

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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Publication design and composition by JDRB Design, Chicago, IL

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ISBN: 978-1-890249-05-2

Printed in the United States of America by Aspen Printing Services.

Library of Congress Cataloging-in-Publication Data

Illinois Library Association.

Serving our public 4.0: standards for Illinois public libraries.

pages cm.

Updated ed. of: *Serving our public 3.0: standards for Illinois public libraries/Serving Our Public Task Force*. 2009.

ISBN 978-1-8902490-05-2 (alk. paper)

1. Public libraries—Standards—Illinois. I. Illinois Library Association. *Serving Our Public Task Force*.

Serving our public 3.0 II. Title.

Z732.12139 2019

027.4773—dc23

2013049712

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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

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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 _____	

<i>Supplies:</i>	<i>Cost:</i>
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.)	_____

<i>Staffing:</i>	<i>Cost:</i>
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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