinois Library Association
11. *Illinois Open Meetings Act; Illinois Ethics Act; Freedom of Information Act*
12. List of websites for such organizations as American Library Association, Illinois Library Association, and the Public Library Association
13. Introduction to Capwiz (www.capwiz.com/ala/il/) on the ILA website for legislative information
14. Diamond, Stewart H. and W. Britt Isaly. *Financial Manual for Illinois Public Libraries*. Chicago: Illinois Library Association, 2007.

Appendix J [Topics Recommended for Consideration in Personnel Policies]

1. Employee classifications and definitions
2. Hours of work
3. Salary administration and payment
4. Recruitment and selection
 - EEOC provision
 - Persons affected by the *Americans with Disabilities Act*
5. Benefits
 - FICA and pension
 - Vacation
 - Paid holidays
 - Health/life insurance
6. Leaves
 - Family leave
 - Jury duty
 - Compassionate leave
 - *Family Medical Leave Act*
 - *Victim's Economic Security and Safety Act*
 - Blood donation leave
 - Election leave
 - Family military leave
 - Medical leave
 - School visitation leave
7. Staff development
8. Personnel procedure
 - Performance appraisal
 - Grievance procedures
 - Administrative leave
 - Drug testing
 - Bloodborne pathogens
 - Anti-sexual harassment
 - E-mail, telephone, and social media
 - Background checks
9. Personnel records
10. Job descriptions (if not included elsewhere)
11. Caveat noting that no part of this policy constitutes an employment contract
12. "Employment at Will" statement

Note: The library's attorney should review all employee information guides or personnel policies.

Appendix K [Recommended Staffing Levels]

	FTE per 1,000 in addition to base FTE	FTE per 1,000 in addition to base FTE	FTE per 1,000 in addition to base FTE	FTE per 1,000 in addition to base FTE	FTE per 1,000 in addition to base FTE
POPULATION	BASE	MINIMUM	GROWING	ESTABLISHED	ADVANCED
Less than 1,000	.15*	.25	.5	.75	1
1,000-2,499	1	.25	.5	1	1.5
2,500-4,999	1	.25	.5	1	1.5
5,000-9,999	2	.25	.5	1	1.5
10,000-14,999	4	.25	.5	1	1.25
15,000-24,999	8	.25	.5	.9	1.25
25,000-49,999	18	.25	.5	.75	1
50,000-74,999	30	.25	.5	.75	1
75,000-99,999	45	.25	.5	.75	1
Over 100,000	60	.25	.5	.75	1

EXAMPLE

1. The library's jurisdictional population is 8,500.
2. The library wishes to achieve the "growing" level.
3. The library's population places it in the 5,000-9,999 population range. The "base" for this range is 2 FTE.
4. The number of additional FTEs needed to reach the "growing" level is .5 per 1,000 population. Multiply 8.5 (the library's jurisdictional population of 8,500 divided by 1,000) by .5 to get the number of additional FTEs: 4.25.
5. Add this number (4.25 FTE) to the base (2 FTE). To reach the "growing" level, the library will need a staff of 6.25 FTE.

Note: The "base" is not a level. It is a number to be used in the calculation. For the purposes of this document, an FTE works 37.5 hours per week exclusive of any meal breaks of a half hour or more but including all other breaks. *The minimum standard for hours a library is open per week is fifteen.

This table was reviewed by the *Serving Our Public 2.0* Task Force and revised by the *Serving Our Public 3.0* ILA Standing Committee in 2013. The statistics were compared to other state compilations, as well as the last two years of *Illinois Public Library Annual Report* (IPLAR) and found to be appropriate.

INTERNET ACCESS POLICY

The Illinois Library Association acknowledges that the Internet provides access to powerful and information-rich resources that expand the boundaries of knowledge. Together, information and access to that information constitute the twin pillars of democratic government and an informed citizenry. The Illinois Library Association supports the following principles regarding access to resources: free and unfettered access to information is crucial to an informed citizenry; all federal and state constitutional provisions related to First Amendment freedom; and rights of individuals to privacy in their use of electronic information resources.

The Illinois Library Association notes that the U.S. Supreme Court decision in *Reno v. American Civil Liberties Union*, 521 U.S. 844, 117 S.Ct. 2329, 138 L.Ed.2d 874 (1997), states that attempts to limit access to the Internet in the name of protecting citizens are unconstitutional. The Illinois Library Association supports the right of parents and legal guardians to guide the development of their children and to select those resources that they deem suitable for their own children. ILA asserts that Internet policy is appropriately developed at the level of the local library rather than the state or federal level.

Passed by the ILA Executive Board, February 25, 2000.

SERVICE TO HOMELESS POPULATIONS IN ILLINOIS

While affirming the right of access to information for all, the Illinois Library Association and its members believe library policy regarding services to homeless populations is best established at the local level. The following guidelines are offered in support of developing local policies that are in accordance with state and federal laws, provide maximum access to information to individuals seeking library services, and protect the collective interests of the community as a whole, represented by the library board.

In addition to ensuring the rights of patrons, both homeless and not, libraries are in the business of offering resources to their community that provide opportunity to those most in need. To deny access to information on the basis of economic or social disadvantage is to participate in perpetuating that disadvantage. At the same time, policies that protect everyone's access to that information are an essential part of ensuring continued support and existence of library resources.

Legal precedent has held that public libraries, as places set aside by the government for the public's receipt of information and services, are designated public forums subject to the First Amendment. As such, individuals possess a right to access the public library that is protected by the First Amendment. (*Kreimer v. Bureau of Police*, 958 F.2d 1242, 1259 (3d Cir. 1992).)

Courts have struck down a number of library policies that effectively allowed library employees to deny access to the homeless because of individuals' appearance or personal hygiene. In general, rules that permit library employees to make discriminatory decisions regarding a user's right to access the library do not survive court review, especially if the rule appears to target a particular class of users. (See *Kreimer*, above; see also *Armstrong v. D.C. Public Library*, 154 F.Supp. 2d 67, 75 (D.D.C. 2001).)

Following a 2006 case filed by the Massachusetts Coalition for the Homeless, the Central Massachusetts Housing Alliance, and the American Civil Liberties Union (ACLU) against the Worcester Public Library, a policy was developed that added options to the library's practice of requiring proof of residency, such as:

1. Letter from social service agency or temporary employer providing proof of residency within the past thirty days.
2. Returned postcard mailed to an individual at a given address; when it is returned to the library by the individual, establishing that they receive mail at that address, they are allowed to apply for and receive a library card. There is an additional provision that the address needs to be verified orally every three months. Massachusetts does not accept a post office box or business address for this purpose.

An article in *Public Libraries*, May/June 2012, "Library Service to the Homeless," offers guidelines to developing legally acceptable practices and ethical policies. ILA suggests developing a policy checklist that includes:

- Accordance with the First Amendment
- Equality and consistency of policies and enforcement
- Clear and open statement of policies
- Regular review and appeals process
- Cooperation with social service agencies in the community to provide alternatives to conventional proof of residency and other practical, constructive means to provide access.

Passed by the ILA Executive Board, June 12, 2012.

Appendix L [Policies Adopted by the Illinois Library Association]

ILLINOIS LIBRARY RECORDS CONFIDENTIALITY ACT

Emergency Release of Information Identifying Individuals Pursuant to Public Act 95-0040

The *Illinois Library Records Confidentiality Act* requires a court order before a library may publicly release information contained in library registration or circulation records. Public Act 95-0040 created an exception to the requirement for a court order if ALL of the following conditions are met:

1. The information is requested by a sworn law enforcement officer who states that it is impractical to get a court order as a result of an emergency situation;
2. The law enforcement officer states that there is probable cause to believe that there is imminent danger that someone will be physically harmed;
3. The information requested is limited to only identifying a suspect, witness, or victim of a crime; and
4. The information does not include any registration or circulation records that would indicate materials borrowed, resources reviewed, or services used at the library.

Public Act 95-0040 also provides that “if requested to do so by the library, the requesting law enforcement officer must sign a form acknowledging the receipt of the information. A library providing the information may seek subsequent judicial review to assess compliance with this Section.”

A suggested Statement of Compliance follows. *ILA urges the Illinois library community to incorporate this information and form in their library procedures, to use this form when appropriate, to instruct all staff to follow the law, and to value and safeguard the privacy and confidentiality of library records.*

Officer’s Request for Confidential Library Information

- A. This is a request under the *Illinois Library Records Confidentiality Act*, 75 ILCS 70/1 (copy attached) for information contained in the library’s registration and/or circulation records.
- B. My request for information is limited to identifying a “suspect, witness, or victim of a crime.”
- C. As the basis for this request, I represent the following:
 1. I am a sworn law enforcement officer.
 2. As a result of an emergency where I believe there is imminent danger of physical harm, it is impractical to secure a Court Order for the identification information.
- D. The information I request relates to the following: _____
(Description of information sought)

Officer’s printed name

Officer’s signature

Officer’s badge number

Officer’s Agency/Department

Date signed

Time signed

OFFICER’S ACKNOWLEDGMENT

I acknowledge receipt from the library of the information I requested.

Officer’s signature

Date signed

(LIBRARY USE ONLY)

Name(s) of Library Staff assisting with the information requested:

Appendix M [Topics Recommended for Public Use of the Library Policy]

1. Days and hours of service
2. Borrowing privileges
 - Eligibility
 - Fees for nonresidents
 - Registration
 - Reciprocal borrowing
3. Circulation
 - Length of loans
 - Limits on number of items
 - Renewals
 - Reserves
 - Interlibrary loans
 - Lost or damaged materials
 - Fines and fees
4. Access to materials
5. Reference
6. Service to patrons with disabilities
7. Confidentiality of library/patron records
8. Library property
 - Computers
 - Bathroom facilities
 - Furniture
 - Equipment
9. Use of meeting rooms, exhibit areas, bulletin boards
10. Behavior in the library

Appendix N [Hours of Service by Population]

Population	Minimum	Growing	Established	Advanced
Less than 1,000	25	28	32	36
1,000-2,499	28	36	40	48
2,500-4,999	36	40	56	64*
5,000-9,999	48	56	64*	72*
10,000-24,999	56	64*	68*	72**
25,000-49,999	64*	68*	72**	72**
50,000-74,999	72*	72**	72**	75**
75,000-99,999	75**	75**	75**	75**
Over 100,000	75**	75**	75**	75**

*Open Sunday, September through May

**Open Sunday All Year

Note: Consideration should be given to the convenience of users in establishing hours of operation. Every library should have some evening hours past 5:00 P.M. and some weekend hours including a minimum of four hours on Saturday.

This table was reviewed by the *Serving Our Public 2.0* Task Force and the *Serving Our Public 3.0* ILA Standing Committee. The statistics were compared to other state compilations as well as the last two years of *Illinois Public Library Annual Report (IPLAR)* and found to be appropriate.

Appendix O [Bloodborne Pathogen Policy Model]

- A. While normal library operations are not likely to involve circumstances exposing employees or users to bloodborne pathogens, the XYZ Public Library complies with Illinois Department of Labor regulations and therefore the federal Occupational Safety and Health Administration regulations relating to occupational exposures to bloodborne pathogens which have been incorporated by administrative actions.
- B. Exposure Determination: No particular job classification of the library has occupational exposure (meaning “reasonably anticipated...contact with blood or other potentially infectious materials that may result from the performance of an employee’s duties”); however, emergencies may occur with staff or patrons, particularly youth or elderly patrons, to which library employees in all classifications may be called upon to respond with assistance. Or emergencies with “out of control” individuals (e.g., biting, spitting, etc.) could present an individual threat.
- C. Universal Precautions: All potential circumstances of exposure must be taken into account by the library and its employees to protect against exposures. Hepatitis B (HBV), human immunodeficiency virus (HIV), and other bloodborne pathogens found in human blood and other body fluids cause life-threatening diseases. In emergency or other such circumstances, when contact with blood or other potentially infectious materials may result, the library’s approach to infection control requires all human blood and body fluids to be treated as if known to be infectious for HIV, HBV, and other bloodborne pathogens. Engineering and work practice controls shall be used to eliminate or minimize employee exposures, and if a possibility of exposure remains, personal protective equipment shall also be used.
- D. Exposure Control Plan: At any time within the library environment that human blood, human body fluids, or other potentially infectious materials are presented, the area contaminated shall be immediately cordoned off and quarantined, even if the entire library must be closed to accomplish this completely. Personal protection clothing, such as gloves, gowns, masks, etc., shall be provided and used in the cleanup and safe disposal of contaminated waste such as diapers, blood-tinged materials (e.g., Band-Aids, gauze, cotton, clothing, etc.), etc. If advisable, a professional hazardous/contaminated cleanup firm shall be contacted and retained for complete cleanup and decontamination. The quarantine shall be effective until complete cleanup and disposal are obtained. Hand-washing facilities are provided by the library and must be used by the employees as soon as feasible, including following the removal of personal protective equipment. A complete record of all incidents, exposures, cleanup, and disposals shall be kept as required by the regulations.
- E. Training and Immunizations: The library shall provide directly or through system, state, or associational programs, annual in-service training/educational programs for all affected employees. Any employee who has an occupational exposure shall be offered, at no charge, the hepatitis B vaccine series, in accordance with the regulations. Following the report of an exposure incident, the library will make immediately available to the exposed employee or employees a confidential medical evaluation and follow-up as provided in the regulations.

Appendix P [Topics Recommended for Collection Management Policy]

1. Description of community to be served
2. Description of user groups to be served (children, young adults, non-English speaking, adult new reader, audio and visually challenged, etc.)
3. Purpose of the collection
4. Responsibility for collection management
5. Parameters of the collection, including subject areas, formats, etc.
6. Criteria for selection, replacement, and withdrawal
7. Statement that Collection Management Policy will be reviewed every two years (75 ILCS 5/4-7.2)
8. Gifts
9. Provision for user requests
10. Reconsideration of materials
11. Statement on intellectual freedom, adopting the *Library Bill of Rights*, and other ALA intellectual freedom statements

Appendix Q [Recommended Collection Levels]

	Volumes Per Capita in Addition to Base Volumes	Volumes Per Capita in Addition to Base Volumes	Volumes Per Capita in Addition to Base Volumes	Volumes Per Capita in Addition to Base Volumes	Volumes Per Capita in Addition to Base Volumes
POPULATION	BASE	MINIMUM	GROWING	ESTABLISHED	ADVANCED
Less than 1,000	2,000	5	7	11	17
1,000-2,499	6,000	2	3	7	13
2,500-4,999	10,000	1.75	2.75	5	9
5,000-9,999	18,000	1.25	2.5	4	7.5
10,000-14,999	35,000	0.6	2	2.75	6
15,000-24,999	45,000	0.6	2	2.75	5.5
25,000-49,999	70,000	0.5	2	2.75	5.25
50,000-74,999	110,000	0.5	2	2.5	4.75
75,000-99,999	150,000	0.4	1.75	2.25	4.5
Over 100,000	220,000	0.4	1.75	2.25	4

EXAMPLE

1. The library's jurisdictional population is 38,000.
2. The library wishes to achieve the "established" level.
3. The library's population is in the 25,000–49,999 range. Therefore the "base" for the library is 70,000.
4. The "established" level for this population range is 2.75 volumes per capita.
5. Multiply 2.75 times 38,000 (the jurisdictional population) = 104,500.
6. Add this number (104,500) to the base (70,000) for a total of 174,500 volumes.

Note: The "base" is not a level. It is a number to be used in the calculation.

This table was reviewed by the *Serving Our Public 2.0* Task Force and the *Serving Our Public 3.0* ILA Standing Committee. The statistics were compared to other state compilations as well as the last two years of *Illinois Public Library Annual Report* (IPLAR) and found to be appropriate.

Appendix R [Topics Recommended for Reference Service Policy Manual]

1. Reference service is available to all persons who reside within the jurisdictional boundaries of the library regardless of the age, race, sex, or social or economic status of the patron.
2. Reference materials are available for use in the library by everyone who resides within the jurisdictional boundaries of the library regardless of the age, race, sex, or social or economic status of the patron.
3. Staff trained to provide reference service is available during all hours the library is open.
4. Staff is trained in reference interviewing techniques, reader's advisory service, and in bibliographic instruction.
5. Staff treats all questions with equal respect.
6. Reference service is provided in response to all forms of inquiry including but not limited to the telephone, fax, TTY and TDD, e-mail, and other electronic forms.
7. Reference questions that cannot be answered with onsite resources are referred to another agency. Such referrals are verified and/or mediated by library staff.
8. All requests for information receive an answer or status report within one working day.
9. The needs of the library users are treated with respect. Names of users and the transactions that occur between users and the reference staff are confidential and not discussed outside a professional context.
10. The library adopts and adheres to the *ALA Code of Ethics*.
11. Copies of this reference policy and the *ALA Code of Ethics* are available for patrons.
12. Use of online databases by cardholders and non-cardholders.

Additional topics to be addressed include:

Priorities, if any, in handling reference questions—phone or electronic forms vs. in person, resident vs. nonresident

Guidelines that address special categories of reference questions—homework, medical, legal, genealogy, etc.

Guidelines that address the loan of reference material—does not circulate, a few hours, or overnight

Some of the factors that affect the quality of reference service are staff approachability and expertise in conducting a reference interview; the accuracy, usefulness, and completeness of information; hours of service; and ease with which patrons can use the facility. It is important to determine what is being evaluated and then structure the questions accordingly.

EVALUATING THE QUALITY OF THE INFORMATION

Did you receive accurate, complete, and usable information in response to your question?

EVALUATING THE ABILITY OF THE LIBRARIAN TO CONDUCT A REFERENCE INTERVIEW

- Was the librarian approachable?
- Was the librarian patient and encouraging in determining what information you needed?
- Did the librarian provide the source of the information?
- Did the librarian ask if the information answered your question?

The library may also wish to determine if there are significant changes in the number of reference questions that are asked from year to year or from month to month. This type of data is useful to determine if additional staff is needed or to assess if measures taken to increase patron use of reference service have been successful.

An annual count, using marks on a grid that may be divided into columns for days and hours, and rows for phone and in-person, will yield a variety of data.

If comparing the quantity of library patrons' reference questions with those asked in another library, "Reference Transactions per Capita" is the best measure. However, there must be verification that XYZ and ABC library use the same criteria for a reference question and have similar service points. (See Nancy Van House, et al., *Output Measures for Public Libraries*. 2nd ed. Chicago: ALA, 1987, pp. 65–66.)

Appendix T [Basic Reference Material List]

Every library should have at least one reference resource for each subject area. It is expected that the library will obtain the most recent source where timeliness or currency is important. Due to the fact that in many instances the most current information may be online, the physical format of these resources is left to the choice of the individual library.

I. GENERAL SOURCES

- Access to the Internet at the Reference Desk
- Almanac
- Encyclopedia
- Access to appropriate periodical databases
- Local telephone book

II. CONSUMER INFORMATION

- *Consumer Reports* magazine
- Guide to vehicle prices

III. READER'S ADVISORY

- Source for reader's advisory

IV. PHILOSOPHY, PSYCHOLOGY, AND RELIGION

- Source on world mythology
- Dictionary or encyclopedia of psychology
- Dictionary or encyclopedia of religion
- Dictionary or encyclopedia of philosophy

V. STATISTICS

- *Statistical Abstract of the United States*
- Census information for your community(ies)

VI. BUSINESS

- National business directory information
- Illinois business directory information
- Local business directory information

VII. LABOR

- No requirement

VIII. TAX INFORMATION

- Access to online or reproducible federal and Illinois tax forms

IX. LAW AND GOVERNMENT

- *Illinois Compiled Statutes*
- List of government officials serving your community(ies)

X. OCCUPATIONS

- Source of occupational information

XI. EDUCATION

- Guide to colleges
- Local school report cards
- Guide to scholarships

XII. LANGUAGE

- Unabridged English dictionary

XIII. SCIENCE AND TECHNOLOGY

- Science encyclopedia
- Guide to animal species

XIV. MEDICINE

- Prescription drug source
- Guide to diagnosis and treatment of diseases
- Medical dictionary

XV. SOCIAL CUSTOMS

- *Chase's Calendar of Events*
- Book of etiquette

XVI. ART

- Guide to art and artists

XVII. ANTIQUES AND COLLECTIBLES

- Antiques and collectibles price guide

XVIII. PERFORMING ARTS

- Movie guide

XIX. MUSIC

- Dictionary or encyclopedia of music

XX. GAMES AND SPORTS

- Source for rules for games and sports

XXI. LITERATURE

- Index to poetry
- Source of literary criticism
- Style manual
- Dictionary of quotations

XXII. HISTORY AND ETHNIC STUDIES

- Chronology of world history
- Dictionary or encyclopedia of American history
- Source for Illinois history

XXIII. GEOGRAPHY AND TRAVEL

- Atlas of the world
- Road atlas of the United States
- Map of local area

XXIV. BIOGRAPHY, NAMES, AND GENEALOGY

- Dictionary or encyclopedia of biography
- Guide to personal names

This Basic Reference Material is from the Metropolitan Library System and is used with permission.

Libraries should also have the following materials in their reference collections:

- Local building codes
- Local history materials
- Municipal code for your community
- Local newspapers

24/7/365

is access to library service(s) 24 hours a day, 7 days a week, 365 days a year.

ADA

Americans with Disabilities Act. www.ada.gov

Adaptive Technologies

Adaptive technologies enable disabled persons (visual, hearing, mobility) to utilize products that they would not normally be able to use such as computers, phones, movies, etc.

ALA

American Library Association. www.ala.org

Appropriation

Public funds set aside for a specific purpose. An appropriation amount gives the library board of trustees the authority to spend the funds. The appropriation amount includes money that will be spent from all sources—tax levy, state or federal funds, interest, donations and endowments, and other library revenue including but not limited to fines and fees.

Audit

A systematic examination of the financial records of an organization conducted, as a rule, by an external party to verify the accuracy of and determine conformance to established financial criteria. A written report of such examination.

Authentication

Authentication is the verification of an individual's identity.

Back Door Referendum

The *Illinois Compiled Statutes* [10 ILCS 5/28-2(f)] defines a back door referendum as the submission of a public question to the voters of a political subdivision, initiated by a petition of voters or residents of such political subdivision, to determine whether an action by the governing body of such subdivision shall be adopted or rejected.

Backbone

A backbone is a major artery of networked systems. Smaller networks may be attached.

Blog

A blog is a type of website, typically in journal format, that permits user posts. The posts generally are arranged in chronological order with the most recent post at the top.

Boundaries (Library)

The library's legally defined, geographic service area from which the library receives tax support for the provision of library services.

Broadband

Broadband is high-speed Internet connectivity ranging from 256kbps (kilobits per second) and higher.

Budget

A plan for conforming expenditures to income.

Bylaws

A law, ordinance, or regulation made by a public or private corporation, or an association or unincorporated society, for the regulation of its own local or internal affairs and its dealings with others or for the governance of its members.

CARLI

Consortium of Academic and Research Libraries in Illinois. www.carli.illinois.edu

Cataloging

The preparation of bibliographic records in accordance with specific uniform principles. (See also Classification)

CD-ROM

Compact Disc Read Only Memory. The compact disc format holds text, graphics, and sound much like an audio CD but with different track formats for data. CD-ROMs hold in excess of 600 MB of data, which is equivalent to about 250,000 pages of text or 20,000 medium-resolution images. An audio CD player cannot play CD-ROMs, but CD-ROM players usually can play audio CDs.

C.F.R.

Code of Federal Regulations. www.gpoaccess.gov/cfr/index.html

Classification

Arrangement of bibliographic records by specific numbers and letters in accordance with a systematically predetermined and arranged schedule, generally by subject matter. Two commonly known and used schedules are the Dewey Decimal System and the Library of Congress Classification. (See also Cataloging)

Collection Management

The continuous review and evaluation of the library's collection to ensure that the collection is current, relevant, and useful.

Conditioned Power

Conditioned power is electrical service that is protected from line noise, voltage surges and spikes, brownouts, and blackouts.

Conflict of Interest

The *Public Officers Prohibited Activities Act* [50 ILCS 105] delineates areas with which public officers must comply in order to avoid conflicts of interest.

Cooperative Collection Development

A system for coordinating selection and purchase of materials between two or more libraries in order to avoid unnecessary duplication, complement the collections of participating libraries, and utilize public funds in a responsive manner.

Corporate Authority

The aggregate body of officers of a municipality vested with the authority in regard to the particular matters referred to by statute.

CREW

Continuous Review, Evaluation, and Weeding. An ongoing process of evaluating and weeding collections as detailed in Belinda Boon's *The CREW Method: Expanded Guidelines for Collection Evaluation and Weeding for Small and Medium Sized Public Libraries* (Texas State Library, 1995).
www.tsl.state.tx.us/ld/pubs/crew/index.html

Distribution Closet

A room containing equipment racks filled with hubs and patch panels for arranging connections.

Download

The process of transferring a file from a computer on the Internet to your own computer. Things you might download include software, images, e-mail, music, videos, podcasts, etc.

EEOC

Equal Employment Opportunity Commission. www.eeoc.gov/

E-Rate

The Schools and Libraries Program of the Universal Service Fund, commonly known as "E-Rate," is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC), and provides discounts to assist most schools and libraries in the United States to obtain affordable telecommunications and Internet access. www.usac.org/sl/

FICA

Federal Insurance Contribution Act. FICA is the tax provisions of the Social Security Act, as they appear in the Internal Revenue Code. www.ssa.gov

Firewall

A firewall is a collection of security measures designed to prevent unauthorized electronic access to a networked computer system.

FTE

Full-time equivalent; Full-time employee.

Hardware

Hardware is computer components such as the monitor, keyboard, central processing unit (CPU), mouse, etc.

Hub

A passive device for splitting LAN signals and distributing them among multiple computers, servers, and other network-attached devices.

HVAC

Heating Ventilating Air Conditioning.

ILA

Illinois Library Association. www.ila.org

ILCS

Illinois Compiled Statutes. www.ilga.gov/legislation/ilcs/ilcs.asp

Ill. Comp. Stat. Ann.

Illinois Compiled Statutes Annotated.

ILLINET

Illinois Library and Information Network.

ILLINET INTERLIBRARY LOAN CODE

The interlibrary loan code governs resource sharing among ILLINET members. www.cyberdriveillinois.com/departments/library/libraries/pdfs/illcode.pdf

IMRF

Illinois Municipal Retirement Fund. IMRF is established under statutes adopted by the Illinois General Assembly and governed by a board of seven trustees who must also be participating members. Many, but not all, Illinois public libraries participate in IMRF. Both employers and employees contribute to IMRF. www.imrf.org

Interlibrary Loan

Interlibrary loan is the process by which a library requests material from, or supplies material to, another library. The purpose of interlibrary loan is to obtain, upon request of a library user, material not available in the user's local library.

Internet

Internet is an international network of computer networks.

I-Share

I-Share is the online union catalog for CARLI member libraries and is a statewide resource sharing database. www.vufind.carli.illinois.edu/all/vf/

LAN

Local Area Network, or collection of interconnected computers, servers, and hubs within an organization. Multiple LANs linked together form a WAN, or Wide Area Network.

LLSAP

Local Library System Automation Programs. Each regional library system's cooperative resource sharing (union catalog, OPAC, interlibrary loan) program for member libraries.

MARC

Machine Readable Cataloging. The MARC formats are standards for the representation and communication of catalog records in computerized formats. www.loc.gov/marc/

MLS/MLIS

Master's in Library Science degree/Master's in Library and Information Science degree.

Nonresident Fee Cards

Nonresidents are persons who reside outside of a tax-supported library's legal service area and, therefore, are not being assessed a tax for public library service. Public library boards may choose to extend public library services to nonresidents through a nonresident fee. Municipal libraries: 75 ILCS 5/47(12) and Public Library Districts: 75 ILCS 16/30-55.60.

OCLC

Online Computer Library Center. OCLC is an international cataloging and resource sharing database. www.oclc.org

OPAC

Online Public Access Catalog. An OPAC is an online card catalog accessible to the public.

Open Captioning

Open captioning is on-screen text descriptions that display a video's dialogue.

Open Meetings Act

The *Open Meetings Act* [5 ILCS 120] is an Illinois law that details conduct of meetings for municipal/governmental agencies.

OSHA

Occupational Safety and Health Administration. OSHA is the main federal agency charged with the enforcement of safety and health legislation. www.osha.gov

PLA

Public Library Association. www.pla.org

Podcast

A podcast is a digital recording made available on the Internet for downloading to a personal audio player, including video as well as audio files. Podcast is derived from a combination of "broadcasting" and "iPod."

Premises Wiring

Premises wiring is the communications cabling within a building or individual office/tenant space.

Reciprocal Borrowing

A form of cooperative agreement between two or more libraries allowing their users onsite circulation/borrowing privileges at another library.

Referendum

A referendum is the submission of a proposed public measure or law to the vote of the people for ratification or rejection. Illinois law prescribes the details for submission of public questions.

Remote Access

Remote access is the ability for a library patron to access via computer various library resources (the library catalog, website, electronic databases, etc.) 24/7/365.

Riser (Management)

Riser (management) is the connections from the building backbone to separate multiple departments, typically in multistory buildings.

Router

A router is a special purpose, active switching device that links a LAN to a backbone or links multiple LANs to a WAN. Leading router vendors include Cisco, Nortel, and 3Com.

RSS Feeds

RSS feeds are a method of describing news or other web content that is available for "feeding" (distribution or syndication) from an online publisher to web users.

Server

A server is a computer designated as a shared resource on a LAN. Leading server vendors include Gateway, IBM, Compaq, Dell, and Hewlett-Packard.

Software

Computer programs that operate the computer system itself as well as user programs that enable the creation and manipulation of data.

Structured Cabling

Structured cabling is a complete system of wiring, connecting devices, and installation standards certified to deliver a specified data-transmission speed over a LAN.

System Integrator (SI)

Like a general contractor for computer systems, a system integrator (SI) procures and installs all the structured cabling, servers, computers, and software for a LAN.

TDD

Telecommunications Device for the Deaf. See TTY.

TRS

Telecommunications Relay Service. With TRS, an operator types what the caller says, and the person being called reads the text on a TTY. In turn, the person being called responds via TTY, and the operator reads the text aloud to the caller.

TTY

TTY is a text telephone that enables the deaf, hard of hearing, and speech-impaired to communicate via text messaging. A TTY is needed at both conversation points.

United for Libraries/ALTAFF

Association for Library Trustees, Advocates, Friends and Foundations, a division of the American Library Association. www.ala.org/united/

U.S.C.

United States Code. www.gpoaccess.gov/uscode/index.html

Virtual Private Network (VPN)

A virtual private network is a private network built within a public network.

Virtual Reference

Virtual reference is a 24/7/365 collaborative web-based reference service among libraries designed to meet user's reference needs through electronic means (e-mail, chat, instant messaging, etc.).

Voice Relay

See TRS.

WAN

Wide Area Network. A WAN is multiple LANs linked together by physical or virtual connections.

Website

A website is an entire collection of web pages and other information (such as images, sound, and video files, etc.) gathered and made available through what appears to users as a single web server. Each website is usually hosted on the same server (computer) and is maintained by the same individual, group, or organization.

Wi-Fi

Wireless networking technology.

Wiki

A wiki is a web page or collection of web pages designed to enable anyone who accesses the wiki to contribute or modify content.

Wikipedia

Wikipedia is a free, multilingual web-based encyclopedia project operated by the nonprofit Wikimedia Foundation. Its name is a combination the words wiki (a technology for creating collaborative websites) and encyclopedia. Volunteers around the world have collaboratively written Wikipedia's 30+ million articles, and almost all of its articles can be edited by anyone who can access the Wikipedia website. www.wikipedia.org

Wire Management

A system of raceways, cable trays, and/or ducts to consolidate and organize cables within and between equipment racks or office furniture.