

LAKE FOREST LIBRARY BOARD OF TRUSTEES
Lake Forest Library, 360 East Deerpath Road, Lake Forest, IL 60045
Kasian Room, Lower Level
Tuesday, December 12, 2023, 6:30 pm
Regular Meeting

The Lake Forest Library provides members of the public present at the meetings with an opportunity to participate in the meeting. No prior registration is necessary. The meeting agenda and materials are available on the Library website. The meeting's minutes are available on the Library website after they are approved by the Library Board of Trustees. Current and past meeting information, including recordings, is available at: [Board Meetings & Minutes | Lake Forest Library](#)

Agenda

1. Welcome and Call to Order
2. Roll Call
3. President's Remarks
4. Call for Additions to the Agenda
5. Opportunity for the Public to Address the Board
6. Correspondence Report and Patron Comments
7. Presentations
 - a. Retirement of Kathy Wellington – Lorie Rohrer, Head of Youth Services
 - b. "Interlibrary Loan - Behind the Scenes" - Jeanie Kennedy, Interlibrary Loan Coordinator
 - c. Illinois Library Association Library Legislative Meetup
8. Consent Agenda (omnibus vote on matters 8(a) - 8(c)):
 - a. Approve December 12, 2023 Agenda
 - b. Approve November 14, 2023 Regular Meeting Minutes
 - c. Approve November 2023 Financial Report
9. Paid Leave for All Workers Act - **Action**
10. Building Committee:
 - a. Nikolai Remisoff Murals Restoration RFP – **Action**
11. Library Operations Report
12. Winter 2023-2024 Board Meeting schedule – **Action**
13. Serving Our Public: Standards for Illinois Public Libraries
14. Unfinished Business
15. New Business
16. Adjournment

PUBLIC COMMENT AT BOARD MEETINGS POLICY

The Illinois Open Meetings Act provides in Section 2.06 that at meetings of public bodies, “any person shall be permitted an opportunity to address public officials under the rules established and recorded by the public body.” 5 ILCS 120/2.06(g).

The Board of Trustees welcomes public participation. This policy provides the following rules and guidelines for public participation at its meetings.

Individuals attending board meetings must conduct themselves with respect and civility toward others. Abusive, profane, threatening, or harassing language and/or personal attacks will not be permitted. The Board President or presiding officer may prohibit further comment at the meeting by a speaker whose remarks violate this rule.

Public comments are permitted during the time designated on the Board of Trustees meeting agenda, unless otherwise directed by the Board President.

The Board President determines the order in which speakers will be recognized.

When recognized by the Board President, the speaker should begin by stating his or her name and address.

Public comments will ordinarily be limited to three (3) minutes per speaker. The Board President shall have discretion to modify this time limit, as well as to limit repetitive comments.

Members of the public will not be allowed to speak a second time until all members of the public who wish to speak have been allowed to do so. The Board President will determine whether second public comments will be permitted, and if so, the appropriate amount of time for public discussion, and will end public comment at his/her discretion.

Board members are not obligated to respond to comments from the public. Issues requiring possible action by the board may be added to a future meeting agenda, and issues that can be addressed by library administration will be noted.

A copy of these guidelines will be placed next to the sign-in sheet made available to members of the public at the entrance to board meetings.

Petitions or written correspondence directed to the board shall be presented to the board by the Board President or Secretary at the next regularly scheduled board meeting.

Minutes are a summary of the board’s discussion and actions. Speaker requests to append written statements or correspondence to the minutes are not favored. Generally, written materials presented to the board will be included in the library’s files rather than in the minutes. The Board President shall have the authority to determine procedural matters regarding public participation not otherwise defined in these guidelines.

(Approved by the Library Board of Trustees January 9, 2018.)

PATRON COMMENTS
November 2023

11/30/2023 3:07pm

Loves the Adult cart in Children's and has really enjoyed the selections on it. Way to go, Lydia!

11/30/2023 12:52pm

Thank you very much for pulling (picture books on fantasy) for my third-grade class! You guys are amazing!

11/29/2023 10:45am

Would like to see Kasian Room open more for free play We know this is a strong community desire and are working on it.

11/25/2023 3:59pm

Family from Highland Park decided to visit. Roamed around and told me how much they like our library. Kids loved the Childrens department - coloring, things to do etc

11/16/2023 7:12pm

It would be great if the library had a recommended books page for children's books because some of them are great and others are duds There is usually a thousand books before kindergarten list out but that sounds like a great idea.

11/14/2023 9:42am

My son (9 years old) has often called the library about a book request. He feels so empowered and it gives him a great sense of autonomy to know that he can call the Library and that the librarians take his requests seriously and always get back to him.

11/30/2023 2:33pm

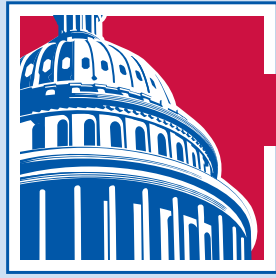
Local chess club asking for regular meeting space.

11/09/2023 9:15am

A patron who attended the virtual program "Perfecting Your Professional Image" by business author Anne Baum on 11/8 came into the library the next morning. She said she enjoyed the program and found it useful, and she wanted to check out the two books the author had written, which we had on the shelf.

11/08/2023 1:30pm

I was dropping off homebound deliveries at Lake Forest Place, when a new resident came up to me and asked if I was from the library. I explained that I was and that I do weekly drop off and pick up of library materials for the residents. She had just moved from Deerfield, was thrilled to learn she could be part of this program, and didn't have to give up reading just because she couldn't get to the library regularly. She said she would come in ASAP to get a Lake Forest card, then ended with: "learning this was the highlight of my day, I'm so glad I ran into you when I did!"



Illinois Library Association

LIBRARY LEGISLATIVE

MEETUPS

103rd Illinois General Assembly

| 2024 Spring Session |

Fund Libraries

Fully fund Fiscal Year 2025 state appropriations for the Illinois Secretary of State's grant programs, equalization grants, and per capita grants for public libraries, school libraries, and library systems. Approve appropriations for the Illinois State Library and higher education institutions including state university and community college academic libraries for the benefit of students, their families, and our communities. Increase the per capita and per student grant rates for public libraries and school libraries, respectively, to keep pace with increased expenses libraries will incur throughout the year.

Raise the Current Competitive Bidding Threshold

The Illinois Local Library Act and the Public Library District Act of 1991 currently set the competitive bidding threshold at \$25,000. The association supports legislation seeking an inflationary adjustment to \$30,000 for administrative burden relief and taxpayer savings.

Amend the Acquisition of Treasurer Bonds for Libraries

Illinois libraries are required to acquire treasurer bonds at 50% of the total funds received by a library in the previous fiscal year. Other units of local government, however, are required to acquire treasurer bonds at 10% of yearly collected revenue. ILA will introduce legislation seeking parity between libraries and other governmental units to require library treasurers to hold a bond of 10% of total revenue collections from the previous fiscal year.

Equitable Access to Electronic Literary Materials Act

Restrictions placed on libraries accessing digital content have posed a challenge in acquiring and providing access to e-books, as publishers often impose restrictive licensing and contractual terms. Most publishers and aggregators force libraries to acquire e-books with licensing terms that make it impossible to meet library standard access and preservation missions. ILA is proposing legislation seeking to change this through a new state law based on consumer protection and contract law to regulate library e-books contracts with publishers.



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LIBRARY LEGISLATIVE

MEETUPS

118th U.S. Congress

| Second Session |

Funding and Support

Dedicated library programs: Increase and maintain funding for the:

- Institute of Museum and Library Services, which administers the Library Services and Technology Act, with priority on services and technology for underserved communities;
- Innovative Approaches to Literacy program and support for school libraries through the Department of Education;
- Improving Library and Museum Facilities proposed program or other approaches to support library renovation and construction, sustainability, and resilience; and
- National library programs, including the Library of Congress and the Federal Depository Library Program.

Library-eligible programs: Continue and enhance federal programs for which libraries are eligible recipients or partners. Recognize and support libraries' important roles in:

- Economic and workforce development, including in reauthorization of the Workforce Innovation and Opportunity Act;
- K-12 and early education, including in reauthorization of the Every Student Succeeds Act; and
- Higher education, including in reauthorization of the Higher Education Act.

Library workers: Provide support and relief for library workers, including preserving the eligibility of library workers for Public Service Loan Forgiveness.

Digital Inclusion and Skills

To promote digital equity, access to technology, and enable modern library services, libraries in all parts of the country must be able to serve their users with fast and affordable broadband, technology access, and digital skills training.

- E-rate: Improve outreach and technical assistance for applicants to increase library participation in the program, especially in underserved communities. Expand eligible uses.
- Digital skills and economic opportunity: Expand support for libraries to deliver digital skills training and business and workforce development resources.
- Content access and liability: Restore net neutrality protections. Preserve Section 230 of the Communications Decency Act liability protections for libraries.

Copyright, Licensing, and Competition

Libraries rely on balanced and flexible copyright policy to enable vital library services. ALA supports a modern copyright system with effective user rights and limitations and exceptions to copyright. Additionally, libraries rely on fair licenses and market practices in order to provide access to digital content such as e-books.

- E-books and digital content: Prevent unfair and anti-competitive practices that limit libraries' ability to meet their users' reading and information needs.
- Copyright Office: Preserve the Librarian of Congress' authority to manage and oversee the Copyright Office.

Government Information and Services

Libraries provide access to government information and services in communities across the country. ALA supports policies that assist libraries in providing no-fee permanent public access to government information and equitable access to government services, which includes voting.

- Federal Depository Library Program: Modernize the Federal Depository Library Program.
- Public access to research: Ensure public access to publicly-funded research and data.

LAKE FOREST LIBRARY BOARD OF TRUSTEES

360 East Deerpath Road, Lake Forest, IL 60045

Tuesday, November 14, 2023

Regular Meeting Minutes

CALL TO ORDER

President Jim Clifton welcomed all and called the meeting to order on October 10, 2023, at 6:30 p.m. in the Kasian Room, Lake Forest Library.

ROLL CALL

Trustees present: Jim Clifton, JoAnn Desmond, Josh Jackson, John F. Johnson, Bob Shaw, Sue Shattock, Heather Strong, Emily Van Bel. Eight Trustees in attendance; a quorum was present.

Library Staff present: Ishwar Laxminarayan, Executive Director, Heidi Krueger, Director of Patron Services, Jim Lee, Facilities Manager, Bledian Ajroja, Assistant Facilities Manager, Lori Rohrer, Head of Youth Services, Kate Buckardt, Head of Adult Services.

OPPORTUNITY FOR THE PUBLIC TO ADDRESS THE BOARD

Gareth Pearson of the Lake Forest Caucus (Ward 2) introduced himself and announced he will be the Caucus liaison with the Library Board and will continue to attend the monthly meetings.

CALL FOR ADDITIONS TO THE AGENDA

None.

PRESIDENT'S REMARKS

President Clifton thanked the public for completing the recent city survey, which provided good input for near- and long-term planning for the Library. He also thanked the Friends for organizing the Night at the Library event on November 3 to celebrate the 125th anniversary of the Library.

STAFF PRESENTATION: EBOOKS BEHIND THE SCENES –Lydia Frank Adult Services Librarian

Ebooks are offered through three different platforms, Libby, Hoopla and the Cloud Library, and represent 21% of borrowings which has been consistent for some time. What makes this service challenging for the Library is the price, often several times what the same book would cost for a patron to buy outright, compared to regular books which are still discounted by publishers. Depending on the platform, the price could be licensed for a year or a fixed number of checkouts, and then disappears and must be repurchased. Publishers fear cannibalization of book sales so have made Ebooks at first entirely unavailable to libraries, and then finally available but expensive. We have Ebooks available on Libby, where books are purchased through a consortium like the Digital Library of IL; Hoopla, where we pay for an entire catalog which is instantly available and is paid per checkout, and Cloud Library, which is bought just for our patrons and as such, is a smaller collection. Libby is most popular and can have long queues for a popular title. The Library ensures that our patrons have priority by not only participating in the consortium but also buying some copies ourselves so our users jump to the

head of the queue for popular titles. One of the findings from the community survey was the number of comments requesting Ebooks and audiobooks, which is surprising considering the Library's large offering. More needs to be communicated to the public on this front.

APPROVAL OF THE CONSENT AGENDA

Trustee Desmond made a motion, seconded by Trustee Johnson, to approve the Consent Agenda (omnibus vote of matters 7(a)-7(c))

- a. Approve November 14, 2023 Agenda
- b. Approve October 10, 2023 Regular Meeting Minutes
- c. Approve October 2023 Financial Report

NIGHT AT THE LIBRARY

Trustee Desmond, a member of the Friends, shared that the Night at the Library sold 128 tickets and generated proceeds of \$10,000 for the Library. More than 100 residents and supporters attended this festive event, and all agreed this festive evening should happen again.

COMMUNITY SURVEY

Trustee Shaw reviewed the results of the recent Lake Forest Community Survey as they pertained to the Library only. This presentation was prepared by the provider, ETC Institute, and reviewed in depth by Trustee Shaw, Shattock and ED Laxminarayan. The same presentation was shared with Library staff.

Response to mailed surveys (7,000 were mailed to all addresses in August), was robust, with 1,450 completed, a high response rate of nearly 21%. Respondents represented all wards, demographics, and longevity in the community. Usage of the Library was not asked as this was not an in-depth Library study, but satisfaction with Library programs and services (how the Library was described in the questionnaire), is among the highest the city offers with 61% citing they are very satisfied. By comparison with other recreational offerings, 59% said they were very satisfied with city parks and trails, and 51% were very satisfied with CROYA youth programs. Critical city services such as fire and emergency medical services and police had higher levels of "very satisfied" at 79% and 70% respectively. (The full presentation can be accessed on the Library's website within the November 14 Board packet).

In terms of broad areas for improvement, what respondents want from the Library is overwhelmingly books and other material (81%), compared to 56% for online resources for research for example. Where the Library is not quite meeting needs is in the area of parking, which we have heard from the public directly, and has become more acute with the loss of spaces to the north.

The staff reviewed the materials on November 6, and used the information for brainstorming around 4 key questions:

1. What do the Survey findings tell us about our Community and our Library?
2. What is the unique role of the Library in a community that has such a wealth of other resources (Gorton, Ragdale, Dickinson Hall, Elawa Farm, History Center, etc.?)
3. What are some quick wins that we can implement to address the Survey findings?

4. What is holding us back? What additional resources do you need to be successful?

ED Laxminarayan noted that the staff generated a wealth of ideas around five key areas: collections, technology, accessibility and parking, user experience and facilities. The next step will be identifying priorities within each of these areas and discussing them with the Board in the Dec or Jan meeting. Importantly, the staff universally noted that one of the primary obstacles to implementing many ideas was staff shortage, which has been an issue for some time. Apparently, this has been an issue across Libraries post-Covid. A further obstacle to recruiting is the Library's lack of space for staff, which in most cases must be shared and can be unappealing to potential hires. Trustee Desmond suggested that addressing this shortage should be evaluated on a broader level in terms of absolute level, pay, and recruitment. ED Laxminarayan pointed out that staffing needs to be developed in the context of the larger strategic plan, which will have implications for organizational structure.

AUDIT REPORT FY 2023

The Board voted unanimously to accept the Audit Committee's report.

BUILDING COMMITTEE

Trustee Strong presented a discussion document listing building projects the Library could address in FY2024/205 to meet long-standing patron and staff needs. These range from disabled access and elevator renovation which would involve construction, to repurposing existing underutilized spaces like the audiobook, reference and business rooms to accommodate staff space or create break-out rooms for collaborative work. Also on the list is working with the city to secure dedicated parking spaces in the lot across the street, or installing lights at the crosswalk so families with children can cross safely. This was an unmet need in the recent Survey.

One of the projects listed is to install HVAC controls in order to move to full system automation. This has been identified as an urgent need, is not yet budgeted, and is estimated to cost approximately \$200K. The Board gave Jim Lee approval to draft an RFP for this project. Trustee Johnson noted that there are unused funds available that can be applied to this purchase within the existing budget.

As to the other projects, Trustee Strong has worked with Trustee Van Bel, ED Laxminarayan and Facilities Manager Jim Lee to identify key areas within the building, and also walked the building with architect Ken Itle of Wiss Janney Elstner who just managed the dome repair project. The purpose of the discussion was not to make decisions on any projects. ED Laxminarayan suggested the staff review this list along with ideas arising from the Survey brainstorm, prioritize them, work with the Building Committee to attach rough costs and then figure out the best way to incorporate public input. Timing can then be planned for execution.

MURAL REPAIR AND RESTORATION

Pre-bid meetings occurred on November 3, and 4-5 bids are expected by the submission deadline of November 17. The committee on this project includes Trustees Strong and Van Bel, Liz Jacob, President of the Friends, Jan Gibson of the Lake Forest Preservation Foundation, Jim Lee, ED Laxminarayan, and former library employee and art expert Patricia Kreisler.

LIBRARY OPERATIONS REPORT

ED Laxminarayan shared that the recent Lake Forest Reads events at the Library, Gorton and Lake Forest College around the book *The Seed Keeper* was a success. He also noted the Library now has a scanner for printing old photos and helping to restore them to their original vibrancy, and there is a new world language collection for fiction and non-fiction.

WINTER BOARD MEETING SCHEDULE

There is a great deal going on at the Library at the moment, which may necessitate a January meeting. ED Laxminarayan suggested that this decision should be made at the December meeting.

UNFINISHED BUSINESS

None.

NEW BUSINESS

Trustee Johnson, head of the Finance Committee announced that discussion around budget priorities will take place at the February meeting. President Clifton announced that Josh Jackson had agreed to join the Finance Committee. A new trustee should be appointed by the Caucus by January.

ADJOURNMENT

Trustee Shaw made a motion, seconded by Trustee Desmond, to adjourn. The motion passed unanimously on a voice vote. The meeting was adjourned at 9:12pm.

Sue Shattock, Secretary

Minutes submitted for approval by the Board on December 12, 2023

Next meeting: December 12, 2023



FY2024 Revenue & Expenditure Statement

For the YTD November - 2023

Revenues	YTD	Budget	Budget Realized
Tax Based	4,647,024	4,631,204	100%
Non-Tax-Based	90,051	68,000	132%
Gifts & Grants	42,254	1,000	4225%
Library Generated	263,056	131,750	200%
Total Revenues	\$5,042,386	4,831,954	104%

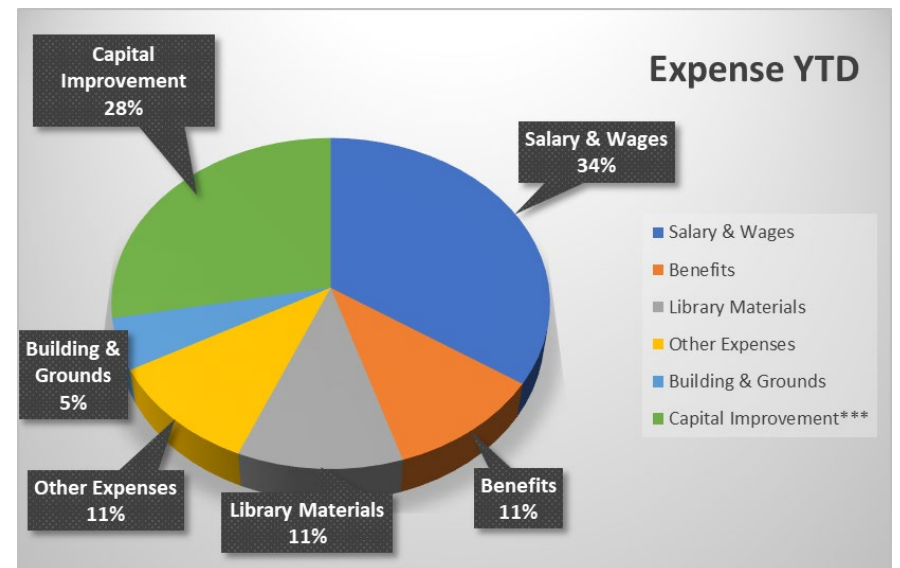
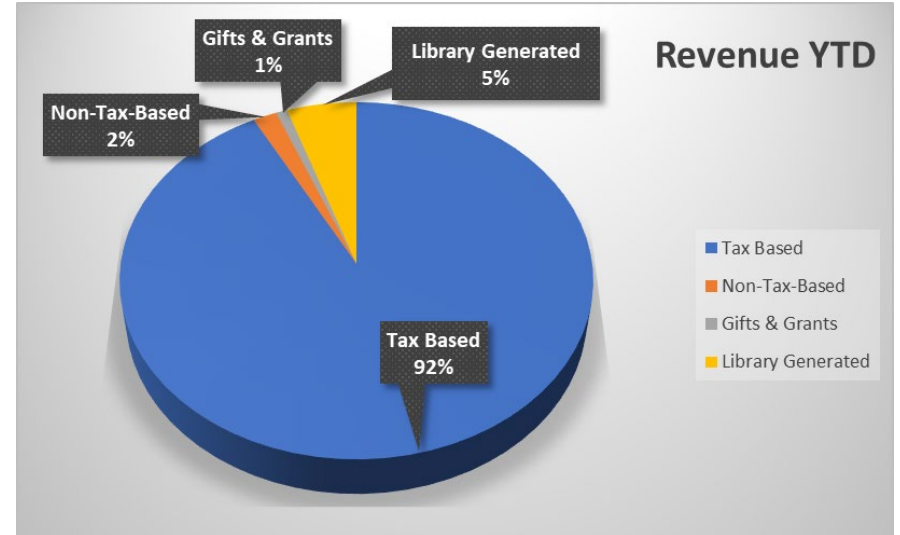
Expenses	YTD	Budget	Budget Utilized
Salary & Wages	1,032,397	2,192,658	47%
Benefits	323,608	878,897	37%
Library Materials	335,456	657,000	51%
Other Expenses	322,016	642,900	50%
<i>Special Projects</i>	-	35,000	0%
<i>Contractual Services Library***</i>	183,791	329,000	56%
<i>Other***</i>	138,225	278,900	50%
Building & Grounds	151,028	304,500	50%
<i>Contractual Services Building**</i>	6,780	25,000	27%
Capital Improvement***	839,125	1,090,000	77%
<i>Dome Project*</i>	674,800	626,000	108%
Total Expenses	3,003,630	5,765,955	52%

Reserves	
Reserve - Capital Improvements**	3,050,000
Reserve - Technology Improvements	300,000
Capital Equipment	300,000
Fund Balance - Unassigned**	3,953,524
Total Reserve Amount	\$ 7,603,524

*In FY 2022 & 2023 Dome Repair Total Amount was \$514,292. In FY2024 paid contractor L.Marshall \$640,800 and architect WJE fee \$28,800

**\$950,000 has been transferred from the Reserves to Fund Balance to meet the Budget Deficit

***Detail on Last page of the Report





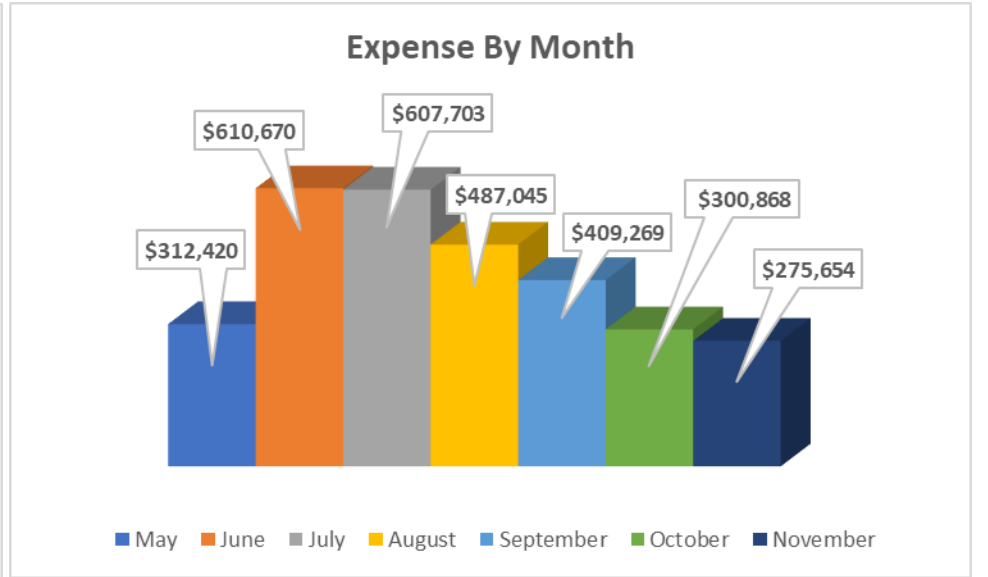
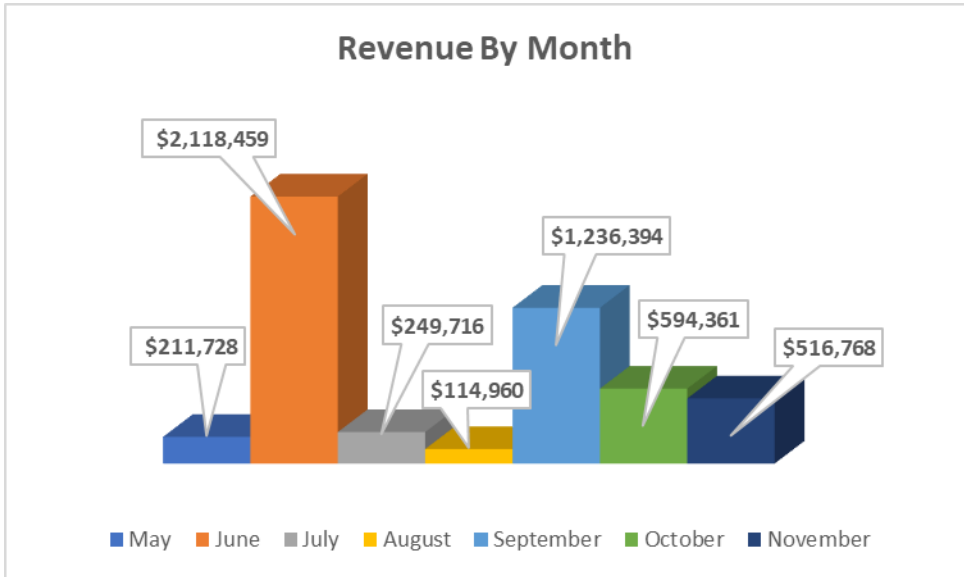
FY2024 Revenue & Expenditure Statement

For the YTD November - 2023

	May	June	July	August	September	October	November	YTD	Budget
Tax Based	211,496	2,057,828	193,492	42,831	1,193,765	498,884	448,730	4,647,024	4,631,204
Non-Tax-Based	-	23,567	19,053	31,638	-	-	15,792	90,051	68,000
Gifts & Grants	-	-	104	-	1,000	41,150	-	42,254	1,000
Library Generated	233	37,064	37,067	40,491	41,630	54,327	52,245	263,056	131,750
	\$211,728	\$2,118,459	\$249,716	\$114,960	\$1,236,394	\$594,361	\$516,768	\$5,042,386	\$4,831,954

	May	June	July	August	September	October	November	YTD	Budget
Salary & Wages	104,699	141,225	143,775	143,804	213,400	143,533	141,962	1,032,397	2,192,658
Benefits	40,396	47,852	45,175	46,316	53,827	45,080	44,963	323,608	878,897
Library Materials	34,795	74,714	47,709	51,005	38,815	40,624	47,793	335,456	657,000
Other Expenses	74,071	38,370	30,745	55,912	42,877	49,511	30,528	322,016	642,900
Special Projects	-	-	-	-	-	-	-	-	35,000
Contractual Services Library	55,626	16,301	12,779	35,321	18,896	33,194	11,673	183,791	329,000
Other	18,445	22,069	17,966	20,591	23,982	16,317	18,855	138,225	278,900
Building & Grounds	13,780	55,435	18,258	18,708	17,519	16,921	10,407	151,028	304,500
Contractual Services Building	2,837	643	595	742	668	478	817	6,780	25,000
Capital Improvement	44,679	253,074	322,041	171,300	42,832	5,200	-	839,125	1,090,000
Dome Project	-	219,300	279,000	171,300	-	5,200	-	674,800	626,000
	\$312,420	\$610,670	\$607,703	\$487,045	\$409,269	\$300,868	\$275,654	3,003,630	5,765,955

	(\$100,692)	\$1,507,790	(\$357,987)	(\$372,086)	\$827,125	\$293,493	\$241,114	2,038,756	(\$934,001)
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**Lake Forest Library
Financial Notes and Variance Report
For the Month of November 2023 (Month 07) FY2024**

Funds on Hand: \$3,953,524 (unrestricted/unaudited). \$950,000 has been transferred from Capital Improvements to unassigned Fund Balance to balance the budget for FY2024.

General Operations - Revenues

Property Tax: As of November 30, the Library received \$4,647,024 in property tax distributions which is 100% of annual budget.

Non-Tax-Based: As of November 30, the Library received \$90,051 in non-tax-based revenues. \$61,485 reflects the replacement of personal property tax payment and the \$28,566 per capita grant from the Illinois State Library. Non-tax-based income exceeds FY budget by 32%.

Library-Generated: As of November 30, the Library received \$263,056 in Library generated income. \$230,788 is interest on investments, \$14,216 from Friend's of Lake Forest, \$5,600 reimbursement from CCS and \$12,452 in other revenue such as copier and damage item fees. Overall, the Library generated income exceeds FY budget by 100%.

Gifts: As of November 30, the Library received \$42,254 gifts and grants which exceeds FY budget by 4,125%.

General Operations - Expenditures

Salaries, wages, and benefits: As of November 30, \$1,032,397 for salaries and wages: 47% of FY budget; \$323,608 for benefits: 37% of FY budget. \$192,783 for medical insurance 42% of FY budget; \$77,439 for SSN: 41% of FY budget; \$49,141 for IMRF: 22% of FY budget and \$4,245 for Worker's Compensation: 54% of FY budget.

Materials: Books, AV, and Electronic Services: As of November 30, \$335,456: 51% of FY budget, this includes payments for periodical and database subscriptions.

Other Operating Expenditures: As of November 30, \$322,016: 50% of FY budget. Includes \$183,791 in library contractual services, including second payment of RFID lease of \$24,041 to Bibliotheca and \$138,225 on other expense such as programs, administrative fees, office supplies, membership and miscellaneous expenses.

Building and Grounds: As of November 30, \$151,028 which is 50% of the FY budget. Reflects \$6,780 contractual services building and \$103,324 for building maintenance, equipment maintenance, ground maintenance and janitorial supplies and services. Annual liability/casualty insurance premium of \$40,924 has been paid.

Capital Improvement: As of November 30, \$839,125: 77% of FY budget has been spent on the purchase of new security cameras, sump pumps, new IT switches and the dome project which has been completed. In FY2024 Library has paid \$640,800 to contractor L.Marshall and \$33,600 to WJE as architect consultant fee.

Reserves

\$3,953,524 - Operating cash reserve (fund balance-unassigned); An amount of \$531,916 reflecting excess of revenues over expenditures for FY2023 has been added to the fund balance following the approved Library audit for FY2023. The Library's restricted reserves are currently \$3,650,000: capital equipment (\$300,000), capital improvements (\$3,050,000), and technology (\$300,000).

Year to Date FY2024: 52% of budget expenses; 104% budget revenues.

Account Details

Contractual Services Library

Description	May	June	July	August	September	October	November	YTD	Budget
CCS (Integrated Library System)	12,530	-	-	18,372	-	18,372	-	49,274	\$ 84,000
LAN, WAV, and Support (MSP)	9,141	10,266	9,947	9,609	9,690	9,650	9,950	68,255	\$ 120,000
EZ Proxy & Collection HQ	702	2,250	-	-	-	1,375	-	4,327	\$ 10,000
Bibliotheca (RFID) Lease	24,041	-	-	-	-	-	-	24,041	\$ 25,000
Online/Internet (fiber)	1,902	2,156	218	1,107	5,769	114	114	11,379	\$ 25,000
Other: Web Calendar Subscription, Software Licenses & Web hosting and maintenance	1,210	101	1,085	4,705	758	-	80	7,940	\$ 30,000
Technology Leased & Warranty Renewals	6,100	1,528	1,528	1,528	2,679	3,683	1,528	18,575	\$ 35,000
Total	\$ 55,626	\$ 16,301	\$ 12,779	\$ 35,321	\$ 18,896	\$ 33,194	\$ 11,673	\$ 183,791	\$ 329,000

Contractual Service Building

Description	May	June	July	August	September	October	November	YTD	Budget
Water Treatment	250	250	250	250	250	250	250	\$ 1,750	
Alarm System	2,239	-	-	-	-	-	-	\$ 2,239	
Inner Security System	104	-	-	104	-	-	104	\$ 311	
Rose Pest	97	97	97	97	97	97	97	\$ 679	
AED (CINTAS)	147	296	39	153	252	62	366	\$ 1,315	
ARMark	-	-	209	139	70	70	-	\$ 487	
Total	\$ 2,837	\$ 643	\$ 595	\$ 742	\$ 668	\$ 478	\$ 817	\$ 6,780	\$ 25,000

Others

Description	May	June	July	August	September	October	November	YTD	Budget
Administrative Services - Fees to City of Lake Forest	2,256	-	4,512	2,256	-	2,256	4,512	\$ 15,792	\$ 29,500
Personnel Recruitment	-	10,000	-	-	-	-	59	\$ 10,059	\$ 700
Training and Development	2,507	327	841	1,270	1,185	2,251	1,396	\$ 9,777	\$ 23,000
Membership Dues	1,354	-	580	150	162	549	1,566	\$ 4,361	\$ 11,000
Meeting & Expenses	-	-	160	5	-	28	385	\$ 578	\$ 2,500
Legal	-	-	-	-	-	-	-	\$ -	\$ 20,000
Auditing Service	-	-	-	7,622	-	-	-	\$ 7,622	\$ 9,000
Programming	8,658	8,863	3,907	8,233	21,077	9,984	8,216	\$ 68,937	\$ 139,000
Online Banking Fees	(157)	138	283	-	139	147	138	\$ 688	\$ 1,650
Insurance - Liability	-	1,650	5,148	-	-	-	-	\$ 6,798	\$ 8,800
Telephone	297	320	320	320	320	320	183	\$ 2,078	\$ 8,750
Office Supplies	2,197	452	1,896	67	-	480	298	\$ 5,390	\$ 15,000
Postage	884	8	223	9	968	224	1,965	\$ 4,281	\$ 6,500
Vending Beverages	450	311	97	660	131	80	137	\$ 1,865	\$ 3,500
Total	\$ 18,445	\$ 22,069	\$ 17,966	\$ 20,591	\$ 23,982	\$ 16,317	\$ 18,855	\$ 138,225	\$ 278,900

Capital Improvement

Description	May	June	July	August	September	October	November	YTD	Budget
Capital Equipment	-	19,750	25,880	-	-	-	-	\$ 45,629	\$ 125,000
Technology Upgrade	44,679	14,024	17,161	-	42,832	-	-	\$ 118,696	\$ 130,000
Capital Improvement & Dome Project	-	219,300	279,000	171,300	-	5,200	-	\$ 674,800	\$ 835,000
Total	\$ 44,679	\$ 253,074	\$ 322,041	\$ 171,300	\$ 42,832	\$ 5,200	\$ -	\$ 839,125	\$ 1,090,000

Paid Leave for All Workers Act



field guide



Field Guide: The Paid Leave for All Workers Act



On March 13, 2023, Governor Pritzker signed the Paid Leave for All Workers Act mandating that employers offer all employees paid time off for any reason. The law will take effect on January 1, 2024. Below is a summary of the law's requirements.

Who is eligible for paid leave?

All employees working in Illinois are eligible except:

- Employees as defined in the federal Railroad Insurance Act or the Railway Labor Act;
- A student enrolled in and regularly attending classes in a college or university that is also the student's employer, and who is employed on a temporary basis at less than full-time at the college or university. This exemption only applies to work performed for that college or university;
- Certain short-term employees of an institution of higher learning;
- Employees working in the construction industry who are covered by a bona fide collective bargaining agreement; and,
- Employees who are covered by a bona fide collective bargaining agreement with an employer that provides services nationally and internationally of delivery, pickup, and transportation of parcels, documents, and freight.

Employees who earn most of their compensation through gratuities or commission ARE eligible and receive at least the full applicable minimum wage for their leave time.

Who are covered employers?

All employers in Illinois except park districts and school districts (organized under the School Code).

What if our organization has a collective bargaining agreement?

If the agreement is already in effect as of January 1, 2024 you are not required to comply. However, new agreements entered into after January 1, 2024 must comply or contain an explicit waiver of this law.

What if our organization provides leave pursuant to the Chicago or Cook County Paid Sick Leave Ordinances?

Employers already providing sick leave pursuant to these ordinances will not need to provide any further leave under the PLWA. However, employers who have employees who are not covered by these ordinances, for whatever reason, will need to comply with PLWA.

What if our organization already provides employees with time off?

If employees have access to five days per year (or the appropriate pro-rated amount) that they can use for any reason, the employer does not need to comply with the PLWA with respect to those employees.

How does an employee earn time?

There are two possible ways an employee can earn time:

- An employer allows employees to accrue the leave at the rate of at least one hour for every 40 hours worked; or,
- An employer provides the employee's leave entitlement "up front" by front-loading the time.

When does an employee begin earning the time?

An employee begins earning time (or receives the frontload) on the first day of employment.

How soon can an employee begin using the time?

Employees are eligible to begin taking leave 90 days after their employment begins or 90 days after January 1, 2024, whichever is later.

Is carry over of time permitted?

If an employer uses the accrual method, employees must be permitted to carry over time; however, an employee does not have a right to use more than 40 hours of time in a 12-month period. If the employer uses the front load method, employees are not entitled to carry over the time.

Can an employer set any restrictions on use?

An employee must be permitted to use the time for any reason. Employers may require that employees use the time in minimum two-hour increments. If the employee's absence entitles them to access more than one employer paid leave offering, the employee may choose which paid leave option to use.

Must an employee provide notice of use?

Employers may require up to seven calendar days' notice for employee use. Employees may provide notice verbally or in writing. An employee who is unable to provide such notice because the leave is not foreseeable should provide notice as soon as practicable. Employers may NOT require any documentation to certify the leave nor may they require the employee to disclose a reason. Employers also may not require an employee to fill their shift/find a replacement.

Is the leave paid out upon termination?

No, unless the employer calls the leave vacation time or paid time off. In those cases, the leave must be paid upon termination pursuant to the Illinois Wage Payment and Collection Act.

Posting or notice requirements?

Yes, the Illinois Department of Labor will prepare a mandatory posting. Notice must also be provided in the employer's handbook.

What is the effective date?

January 1, 2024

Recordkeeping and enforcement?

Employers must also keep records regarding paid leave accrued and used as well as any paid leave time remaining. If the employer is using the accrual method, information regarding accrual and use must be provided to the employee upon request. These records should be maintained for three years.

The Act contains an anti-retaliation provision and allows for fines (\$500 for first violation and \$1000 per additional violation), as well as a \$2500 civil penalty and possible attorney/expert fees.

While employees do not have a private cause of action, employees may file complaints with the IDOL. The IDOL will investigate and enforce the Act.

This information is provided as a resource and is not intended to render legal advice. Members should contact us through the HR Hotline with questions about a particular situation.



3025 Highland Parkway
Suite 225
Downers Grove, Illinois 60515

800-448-4584

hrsourc.org

PAID LEAVE FOR ALL WORKERS ACT

Effective January 1, 2024



The Paid Leave for All Workers Act, Public Act (P.A.) 102-1143, will require employers, including municipalities, to provide 40 hours of paid leave to employees on an annual basis.

ESTABLISHING A MINIMUM PAID LEAVE STANDARD

Beginning January 1, 2024, employers must provide employees one hour of paid leave per 40 hours worked and allow them to carry over up to 40 hours of paid leave annually. Employers may set a minimum increment of no more than two hours per day for the use of paid leave. Paid leave accrued may be taken for any reason without documentation, but employers may set leave policies that require employees to provide notice of seven days for foreseeable leave and as soon as possible for unforeseeable leave.

MUNICIPAL PAID LEAVE ORDINANCES

The Act does not require municipalities to pass paid leave ordinances. The Act does not apply to employers, including municipalities, covered by a current ordinance that requires them to provide any form of paid leave to their employees.

NON-HOME RULE MUNICIPALITIES

Non-home rule municipalities currently have authority to adopt leave ordinances for their own municipal employees, but such ordinances do not apply to other employers within the community. Those other employers will be required to provide 40 hours of paid leave annually, as outlined in the Act. If a non-home rule municipality adopts a leave ordinance for their own employees after the Act's effective date, the ordinance must comply with the minimum paid leave standard outlined in the Act.

HOME RULE MUNICIPALITIES

Home rule municipalities currently have authority to adopt paid leave ordinances that apply to all employers within their community and may continue to adopt alternative ordinances after this Act's effective date. However, employers will be required to comply with both local and state standards if those ordinances do not meet the state's minimum required benefits. Nothing in this Act preempts a home rule municipality from adopting ordinances providing broader or more expansive paid leave requirements for employers within that specific community.



EMPLOYER RESPONSIBILITIES UNDER PAID LEAVE FOR ALL WORKERS ACT

Employers will be required to maintain records documenting hours worked, paid leave accrued and taken and the paid leave balance for each employee for at least three years. Employers will also have notification responsibilities including posting a physical notice summarizing the Act, information on filing a complaint and supplying employees with notice of their amount of accrued time. Additionally, employers will be barred from retaliating against employees for using paid leave.

Employers will be subject to penalties for violations of the Act including fines of up to \$1,000 per violation of the Act's posting and notice requirements, up to \$2,500 for all other violations and possible civil penalties and damages to the employee.

EXCEPTIONS TO PAID LEAVE POLICY

The Act does not preempt or alter leave benefits subject to current collective bargaining agreements. The Act does not apply to federal employees, or school district and park district employees. Other excluded workers include: independent contractors, railroad employees subject to railroad unemployment insurance or the Railway Labor Act, part-time student employees who are employed by a college or university and short-term employees at institutions of higher education.

ADDITIONAL RESOURCES

The Illinois Department of Labor (IDOL) will monitor employer compliance and enforce the Act ([more information available via this link](#)). IDOL has compiled a list of Frequently Asked Questions about the Act ([available via this link](#)) and those particularly applicable to municipal employers are listed below. Specific questions or comments related to the Act can be submitted by email to IDOL at DOL.PaidLeave@illinois.gov.

FREQUENTLY ASKED QUESTIONS COMPILED BY IDOL

DOES THE ACT APPLY TO PART-TIME EMPLOYEES OR JUST FULL-TIME EMPLOYEES?

The Act doesn't distinguish between part-time, full-time or seasonal employees. Both full-time and part-time employees are covered by this Act. However, employees who work fewer hours may accrue less leave time compared to full-time employees.

MY COMPANY (OR MUNICIPALITY) ALREADY OFFERS EMPLOYEES 40+ HOURS OF PAID LEAVE. DOES MY POLICY NEED TO COMPLY WITH THE OTHER REQUIREMENTS OF THE ACT?

If your company has an existing policy that meets or provides the minimum amount of leave required by the Act (40 hours) in a 12-month period and your employees can in fact take that amount of leave for any reason of their choosing, you do not need to modify the terms of your policy.

IDOL expects to further clarify how existing policies meet expectations of the law in rulemaking.

MUST PAID LEAVE PROVIDED UNDER THE ACT BE PAID OUT UPON AN EMPLOYEE'S TERMINATION, RESIGNATION OR RETIREMENT?

The Paid Leave for All Workers Act (PLAWA) does not require payout of unused leave unless the leave is credited to the employee's paid time off bank or employee vacation account; however, employers should additionally consider their vacation payout obligations under the Illinois Wage Payment and Collection Act.



COOK COUNTY HAS A PAID LEAVE ORDINANCE, BUT MUNICIPALITIES ARE ALLOWED TO OPT OUT OF THAT COUNTY ORDINANCE. ARE EMPLOYERS LOCATED IN MUNICIPALITIES WHICH OPTED OUT REQUIRED TO COMPLY WITH THE ACT?

Yes, if on the effective date of the Act (1/1/24) a municipality does not have an ordinance in place that requires payment of paid sick or paid leave, then employers in that municipality shall be covered by this Act.

MAY MUNICIPALITIES OPT OUT OF PLAWA USING THEIR HOME RULE POWERS?

No. Under the Act, the only circumstance in which a municipality may avoid PLAWA coverage is if they have a local ordinance in effect that provides paid sick or paid leave or, after the effective date, if their local ordinance provides benefits, rights and remedies that are greater than or equal to those provided under the Act.

THIS COULD NEGATIVELY IMPACT LOCAL GOVERNMENTS WITH POLICE AND FIRE PERSONNEL, WHAT ARE THEY SUPPOSED TO DO?

The Act does not prohibit an employer from adopting an evenly applied paid leave policy to allow it to address operational issues and meet safety objectives. Employers of unionized employees can also address these concerns through collective bargaining.

CAN I DENY AN EMPLOYEE USE OF PAID LEAVE UNDER THIS LAW? PUT DIFFERENTLY, IS AN EMPLOYEE ALLOWED TO TAKE LEAVE UNDER THIS ACT IN ANY CIRCUMSTANCE?

Nothing in the Act prohibits an employer from adopting a policy that establishes some parameters for taking leave and limited reasons the employer may deny leave for operational necessity. Any such policy must be communicated to employees, applied equally to all employees and conform with other applicable state and federal laws.

IDOL will seek to provide further clarity regarding this issue in rulemaking.

AT WHAT INCREMENT CAN EMPLOYEES TAKE THIS LEAVE UNDER THE LAW?

An employee may take PLAWA leave at a minimum of two-hour increments, although an employer could choose to allow an employee to take leave in smaller increments. An employer whose existing policy meets the minimum requirement of 40 hours of paid time off for any reason of the Act would not have to modify that existing policy in regards to leave increments.

CAN AN EMPLOYER FRONT LOAD PAID LEAVE TIME AT THE BEGINNING OF THE YEAR?

Yes, an employer may front load paid leave time by giving a full year's worth of leave that meets the minimum requirements of the Act to an employee at the beginning of the year.

An employer may make available the minimum number of hours of paid leave, subject to pro rata requirements, a proportional share of accrued hours, under the law, at the beginning of the year for its employees.

IF OUR BUSINESS WANTS TO FRONT LOAD PLAWA BENEFITS FOR PART-TIME STAFF, DOES THE BUSINESS HAVE TO FRONT LOAD 40 HOURS OR CAN I FRONT LOAD AN AMOUNT PROPORTIONATE TO THEIR WORK SCHEDULE?

Employers may front load PLAWA benefits for part-time employees at a pro rata amount consistent with the employee's work schedule. However, if the employee in fact works more



hours than the employer anticipates, the employee is entitled to accrue more hours at a rate of 1 hour of paid leave for every 40 hours worked, up to 40 hours for the 12-month period. If a part-time employee works fewer hours than anticipated by their employer, the employer may not diminish or recoup used or unused front-loaded paid leave benefits.

CAN AN EMPLOYER REQUIRE EMPLOYEES TO ACCRUE PAID LEAVE TIME OVER THE COURSE OF THE YEAR?

Yes, instead of front loading leave benefits, an employer may allow employees to accrue or earn paid leave time at a rate of one hour of paid leave for every 40 hours worked. Notably, a part-time employee might not accrue the full 40 hours of leave provided for in the law by the end of the year, based on the number hours the employee works.

Example: Employee A works 15 hours per week, 52 weeks per year. They will accrue 19.5 hours of paid leave annually. (15 times 52 = 780 hours worked per year. 780 divided by 40 = 19.5 hours of paid leave.)

WHEN DOES ACCRUAL BEGIN UNDER THE ACT? WHEN CAN EMPLOYEES START TAKING PAID TIME OFF?

The Act takes effect January 1, 2024. Accrual begins upon the start of employment or January 1, 2024, whichever is later. Employees are entitled to begin using the accrued paid leave after 90 days. If an employee begins accruing paid leave on January 1, 2024, the first day they could take that paid time off would be March 31, 2024.

Example: The Paid Leave for All Workers Act takes effect January 1, 2024. Six months later, Employee B starts a new job on July 1, 2024, and works 40 hours per week. They start accruing paid leave on their first day (July 1) but must wait 90 days (until September 29, 2024) before taking any of their accrued paid leave.

Example: Employee C has worked for their employer since 2019 but did not previously get paid time off. Employee C will begin accruing paid time off beginning January 1, 2024 (the effective date of the Act.)

HOW DOES ACCRUAL APPLY TO EMPLOYEES WHO WORK MORE THAN 40 HOURS IN A WEEK BUT ARE EXEMPT FROM THE OVERTIME REQUIREMENTS OF THE FEDERAL FAIR LABOR STANDARDS ACT?

Employees who are exempt from the overtime requirements of the federal Fair Labor Standards Act (29 U.S.C. 213(a)(1)) shall be deemed to work 40 hours in each workweek for purposes of paid leave time accrual if they regularly work 40 or more hours in a workweek. If such employee's regular workweek is less than 40 hours, their paid leave time accrues based on the number of hours in their regular workweek.

IF AN EMPLOYER ALLOWS EMPLOYEES TO BORROW AGAINST FUTURE ACCRUAL, THEREBY MAKING THE EMPLOYEE'S PAID LEAVE BALANCE GO NEGATIVE, CAN THE EMPLOYER MAKE THE EMPLOYEE REPAY THE PAID LEAVE IF THE EMPLOYEE TERMINATES BEFORE THEY HAVE EARNED THAT LEAVE?

An employer may only make an employee repay borrowed accrued leave if that policy is disclosed in the employer's written paid leave policy and the employee agrees to that policy in writing prior to taking any leave. All payroll deductions must comply with the requirements of the Illinois Wage Payment and Collection Act.



IF AN EMPLOYER FRONTLOADS AN EMPLOYEE'S PAID LEAVE AT THE BEGINNING OF THE 12-MONTH PERIOD, AND THE EMPLOYEE USES ALL OF THEIR LEAVE AND THEN QUILTS BEFORE THE END OF THE 12-MONTH PERIOD, CAN THE EMPLOYER MAKE THE EMPLOYEE REPAY THE PAID LEAVE?

No, the law does not allow an employer to make an employee repay paid leave time that was frontloaded at the beginning of the 12-month period. Benefits that have already been provided may not be retroactively diminished.

HOW CAN AN EMPLOYER TRACK THE TIME REQUIRED UNDER THIS ACT VERSUS OTHER BENEFIT TIME GIVEN TO THE EMPLOYEE?

The Act requires employer tracking of paid time off for any reason. If the employer chooses to offer paid sick time or other forms of paid time off in addition to paid leave, they should track that too as a best practice, but it is not covered by this Act.

IS THERE A DIFFERENCE BETWEEN "VACATION" AND "PTO" (PAID TIME OFF)?

Generally speaking, PTO is leave that can be taken for any reason or no reason at all and may not have to be paid out to an employee upon separation. Leave specified as "vacation" leave is subject to pay out pursuant to Section 4 of the Wage Payment and Collection Act.

HOW WILL PLAWA INTERACT WITH FMLA?

The Family and Medical Leave Act (FMLA) is unpaid job protected leave that can only be used by covered employees in covered circumstances. Employees going on FMLA may use PLAWA time concurrently during their FMLA leave. [All FMLA questions should be directed to the [United States Department of Labor](https://www.dhs.gov/eis-viv/viv/viv-101)]

HOW DOES CARRY OVER, ALSO KNOWN AS "ROLL OVER," WORK UNDER THIS LAW?

Employees are allowed to carry over or roll over unused, accrued leave from one year to the next under this law. However, there is no obligation for the employer to offer more than 40 hours of paid leave off in a year. An employer may offer more than the 40 hours off if they choose.

HOW DOES THIS LAW INTERACT WITH OTHER UNPAID LEAVE PROTECTIONS?

An employee covered under the Act is entitled to use paid leave under the Act before using unpaid leave under any employer policy or other state law.

WHEN WILL IDOL HAVE RULES IN PLACE FOR THIS ACT?

The Department anticipates filing a draft of the rules before the effective date of this Act. Under the rulemaking process there will then be a public comment period on those rules and a time period for the Department to make any changes. Finalized rules should be in place before March 31, 2024.

WHEN WILL THE NOTICE THAT IS REQUIRED IN THE ACT BE AVAILABLE FROM THE DEPARTMENT?

The required notice will be on our website by the end of 2023.



Lake Forest Library

Employee Handbook

May 1, 2022 (Updated December 2023)



Inspiring lifelong learning, promoting the free and respectful exchange of ideas, and building community

equipment should be used for business purposes only and will be maintained by the Library. The employee and the Library will work together to determine the most effective means of maintaining any offsite equipment.

The Library is not responsible for operating costs of any personal equipment (including, but not limited to, personal devices, computers, cellular or standard phones), home maintenance of personal equipment, or other incidental costs (including, but not limited to, utility provider costs, telephone costs, or for any supply costs used in the home) associated with the use of an employee's alternative work arrangement. Employees are responsible for properly managing and securing the use of confidential and privileged information and preventing unauthorized access to any Library system in the remote worksite.

Injuries sustained by the employee while at their home and/or offsite locations and in conjunction with their regular work duties may be covered by the Library's workers' compensation policy. Employees with remote work arrangements are responsible for notifying the employer of such injuries as soon as possible after they occur. The employee is liable for any injuries sustained by visitors to their remote worksite.

Business Expense Reimbursement

If the remote work arrangement is at the request of the Library for reasons such as space utilization or extended building closures, the Library will reimburse the employee for reasonable pre-approved business expenses as required by the Illinois Wage Payment and Collection Act, as amended.

5.0 ESTABLISHMENT, CLASSIFICATION, AND COMPENSATION OF POSITIONS

5.1 Employee Classifications

The Executive Director, with the advice of and in consultation with the Department Heads, creates and/or eliminates positions to meet the needs of the Library. The Executive Director has the authority to hire employees as necessary to fill positions. Positions are established to fill identified Library needs and requirements that will further the Library's mission.

It is the intent of the Library to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship, at will, at any time is retained by both the employee and the Library.

Each employee is designated as either NON-EXEMPT or EXEMPT according to federal and state wage and hour laws. NON-EXEMPT employees are entitled to overtime pay and are subject to specific provisions of federal and state wage and hour laws. EXEMPT employees are not entitled to overtime pay and are excluded from specific provisions of federal and state wage and hour laws.

EXEMPT employees include the Executive Director, Director of Operations, Director of Patron Services, Finance Officer, Head of Adult Services, Head of Communications, Head of Circulation, Head of Digital and Innovation Services, Head of Youth Services, and Facilities Manager.

In addition to the above categories, each employee will belong to one other employment category:

- Regular Full-time Employee: A regular full-time employee is one who is not in an ~~temporary, introductory;~~ or part-time status and who is regularly scheduled to work a minimum of 37.5 hours per week. Generally, regular full-time employees are eligible for the Library's benefit package, subject to the terms, conditions, and limitations of each benefit program.
- Regular Part-time Employee: A regular part-time employee is one who is not in an ~~temporary, introductory;~~ or full-time status and who is regularly scheduled to work less than 37.5 hours per week. They may be eligible for some of the Library's benefit package (e.g., pro-rata sick and vacation leave~~;~~), in addition to those required by law, subject to the terms, conditions, and limitations of each individual benefit program.
- ~~Temporary Employee: A part-time temporary employee is one who is not in an introductory, regular part-time, or regular full-time status and who is regularly scheduled to work less than 37.5 hours per week. Temporary employees are not eligible for benefits, except those required by law.~~
- Introductory Employee: An introductory employee is one who is working within his or her first ~~ninety (90) six (6) months~~ ninety (90) days of employment with the Library. During the Introductory Period, the employee has an opportunity to evaluate the Library as a place to work, and the Library has an opportunity to evaluate the employee with regards to his or her work, skills, attendance, punctuality, performance in the job, and other job-related criteria. An employee's introductory status may affect eligibility for some benefits. ~~—please see SharePoint or contact the Director of Operations for more information.~~ Once the employee successfully completes the introductory period, the employee will be a regular employee. This is simply an administrative designation. It does not mean that the employee has a permanent job and is not in any other way inconsistent with the Library's employment-at-will policy. The Library reserves the right to extend or shorten the introductory period at the Executive Director's discretion.

5.2 Pay Plan

The Library's Pay Plan, established by the Board of Trustees, consists of pay ranges and position titles. Each range includes a minimum and maximum rate. The Pay Plan maintained by the Library shall constitute the Pay Plan for all employees of the Library.

Each employee is typically reviewed annually in April. However, a pay adjustment does not necessarily result from a performance review. Any potential increases are included in the annual budget presented to the Board of Trustees. All annual increases take effect at the start of the fiscal year.

The Board of Trustees approves the Pay Plan annually as part of the budget process. The Pay Plan may be modified and or amended at any time without prior notice. The Pay Plan is available in the Business Office.

5.3 Administration of the Pay Plan

The Executive Director shall be responsible to the Board of Trustees for the administration and interpretation of the Pay Plan and shall set salaries or rates of pay for all employees within the limits of the pay ranges established in the Pay Plan. The Executive Director shall apprise the Board of Trustees from time to time regarding the appropriateness of salary levels and rates of pay, taking into consideration cost of living, area employment conditions, level of employee performance, and other appropriate factors.

will meet with the Executive Director to discuss the evaluation and the employee's proposed performance objectives for the subsequent evaluation period.

Once the Executive Director is satisfied that all components of the evaluation process have been satisfactorily completed, s/he will also sign and date the evaluation form, initial and date the employee's new performance objectives, and determine in discussion with the employee's Department Head or Supervisor the nature and scope of any pay increase for the employee. The original evaluation form and all attachments, including any additional written comments submitted by the employee, supervisor, or Executive Director are then maintained in the employee's paper or electronic personnel file. Copies of all performance evaluation documents will be made available, in print or e-format, to the employee.

Informal Performance Evaluation Conference

The Supervisor may arrange an evaluation at any time and shall meet with the employee throughout the year to discuss both positive and negative events and incidents that relate to the employee's performance. These conferences should be open discussions with the employee about his/her job performance, feelings about the job, the department, and the Library, and any other job-related issues that arise.

New Employee Introductory Period Evaluation

After ~~ninety (90) days three (3) months and again at six (6) months on the job~~, each new employee will usually have an evaluation conference utilizing the Introductory Performance Evaluation Form. After discussing, and to the extent possible, resolving, any differences of opinion about the employee's job performance, and after developing and agreeing about the employee's performance objectives ~~for the remainder of the six-month probation period~~, both the Supervisor and employee will sign and date the Introductory Performance Evaluation form. The original evaluation form and all attachments, including any additional written comments submitted by the employee or Supervisor are then placed in the employee's personnel file. Copies of all performance management documents will be given to the employee.

The Supervisor may continue the introductory period if the employee's performance is ~~still~~ marginal with the approval of the Executive Director and if the Supervisor believes the performance can be improved within a reasonable time. The Supervisor will inform the employee at the end of the introductory period if s/he will move to regular employee status.

Executive Director's Performance Evaluation

The Library Board of Trustees conducts a formal evaluation of the Executive Director's job performance at least annually, typically in April.

Transfer of Position

An employee may be moved to a new position within the Library if the Executive Director determines that the change in position is in the best interest of the Library.

Disciplinary Action Procedure

The Executive Director and Department Heads are authorized to use appropriate disciplinary measures. The Library generally endorses the practice of corrective counseling. However, the Library will consider the seriousness of the offense, the repetitive nature of the offense, and the employee's prior work and disciplinary record when handing out discipline.

Personal days must be used within the calendar year in which they are earned. Time remaining on January 1 of the following year will be deleted from the employee's accruals unless special arrangements are made in advance with the Department Head or Executive Director. Should special arrangements be made, the Department Head will complete a personnel action form noting the exception. Personal days may be used to extend a vacation at the discretion of the Department Head or Executive Director.

13.0 LEAVE POLICY

13.1 Vacation Time

Vacation time is earned by regular full-time and regular part-time employees. A regular part-time employee earns vacation time with pay equal to the percentage of time worked compared to a regular full-time employee. Vacation time is paid at the employee's regular rate of pay in effect when the employee uses the time and may be used for any reason.

Vacation Time

Full Time Non-Exempt Staff				
Years of Services Completed	Weeks Earned Annually	Work Week	Leave Hours Accrued Annually	Leave Hours Accrued Per Pay Period
Less than 5	2	37.5	75	2.88
More than 5 to less than 10	3	37.5	112.5	4.33
10+	4	37.5	150	5.77
<u>Full Time Librarians</u>				
<u>Years of Services Completed</u>	<u>Weeks Earned Annually</u>	<u>Work Week</u>	<u>Leave Hours Accrued Annually</u>	<u>Leave Hours Accrued Per Pay Period</u>
<u>0+</u>	<u>4</u>	<u>37.5</u>	<u>150</u>	<u>5.77</u>
Full Time Exempt Staff				
Years of Services Completed	Weeks Earned Annually	Work Week	Leave Hours Accrued Annually	Leave Hours Accrued Per Pay Period
0+	4	37.5	150	5.77

The following vacation regulations are in effect:

- Vacation hours accrued at the end of each pay period are available for use, with Supervisor approval.
- New employees, upon satisfactory completion of ninety (90) days ~~six months~~ service, may use the vacation time accrued.

- Employees are strongly encouraged to use their vacation time in the calendar year in which it is earned. Eligible leave should be taken during the fiscal year earned or it is subject to forfeiture as provided below.
- Full-time employees are not permitted to accrue more than 75 hours in vacation leave. Eligible part-time employees are not permitted to accrue more than 25 hours in vacation leave. Time exceeding 75 hours for full-time employees, or 25 hours for part-time employees, on May 1 of the fiscal year will be deleted from the employee's accruals unless special arrangements are made in advance with the employee's Department Head in consultation with the Executive Director. Should special arrangements be made, the Department head will complete a personnel action form noting the exception.
- Upon separation from Library service, employees will be paid for accrued but unused vacation leave.
- All vacation requests should be entered using Microsoft Teams. All schedule creators and approvers have access to the platform. Permission to take vacation time will always depend upon the ability to maintain adequate staffing in the departments involved.
- Vacations of three (3) or more weeks require a three-month notice to the Department Head.
- At the discretion of the Department Head or Executive Director, a regular full-time employee may be allowed to use vacation time of up to 37.5 hours before it is earned, thus creating a negative balance. If the employee's employment with the Library terminates before the negative balance is restored, the employee will be asked to sign a release authorizing the Library to apply a deduction for the vacation used but not earned on the final paycheck.
- Vacation time will not accrue during a leave of absence (personal, medical, family/medical or worker's compensation).

13.2 Sick Leave with Pay

All regular full-time and regular part-time employees accrue paid sick leave benefits. Regular full-time employees working a 37.5-hour work week accrue sick leave benefits at the rate of 3.46 hours per pay period (12 days per year annually) to a maximum of 960 hours. A regular part-time employee earns sick leave benefits equal to the percentage of time worked compared to a regular full-time employee. An employee who utilizes sick leave for an entire pay period does not earn sick leave for that period.

Sick leave with pay may be used for medical reasons. Acceptable medical reasons include the illness, injury, or medical appointment of the employee or the employee's child, spouse, domestic partner, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, stepparent.

Employees who know in advance that they will be absent for health reasons must give their Supervisor advance notice, including the probable start date and duration of the absence. If a sudden illness makes it impossible for an employee to request sick leave before the workday begins, the employee should notify the Supervisor at least two (2) hours prior to his or her scheduled start time (See 6.4 Attendance and Punctuality). This notification should be made to the Library by calling the Supervisor or Department Head, as directed.

The Library reserves the right to require an employee obtain a doctor's note justifying an employee's absence. An employee absent on sick leave more than three (3) days in a row will normally be required to produce a note from a healthcare practitioner certifying that the employee was unable to work for health reasons and is fit to return to duty. A doctor's note may also be required in instances where abuse of sick leave is suspected.

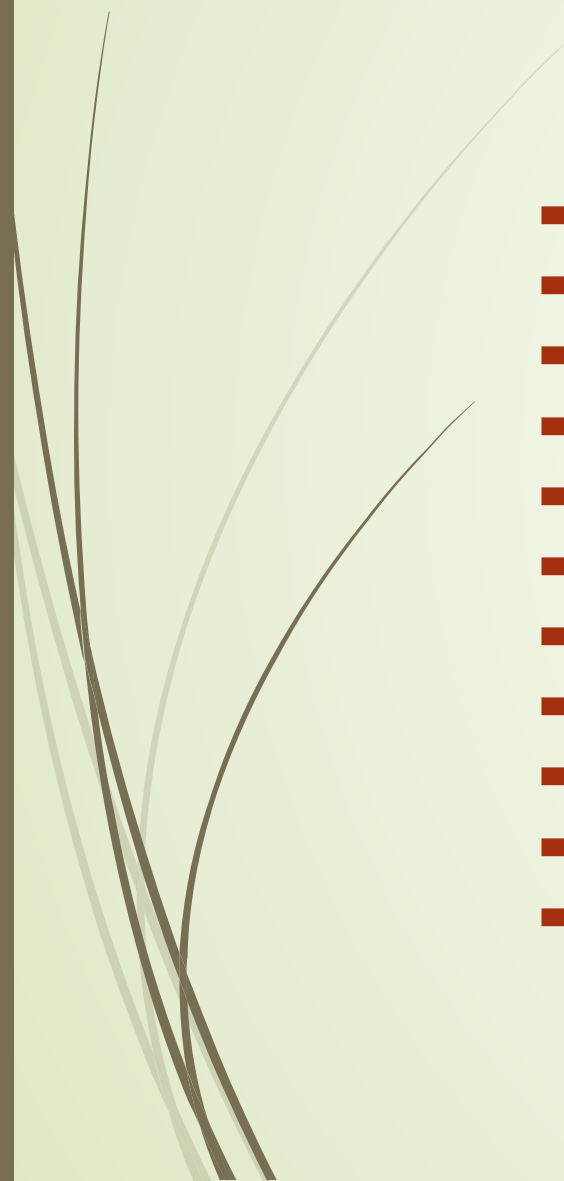


Nikolai Remisoff Murals Restoration, Repair, Restoration and Cleaning

December 12, 2023



Project Timeline

- 
- ▶ RFP Issued October 12, 2023
 - ▶ Pre bid meeting October 27, 2023
 - ▶ Deadline for submitting questions November 3, 2023
 - ▶ Addenda/Answers to questions posted November 10, 2023
 - ▶ Completed proposals due November 17, 2023
 - ▶ Building Committee Review of proposals November 27, 2023
 - ▶ Interviews with Building Committee December 7, 2023
 - ▶ Library Board of Trustees Approval December 12, 2023
 - ▶ Selection and notification December 13, 2023
 - ▶ Complete negotiations/approve contract January 31, 2024
 - ▶ Project completed Calendar year 2024



Bid Evaluation Criteria

- Responsiveness and completeness of proposal
- Experience and qualifications of firm/organization
- Understanding of project objectives and scope
- Experience with projects requiring historic sensitivity.
- References and examples of completed art repair, restoration and cleaning projects
- Overall project management and ability to accomplish a project of this nature within the proposed time and schedule
- Proposer's ability to provide any future maintenance or service needed for the ongoing upkeep of the murals.

Bids Received

Organization	Estimated Time	Fees
The Art Objects Conservation Lab	6 months on site in two phases	\$45,000 per large/\$21,000 per small mural. \$514,000 total costs.
The Conservation Center	5-6 months on site	\$333,959 - \$366,495 total costs for all murals.
Parma Conservation	8 weeks	Provided fixed costs and not to exceed costs by mural. \$230,000 to \$266,000 total.
Restoration Division	Approximately 13 weeks on site.	Provided costs by mural for a total estimated cost of \$202,678.



Building Committee Recommendation

- ▶ The Lake Forest Library Board of Trustees award contract to Parma Conservation for a total cost not to exceed \$266,000.
 - Explained the restoration in great detail
 - Extensive use of technology, scientific methods, as well as equipment in performing the restoration
 - Small staff of 3 who will work together daily
 - Solid experience in mural restoration projects in known buildings
 - Staff member worked on the 1997 restoration
 - Preliminary research and site survey was the most detailed and comprehensive of all the proposals received



Funding

- Friends of the Lake Forest Library have pledged \$250,000 towards the repair, restoration and cleaning of the Remisoff Murals project.



Q&A/Discussion



Library Operations Report November 2023

Adult Services

During October's Library Board meeting, Lydia Frank presented a detailed and enlightening explanation of eBooks and Audiobooks from the library's perspective. Lydia explained the pricing models for eBooks and Audio books and how the waiting lists work as well as how Lake Forest Library fits into the consortium and their pricing collective. Her presentation elicited many questions and thoughtful comments from the trustees.

Erin's October Mystery Book Discussion of *Winter Counts* by Marcie Rendon was very lively. The participants, both in person and over zoom all found much to discuss.

The Poetry Discussion Group had *Celebration of Natural Darkness* as this month's theme. Poems such as "Evening" by Emily Dickinson were explored.

The Great Books group met twice in November and continues to have an engaged and interested group of about a dozen regular attendees, evenly split between in-person and Zoom.

Krista and Lydia joined 13 members of Dickinson Hall on-site for an interesting discussion of *The Midnight Library* by Matt Haigh.

Judy Levin and 11 patrons discussed *The Half Moon* by Mary Beth Keane.



Illinois Libraries Present with Maya-Camille Broussard from Bake Squad and author of "Justice of the Pies" (shown above) was featured on Zoom this month. She owns a bakery in Chicago, Justice of the Pies. During this live event she shared her love of pie, the stories that inspired her, and tips for making the perfect Thanksgiving pie. Eleven patrons enjoyed this useful and delicious presentation.

Car Coasters were the November DIY kit with 30 registrants taking home a craft kit.

Author Anne Corley Baum presented a Zoom program to 11 patrons on Perfecting Your Professional Image. She shared tips on how to present yourself with confidence and authority. Krista and Kate met with History Center staffers to brainstorm about starting a joint memory cafe type program. We will also be working with Dickinson Hall. The preliminary plan is to host the program either exclusively at The History Center or rotate with Dickinson Hall. The LF Library would provide staffing and actively plan the events with these other organizations to provide a wonderful quarterly, one hour session for seniors and their caregivers. Our preliminary timeline would be a selected Tuesday, from 10:00–11:30 am starting in March 2024.

Media Lab



In November a Lake Forest resident took advantage of the library’s 3D printing services to design and print out yard stakes for his candy cane yard ornaments. All but one of the original stakes had gone missing since last year and no feasible replacements could be found from the manufacturer or anywhere online. Still having one original stake, the patron was able to use it to design replicas using software in the Media Lab. Later, after the stakes were printed and taken home, he sent us a picture of his freshly decorated lawn and half-jokingly commented, “The Library saved Christmas!”



Chad visited Dickinson Hall and presented a program about smartphone technology for 20 members.

Chad presented a 3D Printed cookie cutter program for kids with some imaginative results.

Children's Services



Kathy Wellington is retiring from the Lake Forest Library! Her last working day will be Saturday, December 23, 2023. Kathy has accomplished so many fun and innovative programs over the years of service to the Lake Forest community. Just to name a few: started Girls Who Code Program, which is an international nonprofit organization that aims to support and increase the number of women in computer science, thousands of Storytimes in the area schools, and at the library, and the new tradition of the American Girl's Tea Party. Never-ending thanks for all your hard work over the past twenty-five years!

To support community organization fundraisers, the Lake Forest Children's Library offers gift certificates for Storytimes for up to 25 children. The children's staff present a custom-themed Storytime. This personalized event may include a craft, songs, a flannel board, and more. The auction winner can bring treats and celebrate anything their child wants, a birthday, a sports win, or a play date. We hosted on November 3rd a Super Kitty Heroes Storytime – Birthday Party and on November 17th a Unicorn Storytime – Birthday Party.

November 3 Super Kitty Heroes Storytime – Birthday Party



November 17 Unicorn Storytime – Birthday Party



Now that the weather is growing cooler, we are having more families coming in for Friday Playtime. Four Playtimes in November with 309 children and adults attending.

Two coding clubs, Motor Makers Mania, Painting with Fruits, and Vegetables, and BreakOut EDU had the children in kindergarten through fifth grades creating masterpieces, tackling problem-solving, riddles, and puzzles.

A drop-in Pajama Storytime, STEAM Storytime, and offsite Storytimes at Episcopal Preschool, First Presbyterian Preschool, Kinderhaven, and Little Scouts had the children laughing, involved in storytelling, and movement.

Throughout November we offered our youngest patrons a chance to be creative at our Design Center and offered 60 Grab 'N' Go Turkey Magnet Kits.

The latest Children's staff blogs are on the newest fiction chapter books, and advertising of our two-year-old program 1000 Books Before Kindergarten.

Young Adult Services



On November 9 Emmy led her teen Paint & Sip program for 8 teens, who recreated a pumpkin and sunflower painting to take home.

This month's Teen Grab 'n' Go craft was Chocolate Covered Turkey Pretzels, 13 kits were picked up before the holiday.

Teen Study Sunday continues to be a popular event, where we provide

teens with additional study supplies. This has carried over through the week, as many students come to work in the Teen Space.

Facilities

- On November 3, the Facilities Department supported the Night at the Library event hosted by the Friends of Lake Forest Library.
- Illinois Business Communication abated obsolete data and analog telephone hardware from the communication rack. The total cost of the service was \$500.00.
- On November 16, a full fire alarm was activated at 10 am. The Library was evacuated and the Lake Forest Fire Dept responded. The cause of the fire alarm was identified as a faulty smoke detector in one of the children's restrooms. Inner Security Systems serviced the alarm system the same day and replaced the faulty detector at a cost of \$483.98.
- Hill Mechanical Group conducted a site visit in preparation for the condensate and return pump installation on November 21. There was no cost associated with the visit.

Technical Services and Collections

- In November, 805 volumes were added, 1,495 were withdrawn and the collection stands at 121,297 physical items. There is some retrospective collection development going on in Fiction, where heavily circulated titles are being systematically examined for condition and replaced with newer copies to make them more appealing, as needed.

TOP TEN CIRCULATING ITEMS IN NOVEMBER 2023
By Format & Audience

eAudiobooks

Number	Title	Author	Circulation
1	<i>The Woman in Me</i>	Spears, Britney	21
2	<i>Lessons in Chemistry</i>	Garmus, Bonnie	16
3	<i>Tom Lake</i>	Patchett, Ann	16
4	<i>Hello Beautiful</i>	Napolitano, Ann	14
5	<i>Demon Copperhead</i>	Kingsolver, Barbara	13
6	<i>Happy Place</i>	Henry, Emily	13
7	<i>None of This Is True</i>	Jewell, Lisa	13
8	<i>Iron Flame</i>	Yarros, Rebecca	12
9	<i>The Exchange: After the Firm</i>	Grisham, John	12
10	<i>Elon Musk</i>	Isaacson, Walter	10

eBooks

Number	Title	Author	Circulation
1	<i>The Exchange: After the Firm</i>	Grisham, John	20
2	<i>Lessons in Chemistry</i>	Garmus, Bonnie	18
3	<i>The Woman in Me</i>	Spears, Britney	17
4	<i>Happy Place</i>	Henry, Emily	16
5	<i>Tom Lake</i>	Patchett, Ann	14
6	<i>The Five-Star Weekend</i>	Hilderbrand, Elin	13
7	<i>The Secret</i>	Child, Lee	12
8	<i>Hello Beautiful</i>	Napolitano, Ann	11
9	<i>None of This Is True</i>	Jewell, Lisa	11
10	<i>The Burnout</i>	Kinsella, Sophie	11

Books for Adults

Number	Title	Author	Circulation
1	<i>Hello Beautiful: a novel</i>	Napolitano, Ann	25
2	<i>The Seed Keeper: a novel</i>	Wilson, Diane	25
3	<i>Tom Lake: a novel</i>	Patchett, Ann	24
4	<i>Lessons in Chemistry</i>	Garmus, Bonnie	15
5	<i>Killers of the Flower Moon*</i>	Grann, David	14
5	<i>Demon Copperhead: a novel</i>	Kingsolver, Barbara	13
6	<i>Woman on Fire: a novel</i>	Barr, Lisa	12
7	<i>Mother-Daughter Murder Night: a novel</i>	Simon, Nina	11
8	<i>Christmas Presents: a novella</i>	Unger, Lisa	11
9	<i>The Edge</i>	Baldacci, David	10
10	<i>Horse</i>	Brooks, Geraldine	10

*Denotes nonfiction title

Books for Children

Number	Title	Author	Circulation
1	<i>Bear Says Thanks</i>	Wilson, Karma	13
2	<i>Pookie's Thanksgiving</i>	Boynton, Sandra	9
3	<i>From Head to Toe</i>	Carle, Eric	9
4	<i>Big Nate. No Worries!</i>	Peirce, Lincoln	9
5	<i>The Lightning Thief</i>	Riordan, Rick	8
6	<i>Kristy's Great Idea</i>	Telgemeier, Raina	8
7	<i>An Elephant & Piggie Biggie. Volume 5</i>	Willems, Mo	8
8	<i>Let's Go For a Drive!</i>	Willems, Mo	8
9	<i>Pigs Make Me Sneeze!</i>	Willems, Mo	8
10	<i>Fly Guy & Fly Girl. Night Fright</i>	Arnold, Tedd	7

Books for Teens

Number	Title	Author	Circulation
1	<i>The Ballad of Songbirds and Snakes</i>	Collins, Suzanne	7
2	<i>Tokyo Ghoul</i>	Ishida, Sui	6
3	<i>To All the Boys I've Loved Before</i>	Han, Jenny	5
4	<i>The Case Study of Vanitas</i>	Mochizuki, Jun	5
5	<i>It's Not Summer Without You</i>	Han, Jenny	4
6	<i>City of Bones</i>	Clare, Cassandra	3
7	<i>Warcross</i>	Lu, Marie	3
8	<i>One of Us is Lying</i>	McManus, Karen M.	3
9	<i>Cinder</i>	Meyer, Marissa	3
10	<i>King's Cage</i>	Aveyard, Victoria	2

Non-Book Items

Number	Title	Format	Circulation
1	Children's book bag	Curated book sets	28
2	Mobile hotspot	Hotspot	24
3	<i>Barbie</i>	DVD	19
4	<i>Mission: Impossible. Dead Reckoning. Part One</i>	DVD	17
5	<i>No Hard Feelings</i>	DVD	11
6	<i>Nintendo Switch console</i>	Game Console	11
7	<i>Fast X</i>	DVD	9
8	<i>Expend4bles</i>	DVD	9
9	<i>Oppenheimer: Genius or Madman?</i>	DVD	8
10	<i>Paint</i>	DVD	8

Service Statistics

	October 2023	October 2022	November 2023	November 2022
Library Visits	13,305	12,023	12,419	11,550
Physical Items circulated	19,581	21,979	19,310	18,757
E-Media Circulated	9,618	6,138	9,510	6,054
Database Uses*	11,014	5,360	8,961	7,910
Library Programs & Attendees	70 (1,741 attended)	83 (1,711 attended)	37 (1,052 attended)	63 (921 attended)
E-Tutorials/Tech Help	42	95	105	76
Reference Questions Answered	2,236	1,593	2,046	1,443
Media Lab Sessions	47	35	67	30
New Library Cards Issued	98	92	114	94
Items added to collection	1,180	995	805	774
Items withdrawn from collection	1,167	716	1,495	967

*Database statistics are reported for the previous months (Sept/Oct)

LAKE FOREST LIBRARY BOARD OF TRUSTEES
REGULAR MEETING CALENDAR
JANUARY - APRIL 2024 MILESTONES

Tuesday, January 9, 2024:

- City Council meeting to appoint new library trustee scheduled for Tuesday, January 16, 2024
- Per Capita Grant application due to the state by January 30, 2024
- Building Committee and Finance Committee discussions on FY 2025 budget

Tuesday, February 13, 2024

- First draft of FY 2025 budget
- First draft of new strategic plan

Tuesday, March 12, 2024

- Second draft of FY 2025 budget
- Second draft of new strategic plan

Tuesday, April 9, 2024

- Final draft of FY 2025 budget
- Final draft of new strategic plan

SERVING OUR PUBLIC 4.0

STANDARDS FOR ILLINOIS PUBLIC LIBRARIES

ILLINOIS LIBRARY ASSOCIATION 2020

Serving Our Public 4.0

Standards for Illinois Public Libraries

The paper used in this publication meets the minimum requirements of American National Standard for Information Sciences—Permanence of Paper for Printed Library Materials, ANSI Z39.48-1992.

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Introduction

Serving Our Public 4.0: Standards for Illinois Public Libraries has been completely revised by a group of library professionals convened in 2017 by the ILA Executive Board. Months of task force work, input from public hearings, and feedback resulted in a newly designed document that is current to the changing needs of libraries and users.

To complete the revision, task force members reached out to subject matter experts for review of specific chapters. Core standards and checklists were reviewed, revised, and amended to be in line with the *Serving Our Public 4.0* standards. Draft standards were shared via survey to various on-line public library director electronic discussion lists in both the Reaching Across Illinois Library System and the Illinois Heartland Library System, and this feedback was incorporated. A hearing of the proposed standards took place at the 2018 ILA Annual Conference in Peoria, and finally, the draft was shared with the Illinois State Library for review and input. The revised standards were approved by the ILA Executive Board in June 2019.

Serving Our Public 4.0 contains 13 chapters, including new ones for Youth and Young Adult Services, Building Infrastructure and Maintenance, and Illinois Public Library Resource Sharing Responsibility; and three new appendices.

Serving Our Public 4.0 is not meant to be a one-size-fits-all document. Task force members struggled to find a balance between those libraries serving hundreds of people to those serving thousands and all of the library communities in between. Input from the Illinois library community and stakeholders served as the driving force that shaped this document.

Acknowledgements

Members of the Task Force

Betsy Adamowski, Wheaton Public Library, Co-Chair

Brian Shepard, Indian Trails Public Library District, Co-Chair

Cristy Stuepegia, LaSalle Public Library, Co-Chair

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Illinois Library Association Youth Services Forum

Illinois Library Association Young Adult Services Forum

Tiffany Nash and Dan Pohrte, Product Architecture + Design

How to Use *Serving Our Public 4.0*

Overview

Statewide public library standards are designed to serve as a catalyst from which local planning can take place. The *Serving Our Public 4.0* standards are seen as a guide for librarians, library staff, and boards of 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 build on them; and plans to eliminate or improve the weaknesses.

There are multiple ways to use *Serving Our Public 4.0*

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 administrator 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 administrator, 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

Many librarians and trustees are interested in 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.

Chapter 1 (Core Standards)

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

As with past editions, the *Serving Our Public 4.0* task force struggled in finding the balance between inclusivity and setting the bar at a meaningful level. The consensus of the current and former task force members 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 A)
- 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.
- Core 6 The library adopts and adheres to the *Code of Ethics of the American Library Association*. The library adopts and adheres to the *Public Library Trustee Ethics Statement*, developed by United for Libraries, a division of ALA.
- 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 C)
- 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 Master of Library Science (MLS), Master Science in LIS, Master of Library and Information Science (MLIS), or other comparable 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 ALA-accredited master's degree.)
- 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 and regularly updates and maintains them as appropriate. (See Appendices F and H)

- 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 Administrative Code* [23 Ill. Adm. Code 3030.110].
- Core 21 As a baseline, the library appropriates money 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 facilities, collections and services in a quantity, at a time, and in a manner that meets the needs of the community.

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. The three roles of a library trustee are to hire the library administrator, make library policy, and approve library budgets. 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.

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 members 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 Library prepares, on an annual basis the *Illinois Public Library Annual Report* (IPLAR). The Illinois State Library is the agency legally required to: (1) compile, preserve and publish public library statistical information [15 ILCS 320/7(m)], and (2) compile the annual report of local public libraries and library systems submitted to the State Librarian pursuant to law [15 ILCS 320/7(n)]. In addition, all Illinois public libraries are required by statute [75 ILCS 16/30-65] to prepare an annual report. The library administrator, on a monthly basis, prepares a monthly report for the library board of trustees. This report will include, at the minimum, the minutes of the last month's meeting, monthly financial statements, administrator report, and library use statistics.
3. 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].
4. 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:
 - a. Write, call, or visit legislators
 - b. Attend meetings of other units of local government
 - c. Serve on ALA, ILA, or system legislative committees
 - d. Participate in other community organizations that have similar legislative interests

- e. Include the subject of legislation on board meeting agendas
 - f. Provide a forum for local community issues
5. 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 D)
 6. 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.
 7. The library provides financial support for trustee membership in ILA and ALA as well as trustee attendance at workshops and conferences when fiscally possible.
 8. 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:
 - a. 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.
 9. The library keeps adequate records of library operations and follows proper procedures for disposal of records. (See Appendix B)
 10. The library complies and keeps current with appropriate Illinois and federal laws pertaining to public libraries.
 - a. The library complies with the Illinois Open Meetings Act [5 ILCS 120] and has a written policy specifying, at a minimum, how trustee board meetings and meetings of board committees are publicly posted, how other types of notification are made, and how the public attends and may participate in board and committee meetings.
 - b. The library has a written Americans with Disabilities Act (ADA) policy.
 - c. The library has a written equal employment opportunity policy and a written workers' compensation procedure.
 - d. The library bonds all staff and trustees responsible for library finances.
 11. The library has a board-approved set of written bylaws that govern the conduct of the board of trustees and its relationship to the library and staff. Bylaws provide the library board of trustees with guidelines that allow for consistent, organized, and productive meetings and operations. The library trustees regularly review the bylaws to ensure the library board is operating under the bylaws' guidelines and to ensure that the bylaws meet current organizational needs.
 12. The library maintains insurance covering property and liability, including volunteer liability.
 13. The library has a chain of command in place that will provide a smooth transition process when key members of the library staff leave the organization.

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.
- Library complies and keeps current with appropriate Illinois and federal laws pertaining to public libraries.
- Library has a board-approved set of written bylaws that govern the conduct of the board of trustees and its relationship to the library and staff.
- Library maintains insurance covering property and liability, including volunteer liability.
- Library has a written succession plan focused on both internal and external talent development to fill anticipated needs for library leadership and other key personnel.

Chapter 3 (Personnel)

A good public library has a 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 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.

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.
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 versus assisted staffing should be considered when calculating adequate staffing levels. Basic services include circulation and reference. (See Appendix E)
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 budget. Salaries plus fringe benefits (FICA pension and health insurance) account for up to 70 percent. The library should conduct a market benchmarking study with pay ranges, conducted by a reputable company, to determine current competitive pay practices for their library. If the library does not have the means to do such a study it should seek advice from their library system for guidance.
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 access to library journals and other professional literature for the staff.
10. 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]
11. The library complies with state and federal laws and codes 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.*]
 - 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.*]
 - Illinois Governmental Activities* [5 ILCS 420/4A-101 *et seq.*]
 - Personnel Record Review Act* [820 ILCS 40/0.01 *et seq.*]
 - Local Governmental Employees Political Rights Act* [50 ILCS 135/1 *et seq.*]
 - Right to 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 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.

Chapter 4 (Access)

The physical library remains central to successful service and while no one model can meet every need, some common requirements will help to create a functional and enjoyable environment for both staff and patrons. These include adequate and accessible space to house and circulate the collections, comfortable and light filled spaces for the public and staff, meeting and study spaces for both group and individual use, and youth spaces that inspire and teach children of all ages. Every five years the board should review the long term space needs of the library in conjunction with the library's strategic plan. While planning for the expanding mission of public libraries, flexible space with a high degree of connectivity should be a central idea for future programs to be accommodated with minimal physical change.

Access Standards

1. To the greatest extent possible, the library should aim to meet the requirements of the *Americans with Disabilities Act* (ADA) in order to provide a universal experience for all patrons. This shall include parking and building access along with internal circulation including elevators, toilet rooms, and seating for both staff and patrons. Available grants should also be explored as applicable.
2. The library should provide 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, libraries should provide one space per 500 square feet of library area.
3. The library's entrance should be clearly visible, easily identified, and well illuminated for both arriving vehicles and pedestrians. When possible, the entrance should face the direction used by the majority of the patrons.
4. The library should be adequately illuminated and provide a number of lighting environments that are suitable for different uses. Natural light will be employed whenever possible.
5. The library should have clear wayfinding and adequate internal signage. All signage is in compliance with applicable federal, state, and local regulations.
6. Service points within the library should be clearly marked and visible for intuitive wayfinding relative to function and collections.
7. The ability for the public library to provide either access to current technologies is key to both the staff and patron efficiency and experience. The library should allocate funds annually as part of the capital assessment report in order to remain relevant and provide adequate services in this ever-changing environment.
8. Visually and/or physically separate spaces should be allocated for both the youth and adult collections and seating, including separate computing areas, along with a separation between the public computers for each age group. When possible, additional spaces for either teen or tween patrons can also be created with age appropriate services such as furniture for hanging out, collaboration, gaming, and art projects, gaming consoles, and dedicated AV computers.
9. The library should provide enough appropriate shelving and other types of display and storage to provide patrons with easy access and clear understanding of a variety of different materials. Shelving in each area should be appropriately scaled relative to the specific use and function.

10. The library should have sturdy and comfortable furnishings in sufficient quantity and variety to meet the needs of multiple types and ages of users. Furniture in youth areas shall be sizes appropriate for small children along with typical sized furniture for adult caregivers. Where possible, furniture shall be equipped with integrated power and data connections to facilitate mobile computing. Furniture and fabrics should be commercial grade or certified for or other high-traffic public use.
11. Ideally, a library should be open at least 25 hours per week although the minimum listed in *Illinois Administrative Code* is 15. [23 Ill. Adm. Code 3030.110] The hours are scheduled for the convenience of the community the library is serving.

Access 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.
- The staff are familiar with the requirements contained in the *Americans with Disabilities Act* (ADA) and work to address deficiencies in order to provide universal access to all patrons.
- 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 minimum 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.
- The library's lighting levels comply with lighting standards.
- All signage is in compliance with applicable federal, state, and local regulations.
- The library building supports the implementation of current and future telecommunications and electronic information technologies.
- 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.

Chapter 5 (Building Infrastructure and Maintenance)

A library facility includes building and grounds, furnishings, building related equipment such as mechanical and HVAC equipment, elevators, etc. Every library is different. Some library facilities are simpler than others and may not include every component listed in these standards. These standards are written to apply to large and small libraries. In some cases, smaller library facilities are simpler, and with some basic knowledge, can be maintained by the staff.

Good facility management is fiscally responsible and will result in fewer emergencies, lowered risk, and more attractive surroundings for staff and patrons, and leads to better planning. A well-managed facility is safer, more predictable, and less stressful to manage. A well-managed facility also increases the community's trust in the library and how the community's resources are spent.

The standards indicated in this manual are primarily the library administrator's responsibility. However, the library administrator can assign certain tasks to other personnel or vendors, and implement a system to ensure they are performed. In order to properly manage the library facility, the library administrator should have sufficient knowledge and familiarity with the facility systems to decide when it is appropriate to retain a professional to assist in the inspection, evaluation, and design of various repairs to the facility.

Building Infrastructure and Maintenance Standards

1. The library maintains an inventory of all facility systems, including sufficient basic information that can be used in maintenance operations. This list should be prepared by the library administrator.
2. The library's facility inventory system list should be consolidated in an easily accessible document which is made available in electronic format such that it can be accessed by key staff at all times remotely.
3. An ongoing maintenance checklist of building maintenance that needs to be done on a routine or ongoing basis should be kept. Ongoing maintenance is a preventative measure to ensure that facility systems do not fall into a state of disrepair. Ongoing maintenance can extend the service life of many items and reduce frequency of breakdowns. As an example, elevator inspections and maintenance are typically performed based on a regular schedule and contracted through an annual maintenance contract.
4. The library's operating budget should include funds for all ongoing maintenance costs.
5. The library should maintain a periodic repair checklist of repairs to the facility that may be required on a periodic basis, typically more than one-year intervals. Periodic repairs should be performed to extend service life of certain facility systems, and to prevent further deterioration of the systems. When performed in a timely fashion, periodic repairs can address small issues before they become larger and more costly problems.
6. The library budget should allocate funds for periodic repairs in either of its operating budget or special reserve fund.
7. The library should have a list of all projected building capital projects. Capital projects are those projects that involve major repairs, rehabilitation, and/or replacement of facility systems. Such projects are implemented when a facility system has reached the end of its service life, or when defects in the original construction necessitate major repairs/ replacement.

8. The library develops a capital reserve fund that will fund major capital projects. Annual contributions to such a fund will allow the library to have sufficient funding to take care of the needed project. In general any item that cannot be accounted for in the library's operating budget should be accounted for in the library's capital reserve fund.
9. The library should have a capital asset plan. This plan can be written by the library administrator or by an outside professional. A capital asset plan will project facility funding needs over a ten, fifteen, and twenty-year period.
10. The board of trustees should review the library capital plan on annual basis to ensure all projects are addressed.
11. Every three to five years, review and update the capital asset plan to be certain all costs and interest rates are current.
12. All warranties, manuals, contact information, and other such documentation should be organized and consolidated for easy access.
13. The library should strive to make its building as environmentally friendly as possible.

Building Infrastructure and Maintenance Checklists

See Appendix J (New Facility Planning) and Appendix K (Facility Management Checklists) for in-depth building infrastructure and maintenance checklists.

Chapter 6 (Safety)

Consistency and formal rules can help the library stay a safe public space. Library staff must share responsibility for the safety and security of patrons as well as staff members. 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 patrons including active shooter, missing child, suspicious packages, severe weather, and lockdown procedures.
4. The library provides annual emergency training for staff in the following areas: fire and tornado drills, use of fire extinguishers, and location of the first aid kit. If the library has a NARCAN® kit and/or automated external defibrillator (AED), staff training is provided.
5. The library provides a call list and contact information that is reviewed biannually. 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 medical 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 and are tested biannually.
8. Safety of patrons 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 procedure such as a phone tree for letting staff know when it is unsafe to enter the library building.
11. The library has a designated tornado shelter.
12. 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.
13. The library provides adequate security for staff, users, and collections.
14. 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.

15. At least two people (one may be a volunteer) shall be on duty during all open hours of operation.
16. Copies of the emergency manual and disaster plan are provided to community safety personnel.
17. Libraries with security cameras must have a policy for use and guidelines including real time access, archived access, and records retention. Signage notifying the use of the cameras must be displayed.

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, NARCAN® kit, and an automated external defibrillator.
- The library provides a call list and contact information that is reviewed biannually.
- Emergency medical 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 and are tested biannually.
- 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.
- A procedure exists for letting staff know when it is unsafe to enter the building.
- 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 (one of whom may be a volunteer) shall be on duty during all open hours of operation.
- Copies of the emergency manual and disaster plan are provided to community safety personnel.
- A policy for security camera usage has been adopted and signage is posted.

Chapter 7 (Collection Management)

The purpose of the collection management 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 should 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. Of utmost importance, community members must have a means by which they can participate in the selection of materials.

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 for people with disabilities. 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.

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 as outlined in the following chapter. 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.

Collection Management Standards

1. The library spends a minimum of 8 to 12 percent of its operating budget on materials for patrons. For the purposes of calculating spending on materials refer to Appendix I (Collection Management Worksheet).
2. The library has a board-approved, written collection management policy based on community needs and interests, demographic makeup, the diversity of American society, and on professional standards. The library's collection development policy shall address the following issues: materials selection; request for reconsideration of materials; handling of print donations, collection specialties and purchase priorities; and evaluation and weeding of the collection.
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 including both print and web-based sources.

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.
6. The library places a high 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 special population groups. Examples of some of these formats are e-books, audio books on CD or MP3, books in Braille, vetted information found online; and closed-captioned, described, or signed videos or DVDs.
8. The library strives to complement its print collection by purchasing electronic materials and make these materials available to all users through a variety of resources.
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*.
 - a. The library agrees to be a responsible borrower. Before initiating an interlibrary loan request, requesting libraries should exhaust their own local resources.
 - b. Library budgets should put priority on purchasing materials that best serve their community.
 - c. Libraries should check statewide resource sharing databases such as OCLC FirstSearch before placing any requests and be responsible for copyright compliance.
 - d. 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 Checklist

- The library board of trustees ensures 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 8 to 12 percent of the operating budget.
- Library budgets should put priority on purchasing materials that best serve their community.
- 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 evaluated annually 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.

Collection Management

- The library strives to complement its print collection by purchasing electronic materials and making them available to patrons through a variety of methods.
- The library publicizes and promotes interlibrary loan to its patrons.
- Library staff is trained in and follows policies and procedures related to the ILLINET *Interlibrary Loan Code* and the ALA *Interlibrary Loan Code*. Libraries agree to be responsible borrowers and lenders.

Chapter 8 (System Member Responsibilities and Resource Sharing)

Illinois has a rich history and a national reputation as a leader in library resource sharing, thanks in large part to the ongoing partnership between the Illinois State Library, Illinois library systems, and individual system members from libraries of all types (public, academic, school, and special) throughout the state.

A watershed moment in this history was the creation of library systems through the 1965 *Library System Act* [75 ILCS 10/]. The visionaries who established library systems knew that resource sharing would make all libraries stronger and able to provide better services to their users. Other statewide alliances that came after the creation of systems went several steps further in achieving these goals, including the Illinois Library and Information Network (ILLINET), representing the more than 3,000 Illinois library system members, and the Libraries Very Interested in Resource Sharing (LVIS) initiative, which represents the first global OCLC no charge Resource Sharing Group agreement began out of a shared goal of the Illinois State Library and the Missouri Library Network Corporation (MLNC) for the Midwest region. During the first year, LVIS members included more than 200 multi-type libraries in Illinois and Missouri. There are now more than 2,700 members, worldwide.

Illinois library systems work with their member libraries to provide services that no one library would be able to offer on its own. As a system member, a public library must agree to participate in resource sharing to the fullest extent possible through interlibrary loan, reciprocal borrowing, reciprocal access, and other cooperative activities.

Systems help libraries meet these responsibilities by administering and providing ongoing support for shared online catalogs, providing delivery service to transport materials between libraries across the state and beyond, spearheading cooperative e-book initiatives, offering continuing education designed to help libraries learn more about resource sharing philosophies and processes, and by consulting and sharing expertise between member libraries and strongly encouraging them to share their expertise and other resources with each other.

Resource sharing is fundamental to maintaining the top-notch library service the state of Illinois is known for and every library benefits from sharing resources to the fullest extent possible. The director of one of the largest libraries in Illinois who was nationally known for his innovations in library automation and cooperation, Hugh Atkinson (b.1933- d. 1986), then director of libraries at the University of Illinois at Urbana/Champaign, wrote, “My point is that one should not try to reach some kind of theoretical balance or fairness, but to build a network that will provide, by its services and arrangement, the library activities that will satisfy each of the participants, although not necessarily in the same way.” (Atkinson, H. (1987). Atkinson on networks. *American Libraries*, 18, 433.)

By continuing to work together in partnership, the Illinois library community can further these ideals and most importantly, better meet the diverse information needs of all those who live in the state.

Support for Illinois Library Systems is provided through the Secretary of State’s office with funds appropriated by the Illinois General Assembly. Library systems are governed by representatives from their member libraries as detailed in *Illinois Compiled Statutes* [75 ILCS 10/5] and system bylaws.

System Member Responsibilities and Resource Sharing 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. Public libraries are charged with the responsibility to promote statewide cooperative services in addition to their own local services.
2. All Illinois public libraries agree to make their resources, information, and expertise available via interlibrary loan, reciprocal borrowing, and other formal cooperative agreements; and participate in system delivery.
3. All Illinois public libraries abide by the ILLINET *Interlibrary Loan Code* as well as other formal regional/consortial agreements.
4. 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.
5. 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.
6. Every public library has a responsibility to offer its residents 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 Member Responsibilities and Resource Sharing Checklist

- 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 their own local services.
- Library resources, information, and expertise are available via interlibrary loan, reciprocal borrowing, and other formal cooperative agreements; and the library participates in system delivery.
- The library abides by the ILLINET *Interlibrary Loan Code* as well as other formal regional/consortial agreements.
- The library administrator, 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, and bring a regional and statewide perspective that envisions all types of libraries, not just their local library and library type issues.
- The library, in cooperation with regional library systems and the Illinois State Library, promotes statewide tax-supported public library service for every Illinois resident.
- If a legally established public library currently does not meet the eligibility requirements for Illinois State Library/Illinois Office of the Secretary of State grants, the library should work in cooperation with its regional library system regarding grant eligibility and compliance.

Chapter 9 (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.

Reference Service

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 Service 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.
3. The library provides staff trained in reference service 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 will include at least one current reference resource for each subject area. Electronic resources may fulfill this requirement.

15. 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.
16. Staff members are encouraged to attend at least one relevant continuing education event each year.
17. The library annually evaluates its reference service for accuracy, timeliness, staff friendliness, and patron ease.

Reference Service 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 service 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 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.

Reader's Advisory Service

Reader's advisory service is a patron focused service that promotes and encourages the use of collections for recreational purposes, including but not limited to recreational reading, watching, and listening. Reader's advisory service offers advice, suggestions, recommendations, and selections to library users to help them identify authors, titles, and genres which they may enjoy. It should also strive to respond to the recreational reading, viewing, and listening tastes of individual patrons using the resources of the library and its staff to link readers with books, movies, and music. Reader's advisory is instrumental in creating relationships and encouraging conversations with users and the community about leisure reading, viewing, and listening needs.

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 through conversations throughout the library such as at the circulation desk where library staff members interact with patrons as they are checking out and returning materials and are able to discuss these items with them, getting to know their preferences in the process. This can lead to suggestions of similar titles that the patrons may enjoy.

Reader's Advisory Service 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 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 quality in reader's advisory service and relies on information sources of demonstrated currency and authority.
5. Staff has access to a telephone and 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 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 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 in person, on the phone, or electronically.
9. The library promotes and cultivates popular collections which are inclusive, representing all people and their actual experiences to provide an accurate portrayal of the diverse world in which we live.

Reader's Advisory Service 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 participates in interlibrary loan and resource sharing to help provide accurate and timely reader's advisory 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 service in their library join at least one community organization, club, or council.
- Staff members who are responsible for reader's advisory service 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 in person, on the phone, or electronically.

Chapter 10 (Programming)

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.

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 people 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 seeks to serve 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 specific populations who cannot visit the library.
- The library has programming that seeks to serve children and their caregivers.
- The library has programming that seeks to serve young adults.
- The library has programming that seeks to serve 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.

Chapter 11 (Youth/Young Adult Services)

Service for youth is the provision of all library services to young people ages 0 through 18 in the library and the community. Youth services should meet recreation and education needs with programs, print and digital collections, reader's advisory, reference, outreach, library space and furniture, and library staff.

All Illinois public libraries should provide services to youth.

Youth/Young Adult Services Standards

1. All basic services are available to all youth regardless of age, ability, gender, or sexual orientation when the library is open. For the purpose of this document, basic services are circulation, reference, reader's advisory, and computer/Internet access. If services are provided to youth 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 with thorough knowledge of the various developmental needs of youth, and offers services including collections and programs to reflect these needs.
3. The library has board-approved policies towards serving youth developed by administration and staff who serve children and/or young adults, which is reviewed every two years.
4. The library actively promotes respect for cultural diversity and creates an inclusive, welcoming, and respectful library atmosphere that embraces diversity.
5. The library strives to provide staff trained in serving youth to meet the needs of patrons who have challenges with disabilities, language, and literacies, including support for use of adaptive equipment and software.
6. The library seeks to eliminate barriers to provision of services and information access to youth and families, including examining content restrictions, library card signup, and Internet policies.
7. The library evaluates its services to youth for popularity, effectiveness, accuracy, timeliness, and patron ease at least once annually.
8. The library provides developmentally-appropriate educational, cultural, recreational, and entertainment programs for youth that reflect community needs and interests. Programming is designed to address the diversity within the community. Community members should be encouraged to offer suggestions.
9. Library programs should strive to be free of charge.
10. Provisions should be made to enable persons with disabilities to participate in programs. The availability of these provisions is noted with other information about the program.
11. The library considers community demographics, special populations, and the availability of resources from social, cultural, and recreational organizations in the community when planning and evaluating library services. Libraries are encouraged to partner with community organizations to offer programs.
12. The library provides services to instruct youth in research and to develop information literacy. This may include tours, training sessions, or one-on-one instruction.

13. The library is aware of the importance of accuracy and currency in reference and reader's advisory service, including knowledge of popular authors, and relies on information sources of demonstrated authority.
14. Youth staff has access to a telephone and a computer to receive and respond to requests for information and materials and to contact other agencies for information, and to accept and respond to reference requests received in all formats, including electronic, print, and phone.
15. Staff responsible for collection management are given access to a variety of reviews and tools for selecting youth materials.
16. The library will include at least one current resource for each nonfiction subject area created and intended for youth. Electronic resources may fulfill this requirement.
17. The library will provide computer access for all ages, and strives to provide guidance on digital literacy and technology use by informed, qualified, and trained staff.
18. The library provides outreach services for youth to increase the awareness and use of library services, to attract new users, and to better reach underserved populations.
19. The library is encouraged to partner with and support all schools, teachers, school libraries, and students of all types in their communities, including private schools and homeschooling families, to provide multifaceted educational opportunities for children. The library should strive for direct partnership and coordination with school librarians in providing these services.
20. Staff members responsible for youth services in their library should attempt to attend as many workshops or continuing education events as possible to stay current.
21. The library provides space allocated for use by children and families. Shelving should be appropriately sized.
22. The library provides services and programming for children and families focused on early literacy skills, including regular storytimes.
23. The library provides programming to facilitate play and fun, and strives to provide toys and other interactive materials for use in the library, during programs, and at home.
24. The library provides a summer reading opportunity to encourage reading and learning during the summer.
25. The library provides a flexible and welcoming environment for young adults both individually and in groups.
26. The library provides developmentally appropriate programming and services for young adults that fosters the development of self-concept, identity, coping mechanisms, and positive interactions with peers and adults, while also encouraging socialization and having fun.
27. The library provides materials produced for a young adult audience that is designated and intended for young adult use.
28. The library fosters young adult leadership and civic engagement.
29. Libraries are encouraged to partner with teens to create and implement teen activities. This can be done with a young adult volunteer group or advisory board.

Youth/Young Adult Services Checklist

- All basic youth services are available when the library is open.
- The library provides staff trained in serving youth.
- The library has policies towards serving youth which it reviews at least every two years, and youth staff have input in these policy revisions and creations.
- The library actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere for all patrons.
- The library provides staff trained in assisting youth with disabilities, language, and literacy barriers.
- The library provides staff trained to assist youth with adaptive equipment and software as needed to for accessibility of resources.
- The library strives to eliminate barriers of service for youth, including regularly reviewing any content restrictions, library card requirements, and Internet policies.
- The library regularly, and at least annually, evaluates its services for youth with regard to popularity, effectiveness, accuracy, timeliness, and patron ease. The library seeks input from staff serving youth—as well as the community—regarding these services.
- The library provides programming for youth which is developmentally appropriate and meets the needs of the community.
- The library's programming is designed to reflect the needs and interests of youth in the community.
- Library programs are provided free of charge or on a cost-recovery basis.
- The library makes provisions that enable persons with disabilities to attend programming, and lists these provisions with other programming information.
- The library considers community demographics, special populations, and the availability of resources from social, cultural, and recreational organizations in the community when planning and evaluating library services for youth.
- The library strives to partner with youth-facing organizations in the community.
- The library provides youth with research and information literacy instruction through tours, training sessions, and one-on-one interactions.
- The library has staff who have knowledge of popular authors, titles, and resources to provide these services.
- Youth staff have access to a telephone and computer to receive and respond to requests for information and to contact other agencies.
- Youth staff responsible for collection management have access to review journals and tools specifically targeting youth materials.

- The library includes at least one current resource created and intended for youth for each subject area. Electronic resources also fulfill this requirement.
- The library provides computer access for all youth, and provides guidance on digital literacy and technology use to youth.
- The library provides outreach services towards youth to increase awareness of services, attract new users, and reach underserved populations.
- The library strives to partner with and support local schools, including private schools and homeschoolers.
- Staff members are encouraged to attend as many continuing education workshops and events as possible to stay current on trends and best practices for serving youth.
- The library provides a space specifically for use by children and families.
- The shelving used for housing children's materials is appropriately sized to allow for easier access.
- The library provides early literacy programming, including regular story time, for children and families.
- The library provides programming which facilitates play and fun for children and families.
- The library provides toys and interactive materials for use in the library, during programs, and/or at home that facilitate play, fun, and imagination.
- The library provides a summer reading opportunity to encourage reading and learning during the summer.
- The library provides a welcoming environment for young adults both individually and in groups.
- The library provides developmentally appropriate programming for young adults that encourage self-identity and positive interactions while providing opportunities to socialize and have fun.
- The library provides materials both physical and digital for young adults that are intended for them.
- The library partners with young adults in the community to provide opportunities for leadership such as a young adult (or teen) advisory board, volunteer group, or other formal or informal opportunities.

Chapter 12 (Technology)

Technology is ubiquitous and permeates most aspects of our lives, environments, and expectations. 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 users' 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:

- communications conduit(s): telephone, fax, chat, email, social media;
- providing access to relevant digital content and enabling community members to create their own digital content (workstations, printers, use of software, Internet access, email, 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).

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 telephone, with a listing in the phone book and via Internet search engine;
 - a telephone voice mail and/or answering machine;
 - a fax and/or scanner;
 - a photocopier;
 - effective Internet access, with sufficient capacity to meet the needs of both the staff and the public;
 - library and/or departmental email accounts for patron communication with the library (email 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;
 - a valid email address, accessible via the library’s website, for the library administrator; 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*.
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, instant or text messaging services, and/or library email 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 phone, email, 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, email, 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 and information technology 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 with advanced threat protection;
 - authentication;
 - routine installation of upgrades, patches, etc.;
 - scheduled data backup; and
 - remote/off-site storage of data backups with a plan for redundancy in case of backup failure.

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 [<http://www.cyberdriveillinois.com/departments/library/grants/cmc.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 is aware of 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) and applies as determined by the local library board [www.usac.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 has:
 - a telephone, with a listing in the phone book;
 - a telephone voice mail and/or answering machine;
 - a fax and/or scanner;
 - a photocopier;
 - effective Internet access with sufficient capacity to meet the needs of both the staff and the public;
 - library and/or departmental email accounts for patron communication with the library (the library email account is reviewed 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 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;
 - a valid email address, accessible via the library's website, for the library administrator; 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 email 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 email 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, email, 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 community needs and priorities.
- 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 is aware of 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).

Chapter 13 (Marketing, Promotion, and Collaboration)

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 their community is the ideal achieved through an effective public relations and marketing program. In a hyper-connected, on-demand world, libraries must market and promote their services and demonstrate all they offer to the public. The library patron must be the center of every program or service the library provides. The library staff must be aware of the variety of programs and services and learn to promote them to library patrons during reference interviews and the check out process. 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.

Marketing, Promotion, and Collaboration Standards

1. The library staff 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 two 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, newsletters, brochures, library website, social networking, community calendars, posters, banners, displays, billboards, and presentations and speeches.
4. The library should maintain a social media presence on at least one of their community's most used platforms.
5. Information about library programs and services is provided to the community either through a print newsletter or email newsletter at least three times per year.
6. The library specifically invites local, state, and federal officials to visit the library, providing them a firsthand view of the library's services.
7. The library's website is updated at least monthly to reflect current and future programs, board minutes, library policies, and new material.
8. 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.
9. The board, administration, and appropriate staff visit other libraries at least once a year, or review other libraries' publications and websites to learn what services and programs other libraries offer their patrons.
10. The operating budget includes funds for public relations and marketing.
11. The library considers persons with special needs when developing and delivering information about the library's collections and services.
12. The library develops strategies to reach those groups that do not use the library.
13. One member of the staff coordinates the library's marketing efforts, but all staff receive customer service and marketing training.

14. The library includes public relations and customer service as part of the orientation of all new staff and board members.
15. The library develops a brand identity and all collateral material adheres to the library's brand for the most effective messaging.
16. 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.
17. The library builds on public relations and marketing efforts developed by state and national organizations, the state library, and the community.

Marketing, Promotion, and Collaboration Checklist

- The library has a communications plan that supports the library's long-range/strategic plan.
- The library staff and trustees participate in two 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
 - newsletter
 - posters
 - banners
 - displays
 - podcasting
 - presentations
 - speeches
 - billboards
 - other
- The library maintains at least one social media account.
- 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 an annual 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.

Marketing, Promotion, and Collaboration

- 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.

Appendices

The appendices contain a variety of documents such as a list of topics for new trustee orientation, records retention guidance, recommended staffing levels, a glossary, and more. *For Serving Our Public 4.0*, the task force opted to eliminate appendices that consisted solely of web-published statements from ALA, ILA, and the like, in recognition that the online versions will always be more current than what would have appeared here in print. Illinois public libraries operate under the *Illinois Compiled Statutes* [ILCS], generally chapter 75 [75 ILCS], but other statutes also impact libraries. As librarians and their library board must be familiar with Illinois statutes, this appendix provides a quick reference; for further information, consult *Illinois Library Laws & Rules*, published regularly by and available from the Illinois Library Association.

New appendices in *Serving Our Public 4.0* include a collection management worksheet, a set of facility management checklists, and guidance for new facility planning.

The recommended service level 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.

Appendix A (Useful Illinois Statutes with Citations to the Illinois Compiled Statutes)

The Illinois Compiled Statutes (ILCS) are posted online at www.ilga.gov/legislation/ilcs/ilcs.asp

Illinois Statute or Topic	Legal Citation
General Provisions	
<i>Open Meetings Act</i>	5 ILCS 120/1
<i>Freedom of Information Act (FOIA)</i>	5 ILCS 140/1
<i>State Records Act</i>	5 ILCS 160/1 (see also 50 ILCS 205/1)
<i>Electronic Commerce Security Act (digital signature)</i>	5 ILCS 175/1
<i>Identity Protection Act</i>	5 ILCS 179/1
<i>Intergovernmental Cooperative Act</i>	5 ILCS 220/1
<i>Oaths and Affirmations Act</i>	5 ILCS 255/0.01
<i>Illinois Public Labor Relations Act</i>	5 ILCS 315/1
<i>Illinois Governmental Ethics Act</i> (Disclosure of Economic Interests)	5 ILCS 420/4A-101
<i>State Officials and Employees Ethics Act</i>	5 ILCS 430/1-1
Elections	
Election Code	10 ILCS 5/1-1
Campaign Finance Reporting	10 ILCS 5/10-6.1
Executive Officers	
<i>State Library Act</i>	15 ILCS 320/1
<i>Illinois Literacy Act</i>	15 ILCS 322/1
Finance	
<i>Public Funds Statement Publication Act</i>	30 ILCS 15/1 (see also 50 ILCS 305/1)
Statement of Receipts and Disbursements	30 ILCS 15/1 (see also 50 ILCS 305/1)
<i>Public Funds Investment Act</i>	30 ILCS 235/1 (see also 50 ILCS 340/1)
Interest Rate on Public Debt	30 ILCS 305/2
<i>Local Government Debt Reform Act</i>	30 ILCS 350/1
Illinois Procurement Code	30 ILCS 500/1
<i>Joint Purchasing Act (Governmental)</i>	30 ILCS 525/1
<i>Architectural, Engineering, and</i> <i>Land Surveying Qualifications Based Selection Act</i>	30 ILCS 535/1 & 50 ILCS 510/0.01
<i>Drug Free Workplace Act</i>	30 ILCS 580/1
Revenue	
Property Tax Code (formerly <i>Revenue Act</i>)	35 ILCS 200/1-1
Estimate of Revenues	35 ILCS 200/18-50
<i>Truth in Taxation Law</i>	35 ILCS 200/18-55
<i>Property Tax Extension Limitation Law (PTELL)</i>	35 ILCS 200/18-185
<i>Fiscal Responsibility Report Card</i>	35 ILCS 200/30-30
Pensions	
Illinois Municipal Retirement Fund (IMRF)	40 ILCS 5/7-171
Local Government	
Conflict of Interest (<i>Public Officer Prohibited Activities Act</i>)	50 ILCS 105/3
<i>Public Officers Simultaneous Tenure Act</i>	50 ILCS 110/1
<i>Time Off for Official Meetings Act</i>	50 ILCS 115/1

<i>Local Government Employees Political Rights Act</i>	50 ILCS 135/1
<i>Local Government Wage Increase Transparency Act</i>	50 ILCS 155
<i>Local Records Act</i>	50 ILCS 205/1 (see also 5 ILCS 160/1)
<i>Local Government Financial Statement Act</i>	50 ILCS 305/1 (see also 30 ILCS 15/1)
<i>Governmental Account Audit Act</i>	50 ILCS 310/1
<i>Illinois Municipal Budget Law</i>	50 ILCS 330/1
<i>Investment of Municipal Funds Act</i>	50 ILCS 340/1 (see also 30 ILCS 235/1)
<i>Tax Anticipation Note Act</i>	50 ILCS 420/0.01
<i>Local Government Prompt Payment Act</i>	50 ILCS 505/1
<i>Local Government Professional Services Selection Act</i> (exempted in 720 ILCS 5/33E-13)	50 ILCS 510/0.01
Municipalities	
Removal of Officer (appointed library board member)	65 ILCS 5/3.1-35-10
Levy and Collection of Taxes	65 ILCS 5/8-3-2
Time for Paying over of Tax Monies	65 ILCS 5/8-3-3
<i>Tax Increment Allocation Redevelopment Act</i> (TIF)	65 ILCS 5/11-74.4-1
Libraries	
<i>Illinois Local Library Act</i>	75 ILCS 5/1-0.1
<i>Illinois Library System Act</i>	75 ILCS 10/1
<i>Public Library District Act of 1991</i>	75 ILCS 16/1
Nomination of Candidates (<i>Public Library District Act</i>)	75 ILCS 16/30-20
Ownership of Library Building	75 ILCS 16/10-45 & 75 ILCS 16/5-40
<i>Library Records Confidentiality Act</i>	75 ILCS 70/1
Public Health	
<i>Environmental Barriers Act</i> (Illinois Accessibility Code)	410 ILCS 25/1
<i>Equitable Restrooms Act</i>	410 ILCS 35/1
<i>Smoke Free Illinois Act</i>	410 ILCS 82/1
Public Safety	
<i>Firearm Concealed Carry Act</i>	430 ILCS 66/1
Notices	
<i>Notice by Publication Act</i>	715 ILCS 5/1
<i>Newspaper Legal Notice Act</i>	715 ILCS 10/1
Criminal Offenses	
Theft of (Library Material)	720 ILCS 5/16-0.1 & 720 ILCS 5/16-3
<i>Official Misconduct</i>	720 ILCS 5/33-1
<i>Public Contracts Act</i> (Interference, bid rigging)	720 ILCS 5/33E-1
Civil Liabilities	
<i>Parental Responsibility Law</i>	740 ILCS 115/1
<i>Right to Breastfeed Act</i>	740 ILCS 137/1
<i>Illinois Wage Assignment Act</i>	740 ILCS 170/1
Civil Immunities	
<i>Local Government Employee Tort Immunity Act</i>	745 ILCS 10/1-101
<i>Employment Record Disclosure Act</i>	745 ILCS 46/1
Property	
<i>Right of Publicity Act</i>	765 ILCS 1075/1

Human Rights	
<i>Illinois Human Rights Act</i>	775 ILCS 5/1-101
Business Transactions	
<i>Personal Information Protection Act</i>	815 ILCS 530/5
Employment	
<i>Illinois Collective Bargaining Successor Employer Act</i>	820 ILSC 10/0.01
<i>Personnel Record Review Act</i>	820 ILCS 40/0.01
<i>Right to Privacy in the Workplace Act</i>	820 ILCS 55/1
<i>Employee Credit Privacy Act</i>	820 ILCS 70/1
<i>Minimum Wage Act</i>	820 ILCS 105/1
<i>Equal Pay Act</i>	820 ILCS 112/1
<i>Wage Payment and Collection Act</i>	820 ILCS 115/1
<i>Prevailing Wage Act</i>	820 ILCS 130/0.01
<i>One Day Rest in Seven Act</i>	820 ILCS 140/3
<i>School Visitation Rights Act</i>	820 ILCS 147
<i>Victims' Economic Security and Safety Act</i>	820 ILCS 180/1
<i>Workers' Compensation Act</i>	820 ILCS 305/1
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
<i>Public Employee Armed Services Rights Act</i>	5 ILCS 330/1
<i>Service Member's Employment Tenure Act</i>	330 ILCS 60/1

Appendix B (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 emailed (via an email form on the website noted above) to the Illinois State Archives:

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

Appendix C (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 the *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 D (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; or current edition
4. ALA's *Freedom to Read Statement* and *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 4.0: 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 periodically 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. Diamond, Stewart H. and W. Britt Isaly. *Financial Manual for Illinois Public Libraries*. Chicago: Illinois Library Association, 2007

Appendix E (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	.50	.75	1.00
1,000-2,499	1.00	.25	.50	1.00	1.50
2,500-4,999	1.00	.25	.50	1.00	1.00
5,000-9,999	2.00	.25	.50	1.00	1.50
10,000-14,999	4.00	.25	.50	1.00	1.25
15,000-24,999	8.00	.25	.50	.90	1.25
25,000-49,999	18.00	.25	.50	.75	1.00
50,000-74,999	30.00	.25	.50	.75	1.00
75,000-99,999	45.00	.25	.50	.75	1.00
Over 100,000	60.00	.25	.50	.75	1.00

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 hours a library should be open per week is 15, according to *Illinois Administrative Code* [23 Ill. Adm. Code 3030.110]; these standards recommend 25 in Chapter 4 (Access).

Appendix F (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 G (Recommended 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.

Appendix H (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 I (Collection Management Worksheet)

Chapter 7 (Collection Management) includes a standard that states: “The library spends a minimum of 8 to 12% of its operating budget on materials for patrons.” This worksheet is provided for library staff to determine how much of the operating budget is actually spent on materials.

Enter total costs for each line reflecting library’s fiscal year. The costs will mirror the costs used on IPLAR for prior fiscal year if it is a question on the report. No two libraries are alike and some libraries will have other “special” collections that be added to this checklist or might not have some of the collections listed below, and therefore those collection types should be removed.

Materials:	Cost:
Books (print) _____	\$ _____
E-Books _____	
Magazines/newspapers (print) _____	
Magazines/newspapers (electronic) _____	
Audio CDs _____	
Audio CDs (downloadable) _____	
DVDs _____	
DVDs (downloadable/streaming) _____	
Electronic Databases (available in-house & remotely) _____	
Computer Software _____	
Microfilm _____	
Local History resources _____	
Photographs _____	
Video Games _____	
Non-Book or Media _____	

Automation:	Cost:
Annual Cost for local automation system (including cataloging/circulation software as well as hardware necessary for operation) _____	\$ _____
OCLC Membership costs _____	
MARC Records costs _____	
Additional consortia cost _____	
Virtual reference service _____	

Supplies:	Cost:
Barcodes for circulating items and for patrons' cards	\$ _____
User library cards	_____
Processing supplies (example: spine labels, book covers, book table, RF tags, property stamps, etc.)	_____

Staffing:	Cost:
Based on a 40-hour week, determine approximately how many hours staff spend on task and multiply it by pay rate x 52 weeks. (Example: Cataloger— 25 hours per week X \$10 X 52=\$13,000)	\$ _____
Collection development/ordering staff	_____
Cataloging staff	_____
Circulation staff	_____
ILL staff	_____
Book page or shelver	_____
Training for staff	_____

Appendix J (New Facility Planning)

The construction of a new facility or expansion of an existing facility is a major milestone for any public library. When planning for construction the following guidelines should be followed.

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 facility should provide the maximum possible flexibility for future changes in design, furnishings, and technology.
6. Access to the internet through data/Wi-Fi 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: 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 4.0* 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.

Appendix K (Facility Management Checklists)

Ongoing Building Maintenance Checklist

- The library building should be maintained in a clean and sanitary condition at all times. Cleaning schedule can depend on frequency of use, and other factors.
- Elevators should be maintained at least annually, and should comply with applicable codes for safety.
- Roofs should be maintained at least twice a year or more frequently if required by the warranty. Additional inspection and maintenance work should be performed after every occasion where a contractor performs work on the roof (e.g., a rooftop chiller is replaced).
- The building facade should be inspected once a year.
- Parking lot resealing and restriping should be performed every one to three years.
- HVAC systems should be inspected and maintained at least twice a year (before summer and winter).
- Alarm system should be checked for proper operation at least once a year.
- Lighting should be inspected and replaced at least once every three months, unless they are inspected on a regular basis by the building staff. In some cases, defective lights must be replaced immediately. This includes exit lights, parking lot lights, and building exterior lights.
- Emergency lighting should be checked once a month.
- Sprinkler systems should be inspected as required by code, but at least once per year.
- Automatic doors should be inspected, adjusted and lubricated as required by code, but at least once every 6 months. Such doors may require more frequent work depending on traffic.
- Plumbing—Toilets, domestic water heater, and faucets: These systems should be maintained at least twice per year, including rodding of drain lines. Many components such as toilets may require maintenance on an as-needed basis. Sump pumps and back-up systems should be checked more frequently.
- Landscaping should be maintained weekly during season, and at least twice per year for cleanup, trimming, etc.
- Landscaping sprinklers should be checked and maintained twice a year.
- Carpet mats should be vacuumed on a regular basis, and shampooed at least once per year. Worn, loose, or torn carpeting should be replaced on an as-needed basis.
- Hard surface flooring should receive thorough cleaning and/or polishing once per year.
- Window cleaning should be performed at least once per year.

- Parking garages should be inspected and cleaned on an annual basis. Cleaning should include power washing to remove salt and other deposits.
- Other unique features, such as fountains, fireplaces, indoor planters, etc. should also be maintained on an as-required basis.
- Emergency generators should be checked for proper operation every week, and serviced as required by manufacturer.
- Snow removal should be performed on an as-needed basis (either self-performed or contracted).
- Egress paths should be checked once a month to ensure they are maintained open and free of obstructions.
- Electrical and mechanical rooms should be checked twice per year to ensure they are kept clean and clear of obstructions to reach the equipment.

Building Periodic Repair Checklist

- Tuck pointing of masonry: On an as-needed basis.
- Sealant repairs (window perimeters, masonry joints, etc.): On a three-to-five year interval.
- Interior painting and wall coverings: On an as-needed basis.
- Exterior painting including steel members that may corrode such as railings, etc.: Typically, once every three to five years.
- Wood and trim components: On an as-needed basis.
- Exterior and Interior Signage: Evaluate the appropriateness and condition of your signage once a year.
- Windows: Replace broken seals broken glass, caulking and glazing as needed.
- Parking lot: Perform patching, sidewalk repairs such as mud jacking, curb repairs, etc. as needed.
- Landscaping: Inspect trees and sod replacement every one to two years.
- Graffiti removal: Perform on an as-needed basis.
- Fencing repairs and painting: Perform on an as-needed basis. Painting is typically required every three to five years.
- Hardware: Items such as door knobs, locks, etc. should be repaired on an as-needed basis.

Capital Project Checklist

*Warranties and professional consultation should determine capital project items.

- Parking lot reconstruction (not routine sealing)
- Re-roofing
- Window replacement
- HVAC equipment replacement
- Lighting replacements and upgrades
- Building additions
- Interior remodeling (carpeting, walls, furnishings, etc.)
- Utility infrastructure including electrical feeds, cabling, fiber optics, generators, IT infrastructure, technology upgrades
- Major facade repairs
- Major code upgrades

Capital Asset Plan Item List

*Any item that is not accounted for in library operating budget should be on this list.

- Building structure
- Site elements such as parking lots, paving, site furnishings and signs
- HVAC systems
- Plumbing
- Elevators
- Building envelope including facade, windows, and roofs
- Furnishings

Environmentally Friendly Components

*The best time to upgrade for energy code conformance is when a library does replacement of library systems.

- Roof
- Mechanical systems
- Windows
- Library façade repair or replacement
- Lighting/LED
- Low-flow/water saving

Glossary (including acronyms)

24/7/365

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, email, 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. Published by LexisNexis.

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, a division of the American 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 users' reference needs through electronic means (email, 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.



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The FY2024 Public Library Per Capita and Equalization Aid grant application and expenditure report(s) documenting disbursement of the FY2022 award are due January 30, 2024.

FY2024 grant information can be found at [Public Library Per Capita and Equalization Aid Grants](#). Grant amounts of up to \$1.475 per person, based on the [population of the library's service area](#), are awarded annually to qualified Illinois public libraries. The Equalization Aid Grant provides additional support to help public libraries with a low library tax base to ensure a minimum level of funding for library services.

To be eligible, a public library shall meet all statutory requirements including providing library services that meet or show progress toward meeting Illinois public library standards. [75 ILCS 10/8.1](#) The FY2024 application presents a series of questions to determine the status of the library in relationship to "Serving Our Public 4.0 Standards for Illinois Public Libraries." Review the checklist at the end of each chapter to navigate the application and evaluate if the library meets, is making progress towards meeting, or does not meet each standard.

A new requirement this year is certification that the library meets [75 ILCS 10/8.7](#). It is the policy of the State to encourage and protect the freedom of libraries and library systems to acquire materials without external limitation and to be protected against attempts to ban, remove, or otherwise restrict access to books or other materials.

Illinois libraries are only eligible for state-funded grants if:

- They provide a written certification that they have adopted the American Library Association's Library Bill of Rights, specifically indicating reading materials should not be removed or restricted because of partisan or personal disapproval; or
- Provide their own policy statement prohibiting the practice of banning books or resources, similar to the following: The _____ library or institution name _____, shall protect the intellectual freedom of the library user, and shall prevent censorship of its library materials, ensuring items are not withdrawn from its library collection merely because individuals or groups object to the material.

Submit the required certification form by January 30, 2024. If your library has adopted the ALA's Bill of Rights, check the first box on the form. If the library board has approved a policy, check the second box on the form and attach a copy of your policy. For more information about this legislation, please visit <https://www.banbookbans.com/>.

Please complete and submit all forms as attachments in an email addressed to percapgrant@ilsos.gov no later than January 30, 2024. Please include the name of the city and library in the subject line of the message.

If you have already submitted the completed forms and received confirmation, there is no need to resubmit. Any questions should be directed to the Illinois State Library at 217-524-8836 or percapgrant@ilsos.gov.