

NORTHBROOK PUBLIC LIBRARY IN-PERSON & VIRTUAL BOARD MEETING

October 15, 2020 | 7:30 p.m.

Northbrook Public Library Pollak Room & RingCentral Webinar

Register to attend the meeting virtually:

<https://visit.northbrook.info/event/4598605>

**After registering, you will immediately receive a confirmation email
containing joining information**

Regular Monthly Meeting Agenda

- 1 Call Regular Meeting to Order – Mr. Carlos Früm
- 2 Board of Trustees Roll Call – Ms. Jennifer McGee
- 3 Consent Agenda – Mr. Carlos Früm
 - 3.1 Approval of the Agenda
 - 3.2 Regular Session Minutes – September 27, 2020
 - 3.3 Cash Balances & Income Statement September 2020
 - 3.4 Approve Bills and Charges from September 2020
 - 3.5 File Detailed Statement of Receipts & Expenditures Per 50 ILCS 305/1
- 4 Public Comments
- 5 Staff Reports – Ms. Kate Hall
 - 5.1 Reopening Plan Update
- 6 Unfinished Business
 - 6.1 Boiler Ventilation Construction Project Update
 - 6.2 Equity, Diversity, & Inclusion Statement
 - 6.3 FY22 Tax Levy
- 7 New Business
 - 7.1 Per Capita Grant Requirements
 - 7.2 Staff Appreciation Week
 - 7.3 Restricted Funds Allocation Discussion
- 8 Agenda Building
- 9 Adjourn

FINAL VOTE OR ACTION MAY BE TAKEN AT THE MEETING ON ANY AGENDA ITEM SUBJECT MATTER LISTED ABOVE, UNLESS THE AGENDA LINE ITEM SPECIFICALLY STATES OTHERWISE.

The Northbrook Public Library is subject to the Requirements of the Americans with Disabilities Act of 1990. Individuals with disabilities who plan to attend any meetings of the Board and who require certain accommodations in order to allow them to observe and/or participate in this meeting, or who have questions regarding the accessibility of these meetings or the facilities are requested to contact Brodie Austin at 847-272-7074 promptly to allow the Northbrook Public Library to make reasonable accommodations for those persons. Hearing impaired individuals may establish TDD contact by calling 847-272-7074.

**NORTHBROOK PUBLIC LIBRARY
CASH BALANCES
9/30/2020**

		Beginning Balance	Cash Receipts	Expenditures	Ending Balance
<u>Operating</u>					
	General	8,544,692.92	235,867.16	548,303.47	8,232,256.61
	Restricted	226,545.99	60,640.08	4,378.12	282,807.95
	IMRF	751,429.01	10,680.00	33,524.78	728,584.23
	Fica	232,329.32	6,299.02	23,495.19	215,133.15
	Total Operating	\$ 9,754,997.24	\$ 313,486.26	\$ 609,701.56	\$ 9,458,781.94
<u>Capital Improvement</u>		\$ 5,298,670.38	\$ 651.29	\$ 36,305.00	\$ 5,263,016.67
<u>Debt Service</u>		\$ 134,277.87			\$ 134,277.87

Cash Detail	Operating	Capital Improvement	Debt Service
NB&T - Checking	248,678.98	(11,974.91)	134,072.62
PayPal	4,228.42	-	-
GSB - Money Market	225,917.40	-	-
Fifth Third - Checking/Money Market	8,974,967.45	5,271,481.72	-
US Bancorp	659.28	511.34	-
IMET	3,535.41	2,998.52	205.25
Petty Cash	795.00	-	-
Total	\$ 9,458,781.94	\$5,263,016.67	\$ 134,277.87

NB&T = Northbrook Bank & Trust
GSB = Glenview State Bank
IMET = Illinois Metropolitan Investment Fund
USB = US Bancorp

In May 2020, Northbrook Bank and Trust notified the Library that the Variable CD option that was offered was being sunsetted. The Accounts were closed and funds were rolled into the checking account for the Capital Improvement Fund and the Debt Service Fund.

Northbrook Public Library

Income Statement

9/30/20

	PY Month	CY Month	PY YTD	CY YTD	CY Budget	41.67%
01 - General Operating Fund						
Revenues						
Undesignated Revenue						
Property Tax Levy	\$4,262.95	\$162,143.89	\$7,268,162.07	\$6,762,166.78	\$7,289,188.00	92.77%
Replacement Tax	\$59,463.32	\$55,030.43	\$59,463.32	\$55,030.43	\$100,000.00	55.03%
Impact Fees	\$0.00	\$3,286.74	\$1,366.35	\$3,816.25	\$0.00	0.00%
Fines, Fees & Rentals	\$4,270.89	\$1,086.35	\$25,219.78	\$1,745.58	\$37,500.00	4.65%
Interest Income	\$18,721.44	\$1,134.11	\$76,474.37	\$9,626.65	\$50,000.00	19.25%
Other Income	\$68.81	\$1,599.39	\$7,241.57	\$13,794.96	\$100,000.00	13.80%
Total Undesignated Revenue	\$86,787.41	\$224,280.91	\$7,437,927.46	\$6,846,180.65	\$7,576,688.00	90.36%
Designated Revenue						
Gifts & Other Designated Income	\$6,221.00	\$60,615.08	\$25,394.43	\$63,350.11	\$100,000.00	63.35%
Designated Interest Income	\$57.41	\$25.00	\$242.53	\$122.14	\$0.00	0.00%
Total Designated Revenue	\$6,278.41	\$60,640.08	\$25,636.96	\$63,472.25	\$100,000.00	63.47%
Total Revenues	\$93,065.82	\$284,920.99	\$7,463,564.42	\$6,909,652.90	\$7,676,688.00	90.01%
Expenses						
Undesignated Expenses						
Materials & Services						
Books	\$77,472.32	\$93,728.64	\$382,257.54	\$357,806.08	\$923,000.00	38.77%
Audio Visual	\$62,231.91	\$86,374.62	\$321,098.40	\$332,736.99		0.00%
Videos/DVDs	\$9,420.84	\$4,069.36	\$32,182.55	\$11,109.03		0.00%
Programs	\$5,819.57	\$3,284.66	\$28,976.59	\$13,960.06		0.00%
OCLC	\$8,070.71	\$4,471.70	\$54,956.22	\$18,608.55	\$119,000.00	15.64%
CCS Shared Costs	\$15.25	\$0.00	\$9,500.37	\$8,537.03	\$21,000.00	40.65%
	\$0.00	\$0.00	\$33,020.72	\$33,292.21	\$82,000.00	40.60%
Total Materials & Services	\$85,558.28	\$98,200.34	\$479,734.85	\$418,243.87	\$1,145,000.00	36.53%
Human Resources						
General Salaries and Wages	\$293,739.68	\$304,147.25	\$1,516,651.33	\$1,526,903.96	\$3,928,756.00	38.86%
Maintenance Salaries & Wages	\$13,613.40	\$14,697.98	\$66,575.42	\$72,705.24	\$179,744.00	40.45%
Group Insurance	\$51,666.11	\$54,396.73	\$237,076.38	\$265,862.15	\$630,000.00	42.20%
Unemployment/Worker's Comp	\$0.00	\$0.00	\$17,619.09	\$17,385.52	\$27,000.00	64.39%
Staff Development	\$3,728.15	\$2,977.69	\$36,684.18	\$16,586.00	\$98,000.00	16.92%
Total Human Resources	\$362,747.34	\$376,219.65	\$1,874,606.40	\$1,899,442.87	\$4,863,500.00	39.06%

Northbrook Public Library

Income Statement

9/30/20

	PY Month	CY Month	PY YTD	CY YTD	CY Budget	41.67%
Operating Costs						
Photocopy	\$1,459.24	\$765.00	\$17,060.04	\$14,494.38	\$35,000.00	41.41%
Office & Library Supplies	\$3,935.47	\$8,579.35	\$23,560.58	\$37,504.29	\$70,000.00	53.58%
Software	\$20,621.07	\$12,716.23	\$66,551.71	\$42,333.77	\$95,000.00	44.56%
Postage	\$62.12	(\$289.19)	\$15,136.98	\$15,339.18	\$20,000.00	76.70%
General Insurance	\$0.00	\$0.00	\$44,773.88	\$46,138.02	\$59,000.00	78.20%
Telephone/Internet	\$864.10	\$367.99	\$6,015.75	\$17,031.66	\$36,000.00	47.31%
Professional Services	\$18,512.92	\$22,425.45	\$127,838.73	\$103,925.87	\$265,000.00	39.22%
Furniture, Equipment	(\$7,570.92)	\$409.56	\$34,697.70	\$24,819.55	\$100,000.00	24.82%
Equipment Rental & Maintenance	\$274.00	\$473.64	\$8,573.02	\$473.64	\$20,000.00	2.37%
Community Relations	\$490.71	\$4,650.83	\$12,703.18	\$9,366.72	\$48,000.00	19.51%
Total Operating Costs	\$38,648.71	\$50,098.86	\$356,911.57	\$311,427.08	\$748,000.00	41.63%
Maintenance						
Vehicle Expense	\$52.59	\$38.84	\$109.62	\$81.44	\$3,000.00	2.71%
Janitorial Supplies	\$1,517.11	\$4,857.33	\$16,726.38	\$13,667.77	\$45,000.00	30.37%
Utilities	\$5,481.57	\$2,301.89	\$19,066.52	\$6,539.42	\$53,000.00	12.34%
Building Repairs	\$0.00	\$3,283.00	\$4,357.00	\$5,034.50	\$30,000.00	16.78%
Contracted Services	\$10,445.59	\$11,302.41	\$63,536.53	\$41,328.82	\$135,000.00	30.61%
Total Maintenance	\$17,496.86	\$21,783.47	\$103,796.05	\$66,651.95	\$266,000.00	25.06%
Other Expenses						
Recruiting	\$0.00	\$0.00	(\$60.00)	\$0.00	\$500.00	0.00%
Contingency & Misc Exp	\$391.25	\$81.92	\$1,638.38	\$316.46	\$100,000.00	0.32%
Board Development	\$0.00	\$0.00	\$0.00	\$0.00	\$3,500.00	0.00%
Total Other Expenses	\$391.25	\$81.92	\$1,578.38	\$316.46	\$104,000.00	0.30%
Total Undesignated Expenses	\$504,842.44	\$546,384.24	\$2,816,627.25	\$2,696,082.23	\$7,126,500.00	37.83%
Designated Expenses						
Miscellaneous Designated Expenses	(\$2,971.98)	\$339.29	\$12,348.67	\$2,332.04	\$100,000.00	2.33%
Designated Materials Expense	\$772.69	\$163.83	\$3,708.60	\$907.71	\$0.00	0.00%
Designated Capital Expense	\$4,965.00	\$0.00	\$4,965.00	\$0.00	\$0.00	0.00%
Designated Program Expense	\$3,100.00	\$3,400.00	\$12,170.00	\$14,599.17	\$0.00	0.00%
Total Designated Expenses	\$5,865.71	\$3,903.12	\$33,192.27	\$17,838.92	\$100,000.00	17.84%
Transfers & Other Financing Uses						
Transfer to CIF	\$0.00	\$0.00	\$0.00	\$0.00	\$425,000.00	0.00%
Transfer to Debt Service	\$0.00	\$0.00	\$0.00	\$0.00	\$25,000.00	0.00%
Total Transfers & Other Financing Uses	\$0.00	\$0.00	\$0.00	\$0.00	\$450,000.00	0.00%
Total Expenses	\$510,708.15	\$550,287.36	\$2,849,819.52	\$2,713,921.15	\$7,676,500.00	35.35%
NET SURPLUS/(DEFICIT)	(\$417,642.33)	(\$265,366.37)	\$4,613,744.90	\$4,195,731.75	\$188.00	

Northbrook Public Library

Income Statement

9/30/20

	PY Month	CY Month	PY YTD	CY YTD	CY Budget	41.67%
02 - IMRF/FICA Fund						
Revenues						
Undesignated Revenue						
Property Tax Levy-IMRF	\$279.30	\$10,680.00	\$476,186.58	\$445,406.37	\$490,000.00	90.90%
Property Tax Levy FICA	\$159.60	\$6,299.02	\$272,106.62	\$262,698.87	\$289,000.00	90.90%
Interest Income IMRF	\$0.00	\$0.00	\$30.80	\$2.92	\$1,500.00	0.19%
Interest Income FICA	\$0.00	\$0.00	\$17.61	\$1.90	\$1,500.00	0.13%
Total Undesignated Revenue	\$438.90	\$16,979.02	\$748,341.61	\$708,110.06	\$782,000.00	90.55%
Total Revenues	\$438.90	\$16,979.02	\$748,341.61	\$708,110.06	\$782,000.00	90.55%
Expenses						
Undesignated Expenses						
Human Resources						
Employer IMRF	\$26,149.45	\$33,524.78	\$134,168.04	\$168,385.56	\$400,000.00	42.10%
Employer FICA	\$22,610.52	\$23,495.19	\$117,048.38	\$118,027.44	\$289,000.00	40.84%
Total Human Resources	\$48,759.97	\$57,019.97	\$251,216.42	\$286,413.00	\$689,000.00	41.57%
Total Undesignated Expenses	\$48,759.97	\$57,019.97	\$251,216.42	\$286,413.00	\$689,000.00	41.57%
Total Expenses	\$48,759.97	\$57,019.97	\$251,216.42	\$286,413.00	\$689,000.00	41.57%
NET SURPLUS/(DEFICIT)	(\$48,321.07)	(\$40,040.95)	\$497,125.19	\$421,697.06	\$93,000.00	

Northbrook Public Library Income Statement 9/30/20						
	PY Month	CY Month	PY YTD	CY YTD	CY Budget	41.67%
03 - Capital Improvements Fund						
Revenues						
Undesignated Revenue						
Interest Income	\$2,633.52	\$651.29	\$10,486.49	\$6,632.16	\$25,000.00	26.53%
Other Income	\$0.00	\$0.00	\$0.00	\$7,189.00	\$0.00	0.00%
Total Undesignated Revenue	\$2,633.52	\$651.29	\$10,486.49	\$13,821.16	\$25,000.00	55.28%
Transfers & Other Financing Sources						
Transfer from General fund	\$0.00	\$0.00	\$0.00	\$0.00	\$425,000.00	0.00%
Total Transfers & Other Financing Sources	\$0.00	\$0.00	\$0.00	\$0.00	\$425,000.00	0.00%
Total Revenues	\$2,633.52	\$651.29	\$10,486.49	\$13,821.16	\$450,000.00	3.07%
Expenses						
Undesignated Expenses						
Capital Projects & Bond Expenses						
Renovation/Repair	\$0.00	\$12,200.00	\$305,419.20	\$673,070.02	\$2,837,178.00	23.72%
Professional Fees	\$5,026.68	\$24,105.00	\$7,609.28	\$72,980.40	\$250,000.00	29.19%
Furniture & Equipment	\$5,099.86	\$0.00	\$57,435.03	\$220,869.74	\$250,000.00	88.35%
Total Capital & Bond Expenses	\$10,126.54	\$36,305.00	\$370,463.51	\$966,920.16	\$3,337,178.00	28.97%
Total Undesignated Expenses	\$10,126.54	\$36,305.00	\$370,463.51	\$966,920.16	\$3,337,178.00	28.97%
Total Expenses	\$10,126.54	\$36,305.00	\$370,463.51	\$966,920.16	\$3,337,178.00	28.97%
NET SURPLUS/(DEFICIT)	(\$7,493.02)	(\$35,653.71)	(\$359,977.02)	(\$953,099.00)	(\$2,887,178.00)	

Northbrook Public Library

Income Statement

9/30/20

	PY Month	CY Month	PY YTD	CY YTD	CY Budget	41.67%
05 - Debt Service Fund						
Revenues						
Undesignated Revenue						
Property Tax Levy	\$301.19	\$11,496.82	\$513,520.18	\$479,471.77	\$527,476.00	90.90%
Interest Income	\$26.31	\$0.00	\$80.33	\$6.79	\$500.00	1.36%
Total Undesignated Revenue	\$327.50	\$11,496.82	\$513,600.51	\$479,478.56	\$527,976.00	90.81%
Total Revenues	\$327.50	\$11,496.82	\$513,600.51	\$479,478.56	\$527,976.00	90.81%
Expenses						
Undesignated Expenses						
Capital Projects & Bond Expenses						
Interest Payments	\$0.00	\$0.00	\$134,716.32	\$207,143.76	\$264,945.00	78.18%
Principal Payments	\$0.00	\$0.00	\$0.00	\$0.00	\$262,531.00	0.00%
Total Capital & Bond Expenses	\$0.00	\$0.00	\$134,716.32	\$207,143.76	\$527,476.00	39.27%
Total Undesignated Expenses	\$0.00	\$0.00	\$134,716.32	\$207,143.76	\$527,476.00	39.27%
Transfers & Other Financing Uses						
Other Financing Uses	\$0.00	\$0.00	\$0.00	\$0.00	\$500.00	0.00%
Total Transfers & Other Financing Uses	\$0.00	\$0.00	\$0.00	\$0.00	\$500.00	0.00%
Total Expenses	\$0.00	\$0.00	\$134,716.32	\$207,143.76	\$527,976.00	39.23%
NET SURPLUS/(DEFICIT)	\$327.50	\$11,496.82	\$378,884.19	\$272,334.80	\$0.00	

September 2020 Financial Summary

Total General Fund revenues collected to date is \$6,909,653 budget differences include:

- 92.77% of property taxes have been collected
- Fines and Fees are less than budget due to:
 - Not accepting payments in the Library due to COVID 19
 - Not assessing overdue fines due to a change in policy
 - We have collected lost material and makerspace fees via the online payment system
- Interest Income is less than expected due to COVID 19

Total General Fund expenditures are \$2,713,921, budget differences include:

- Programming costs are less than budget due to COVID 19
- Unemployment / Workers Compensation is paid annually and represents 10 months of expense
- Staff Development costs are less than budget due to COVID 19
- Supply costs are greater than budget due PPE purchases related to COVID 19
- Postage costs are greater than budget due to annual deposit being made in July
- General Insurance is paid annually and represents 10 months of expense
- Telephone is greater than budget due to booking of 6 months of Ring Central expense and expenses related to Employee Data/Phone reimbursement which were not budgeted
- Furniture, Equipment costs are less than budget due to COVID 19
- Equipment Repair & Maintenance is less than budget due to reduced use of equipment
- Community Relations is less than budget due to COVID 19
- Vehicle Expense is less than budget due to reduced use of the Trailblazer and not having major repair costs
- Janitorial Supplies is less than budget due to COVID 19
- Utilities is less than budget due to garbage service being reduced during the shutdown and only receiving 3 months of gas bills to date
- Contracted Services is less than budget due to annual invoicing for services

I want to highlight that the budget is allocated evenly throughout the year while actual expenditures are recorded as paid.

Northbrook Public Library
Bills, Charges and Transfers for Board of Trustee Approval
Month of September 20

Operating Funds

Library Claims List	\$	168,769.66
Librarian's Claims List	\$	11,546.81
Payroll	\$	305,017.11
Fica/IMRF	\$	57,019.97
ACH to IPBC	\$	67,348.01
Total Operating Funds	\$	<u>609,701.56</u>

Capital Improvement Fund

Claims List	\$	36,305.00
	\$	<u>36,305.00</u>

Debt Service Fund

Grand Total Library	\$	<u><u>646,006.56</u></u>
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Northbrook Public Library
Bank Register Report
Northbrook Bank & Trust General Checking

Transaction Number	Transaction Date	Reference	Payments	Description
24273	9/17/2020	Ancel Glink P.C.	\$1,175.00	monthly payment - professional services
24274	9/17/2020	Cloudbakers	\$11,700.00	annual payment - software
24275	9/17/2020	InfoGroup Library Division	\$9,018.00	annual payment - materials - database
24276	9/17/2020	Northbrook Hardware	\$728.15	monthly payment - janitorial supplies
24277	9/17/2020	Quality Process Consultants, Inc.	\$750.00	annual payment - staff development - final payment
24278	9/17/2020	Village of Northbrook Water Dept.	\$814.00	quarterly payment - utilities
24279	9/25/2020	Amazon	\$2,651.20	monthly payment - supplies
24280	9/25/2020	Amigos Library Services - LMC	\$796.00	annual payment - staff development
24281	9/25/2020	Baker & Taylor	\$39,178.35	monthly payment - materials
24282	9/25/2020	Bayscan Technologies	\$696.00	monthly payment - supplies
24283	9/25/2020	Best Quality Cleaning	\$5,920.00	monthly payment - contracted services - cleaning
24284	9/25/2020	Discovery Benefits, Inc.	\$2,648.98	monthly payment flexible spending, dependant care and commuter benefit
24285	9/25/2020	F.E. Moran Mechanical Services	\$3,283.00	monthly payment - building repairs
24286	9/25/2020	Garvey's Office Products	\$3,383.00	monthly payment - supplies
24287	9/25/2020	Jim Gill	\$1,000.00	monthly payment - programming
24288	9/25/2020	Grainger	\$2,938.11	monthly payment - janitorial
24289	9/25/2020	Grey House Publishing	\$4,050.00	annual payment - materials - database
24290	9/25/2020	Illinois Library Association	\$600.00	annual payment - staff development
24291	9/25/2020	Midwest Tape	\$4,987.86	monthly payment - materials
24292	9/25/2020	Niche Academy	\$1,290.00	annual payment - database
24293	9/25/2020	North American	\$1,281.13	monthly payment - janitorial
24294	9/25/2020	Northfield Township Food Pantry	\$1,500.00	annual payment - programming
24295	9/25/2020	Outsource Solutions Group, Inc.	\$18,196.68	monthly payment - professional services
24296	9/25/2020	Overdrive	\$11,810.09	monthly payment - materials
24297	9/25/2020	Proquest	\$10,705.68	annual payment - materials - database
24298	9/25/2020	Selden Fox, LTD	\$3,500.00	annual payment - professional services
24299	9/25/2020	Siemens Industry Inc.	\$1,987.50	quarterly payment contracted services
24300	9/25/2020	Symmetry Energy Solutions, LLC	\$975.89	monthly payment - utilities
24301	9/25/2020	Ann Torralba	\$900.00	monthly payment - programming
24302	9/25/2020	Tsai Fong Books, Inc.	\$1,809.02	monthly payment - materials
24303	9/25/2020	Uline	\$2,158.33	monthly payment - supplies
24304	9/25/2020	Universal Security Corporation	\$2,821.86	monthly payment - contracted services - guard for entrance
24305	9/25/2020	Value Line Publishing LLC	\$8,100.00	annual payment - materials - database
24306	9/25/2020	Vis-O-Graphic, Inc.	\$4,650.83	bi monthly payment - newsletter
24307	9/25/2020	Wells Fargo Vender Fin Serv	\$765.00	monthly payment - photocopy

\$168,769.66

Northbrook Public Library
Bank Register Report
Northbrook Bank & Trust Librarian Checking

Transaction Number	Transaction Date	Reference	Payments
50448	9/21/2020	Accurate Office Supply Co.	\$248.00
50449	9/21/2020	Advanced Disposal	\$512.00
50450	9/21/2020	Alert Protective Services	\$114.03
50451	9/21/2020	Anna Amen	\$12.00
50452	9/21/2020	American Library Association	\$129.00
50453	9/21/2020	American Library Association, Membership	\$148.00
50454	9/21/2020	Andertoons LLC	\$400.00
50455	9/21/2020	Aquatic Works LTD	\$175.00
50456	9/21/2020	Baker & Taylor Entertainment	\$413.30
50457	9/21/2020	Annette Bochenek	\$200.00
50458	9/21/2020	Nancy Buehler	\$250.00
50459	9/21/2020	CallOne	\$367.99
50460	9/21/2020	Cintas	\$284.02
50462	9/21/2020	Demco, Inc.	\$313.97
50463	9/21/2020	Dick Blick	\$31.18
50464	9/21/2020	Discovery Benefits - Simplify	\$109.50
50465	9/21/2020	Kelly Durov	\$104.69
50466	9/21/2020	Findaway World, LLC	\$63.74
50467	9/21/2020	Gale/Cengage Learning Inc.	\$185.94
50468	9/21/2020	Mark Gelfeld	\$200.00
50469	9/21/2020	Leslie Goddard	\$325.00
50470	9/21/2020	GovConnection, Inc.	\$409.56
50471	9/21/2020	Michael Hannon	\$3.00
50472	9/21/2020	HR Source	\$225.00
50473	9/21/2020	Illinois Library Association	\$450.00
50474	9/21/2020	Alisa Kusnitzow	\$125.00
50475	9/21/2020	Jez Layman	\$520.00
50476	9/21/2020	Lechner Services	\$257.62
50477	9/21/2020	Library Ideas LLC	\$483.40
50478	9/21/2020	Ron Mantegna	\$200.00
50479	9/21/2020	MatterHackers, Inc.	\$332.83
50480	9/21/2020	McMaster-Carr Supply Co.	\$77.28
50481	9/21/2020	Northbrook Public Library Foundation	\$90.00
50482	9/21/2020	Amy Norton	\$322.45
50483	9/21/2020	Old Town School of Folk Music	\$300.00
50484	9/21/2020	Pitney Bowes Inc.	\$511.96
50485	9/21/2020	Rachelle-Dorival Puccini	\$150.00
50486	9/21/2020	Victoria Rafalowski	\$7.99
50487	9/21/2020	Recorded Books, Inc.	\$41.60
50488	9/21/2020	Olga Rudiak	\$300.00
50489	9/21/2020	Runco Office Supply	\$188.79
50490	9/21/2020	Sheet Music Plus	\$107.14

Northbrook Public Library
Bank Register Report
Northbrook Bank & Trust Librarian Checking

Transaction Number	Transaction Date	Reference	Payments
50491	9/21/2020	Patricia Skalka	\$200.00
50492	9/21/2020	Sujin Song	\$100.00
50493	9/21/2020	Today's Business Solutions, Inc.	\$345.00
50494	9/21/2020	UPS	\$18.53
50495	9/21/2020	VBS CAL, LLC	\$497.28
50496	9/21/2020	VSP of Illinois, NFP	\$333.24
50497	9/21/2020	Lillian Vu	\$225.00
50498	9/21/2020	Well Being Journal	\$42.00
50499	9/21/2020	WEX Bank	\$38.84
50500	9/21/2020	Women's Health	\$16.94
50501	9/21/2020	Yami Vending Inc.	\$39.00

\$11,546.81

Northbrook Public Library
Bank Register Report
Northbrook Bank & Trust Capital Improvements

Transaction Number	Transaction Date	Reference	Payments	Description
1764	9/17/2020	F.E. Moran, Inc. - Fire Protection - North	\$12,200.00	Fire Sprinkler Replacement
1765	9/25/2020	Product Architecture + Design	\$19,000.00	1st Floor Renovation - RFID, Lobby, Circulation Workroom, Staff Lounge
1766	9/25/2020	Wiss, Janney, Elstner Associates, Inc.	\$5,105.00	Sealing & Coating Project - Exterior Façade
			<u>\$36,305.00</u>	

Northbrook Public Library Foundation
Financial Statements
September-20

Income Statement		
	Month to Date	Year to Date
Income		
Unrestricted Donations		
Brick Donations		600.00
Auditorium Chair Donations	1,000.00	1,000.00
Individual Donations		36.00
Corporate Donations		
Organizations Donations		
Whole Foods Donation		
HodgePodge Donation		
Grill House Donation		
Amazon Smile Donations	62.71	117.07
Total Unrestricted Donations	1,062.71	1,753.07
Interest Income-Unrestricted	4.26	19.80
Total Income	1,066.97	1,772.87
Expense		
Bank Fee		
Brick Expenses	135.00	270.00
Chair Expenses		
Filing Fee		28.00
Grant Transfer to NPL		
Postage		
Professional Fees		210.00
Software Expense		
Special Event Expense		
Total Expense	135.00	508.00
Net Income	931.97	1,264.87

Auditorium Chairs Available for Sale	218
Auditorium Chairs Sold through September 2020	51
Remaining Auditorium Chairs for Sale	167
Percent Sold	23%

24 x 24 Bricks Available for Sale	74
24 x 24 Bricks Sold through September 2020	74
Remaining 24 x24 Bricks Available for Sale	0
Percent Sold	100%

12 x 12 Bricks Available for Sale	1057
12 x 12 Bricks Sold through September 2020	853
Remaining 12 x 12 Bricks Available for Sale	204
Percent Sold	81%

Balance Sheet	
ASSETS	
Current Assets	
Checking/Savings	
MB Financial - Checking	6,426.32
MB Financial - Money Market	50,319.81
Total Checking/Savings	56,746.13
Accounts Receivable	
Due from NPL	-
Total Accounts Receivable	-
Total Current Assets	56,746.13
TOTAL ASSETS	56,746.13
LIABILITIES & EQUITY	
Equity	
Retained Earnings	55,481.26
Net Income	1,264.87
Total Equity	56,746.13
TOTAL LIABILITIES & EQUITY	56,746.13

Northbrook Public Library
Treasurer's Report
Fiscal Year Ended April 30, 2020

Cash and Investments at April 30, 2020

	Cash	Investments	Total
General Fund	8,378,815	3,535	8,382,350
Retirement Fund	921,678		921,678
Capital Projects Fund	6,015,138	457,962	6,473,100
Construction Fund		2,999	2,999
Debt Service Fund	337	5,253	5,590
Total Cash & Investments	15,315,968	469,749	15,785,717

Statement of Revenue

	General Fund	Retirement Fund	Capital Projects	Construction Fund	Debt Service	Total Library
Property Tax	7,252,236	746,655			512,398	8,511,289
State Replacement Tax	159,814					159,814
Fines, Fees, Rentals	111,093					111,093
Interest Income	127,926	12,443	48,796		221	189,386
Gifts, Designated, Grants	16,933					16,933
Gain on Investment	2,841			2,410	165	5,416
Miscellaneous	97,923					97,923
Total Revenue	7,768,766	759,098	48,796	2,410	512,784	9,091,854

Summary Statement of Operations

	General Fund	Retirement Fund	Capital Projects	Construction Fund	Debt Service	Total Library
Revenues	7,768,766	759,098	48,796	2,410	512,784	9,091,854
Expenses	(6,556,657)	(630,481)	(827,975)		(528,404)	(8,543,517)
Bond Issuance & Premium			4,075,418			4,075,418
Interfund Transfers	(746,710)		730,925		15,785	
Excess of Revenue & Financing Sources Over Expenditures	465,399	128,617	4,027,164	2,410	165	4,623,755

CASH DISBURSEMENT

3D Universe - \$5887.65; Advanced Disposal - \$6,708.74; Amalgamated Bank of Chicago - \$528,403.00; Amazon - \$33,641.72; Anna Amen - \$1,362.58; American Library Association, Membership - \$5,025.00; Ancel Glink P.C. - \$11,080.00; Apple Books - \$6,507.35; Applied Communications Group - \$10,615.89; Aquatic Works LTD - \$2,100.00; ATI - \$8,057.00; Backstage Library Works - \$27,375.00; Baker & Taylor - \$337,015.06; Baker & Taylor Entertainment - \$10,425.71; BambooHR - \$8,533.27; Bayscan Technologies - \$4,385.30; Belson Outdoors, LLC - \$3,112.50; Best Buy Business Advantage Account - \$1,699.97; Best Quality Cleaning - \$53,982.04; Better Containers Mfg. Co. - \$1,269.65; Bibliotheca, LLC. - \$25,651.43; Blackbaud - \$4,975.00; Brainfuse Inc. - \$1,050.00; Nancy Buehler - \$2,000.00; Building Technology Consultants, Inc. - \$5,982.60; CallOne - \$11,302.59; Calor Design Group, Ltd. - \$7,392.50; Carahsoft Technology Corporation - \$7,000.00; CDW Government, Inc. - \$30,080.80; Ceiling Guys - \$5,000.00; CenterPoint Energy Services, Inc. - \$40,864.77; Chicago Backflow, Inc. - \$2,350.00; Cintas - \$7,805.50; Cloudbakers - \$11,520.00; Colley Elevator Co. - \$4,849.92; Comcast - \$1,830.20; Computype, Inc. - \$1,290.79; Cooperative Computer Service - \$118,622.12; Costco - \$1,456.30; Demco, Inc. - \$17,829.81; Discovery Benefits - Simplify - \$1,351.50; Discovery Benefits, Inc. - \$34,484.66; Dornfeld Piano Tuning - \$3,040.00; David Drazin - \$1,100.00; EBSCO Information Services - \$51,806.33; ECO Promotional Products, Inc. - \$1,566.84; Encyclopaedia Britannica, Inc. - \$1,365.00; F.E. Moran Mechanical Services - \$17,195.11; F.E. Moran, Inc. - Fire Protection - \$27,420.00; F.E. Moran, Inc. - Plumbing - \$2,480.00; Fast Signs - \$8,633.24; Findaway World, LLC - \$1,541.34; First Bankcard - \$58,279.96; Freeman Pictures, Inc. - \$1,750.00; Fun Express, LLC - \$1,600.68; Gale/Cengage Learning Inc. - \$12,361.26; Garaventa USA Inc. - \$1,988.58; Mark Gelfeld - \$1,900.00; Getty Images (US), Inc. - \$1,080.00; Glenbrook HSD 225 - Business Services - \$10,440.00; Bridget Golembiewski - \$1,029.82; Benjamin Goluboff - \$2,500.00; GovConnection, Inc. - \$12,824.82; Grainger - \$15,250.13; Grand Stage - \$2,550.00; Grey House Publishing - \$7,287.20; Grill House - \$1,415.00; Kathryn Hall - \$2,227.92; Jayne Herring - \$1,750.00; Highland Park Public Library - \$1,716.00; H-O-H Water Technology Inc. - \$4,000.00; HR Source - \$10,534.00; Illinois Library Association - \$4,793.10; Impact Networking LLC - \$18,670.99; InfoGroup Library Division - \$9,018.00; Intergovernmental Personnel Benefit Cooperative (IPBC) - \$741,494.00; Interior Investments, LLC - \$12,789.61; ITsavvy LLC - \$14,288.20; Jo-Ann Stores LLC - \$1,045.00; Josh's - \$2,415.00; Kanopy LLC - \$6,025.00; Kimley-Horn and Associates, Inc. - \$7,800.00; Kingsley Companies - \$1,844.55; Kloepper Construction Inc - \$22,487.37; David Kosrow - \$3,070.00; LaForce - \$1,205.00; Lakeshore Learning Materials - \$1,163.75; Helen Lazzaro - \$1,000.00; Lechner Services - \$2,419.43; Libraries First - \$6,325.00; Library Furniture International, Inc. - \$11,250.00; Library Ideas LLC - \$2,609.42; Limricc - UCGA - \$4,812.43; Little Free Library LTD - \$1,048.00; LogMeIn USA, Inc - \$7,040.00; LR Consulting LLC - \$3,000.00; MakerBot Industries, LLC - \$1,234.42; Mango Languages - \$3,238.32; Ron Mantegna - \$2,200.00; Mechanical Concepts of Illinois, Inc - \$8,550.00; Menard Consulting, Inc. - \$1,800.00; Mergent, Inc. - \$2,629.00; Midwest Tape -

\$130,785.50; Kathleen Jo Zeigler Mitchem - \$1,800.00; Moore Landscapes, LLC - \$5,138.25; Morningstar, Inc. - \$6,278.00; Neuco Inc. - \$1,478.72; New York Times - \$2,106.00; NewsBank, Inc. - \$11,472.00; NFIP Direct Servicing Agent - \$4,389.00; Niche Academy - \$1,290.00; North American - \$13,379.09; North Town Auto Service - \$2,110.61; Northbrook Chamber of Commerce & Industry - \$1,360.00; Northbrook Dairy Queen - \$2,625.00; Northbrook Hardware - \$2,689.61; Ocooch Hardwoods - \$3,175.83; Old Town School of Folk Music - \$4,525.00; Olsson Roofing Company, Inc. - \$1,800.00; Helena Osorio - \$1,400.00; Outsource Solutions Group, Inc. - \$226,420.07; Overdrive - \$59,813.16; Pace Systems INC - \$6,250.00; Panera, LLC - \$1,297.38; Pepper Construction Co. - \$372,079.66; Petersen Bros. Plastics, Inc. - \$3,328.80; Petty Cash Custodian - \$1,067.95; Product Architecture + Design - \$35,785.67; Promos 911, Inc. - \$4,632.72; Proquest - \$48,937.32; Reaching Across Illinois Library System - \$18,631.50; Rebecca Teasdale & Assoc. LLC - \$6,000.00; Record Information Services, Inc. - \$1,330.00; Recorded Books, Inc. - \$12,642.71; Red Books LLC - \$3,287.50; Reserve Account - \$15,000.00; Ring Central Inc - \$36,614.89; Olga Rudiak - \$5,400.00; Runco Office Supply - \$13,559.01; Susan Schmittroth - \$1,207.96; Scholastic Inc - \$2,697.09; Scholastic Library Publishing - \$3,329.00; Schroeder Asphalt Services, Inc. - \$187,394.78; Selden Fox, LTD - \$10,916.00; Service Building Maintenance, Inc. - \$6,495.00; Shadeology - \$4,480.00; Sheet Music Plus - \$1,102.80; SHI International Corp. - \$9,106.98; Siemens Industry Inc. - \$7,781.25; Snow Systems, Inc. - \$9,600.00; Spiral Binding LLC - \$1,935.97; StackMap LLC - \$1,149.00; Sterling Services, Inc. - \$8,210.70; Sunset Food Mart, Inc. - \$1,118.15; Swank Motion Pictures Inc. - \$8,437.00; Systems Technology Group - \$1,995.00; Tee Jay Service Company, Inc. - \$2,319.00; The Hanover Insurance Company - \$39,829.0; The Home Depot Credit Services - \$3,339.55; Thomson Reuters -West Payment Ctr. - \$3,613.76; Tier One Tactical Solutions, LLC - \$6,500.00; Today's Business Solutions, Inc. - \$10,973.60; Travelers CL Remittance Center - \$38,821.00; Tsai Fong Books, Inc. - \$2,957.26; Tumbleweed Press Inc. - \$5,400.00; Uline - \$9,070.72; Universal Film Exchanges LLC - \$2,200.00; Value Line Publishing LLC - \$9,575.00; Vernon Library Supplies Inc. - \$2,236.42; Village of Northbrook Water Dept. - \$9,881.96; Vis-O-Graphic, Inc. - \$26,988.49; VSP of Illinois, NFP - \$3,505.22; Wall Street Journal - \$1,079.76; Warehouse Direct - \$48,785.89; Wells Fargo Vender Fin Serv - \$9,945.00; Wiss, Janney, Elstner Associates, Inc. - \$22,557.48; Xerox Corporation - \$7,968.51; Xpress Video Productions, Inc. - \$2,250.00; Yami Vending Inc. - \$3,195.13;

PAYROLL:

Under \$24,999:

Alteri - \$16,717.08; Amundsen - \$5,670.98; Balog - \$3,188.48; Baran - \$18,516.27; Becker - \$18,669.61; Bellman - \$1,575.96; Born - \$22,433.13; Burman - \$2,635.29; Cha - \$996.93; Chase - \$19,620.50; Coffman - \$7,227.87; Cotini - \$786.68; Czechorski - \$16,880.70; Demeas - \$609.84; Dhiensiri - \$644.48; Edwards - \$6,718.54; Faedtke - \$18,797.25; Farrell - \$11,419.59; Fentress - \$2,258.19; Gepson - \$15,320.45; Giel - \$9,653.41; Gould - \$2,171.52; Grossman - \$8,413.49; Gutmann - \$1,553.64; Haberkorn - \$73.05; Hafner - \$3,744.33; Henry -

\$18,259.78; Hewerdine - \$22,726.06; Hoban - \$4.94; Huh - \$20,369.41; Jacob - \$1,357.62; Jaffery - \$23,275.15; Kaplan - \$14,444.76; Karahalios - \$17,674.31; Kim - \$2,376.52; Koslow - \$2,050.73; Krygeris - \$1,928.41; Lee, Seyoung - \$20,361.29; Lee, Sunkyung - \$2,941.23; Mackin - \$511.08; Malamud - \$10,966.88; Marcum - \$4,011.04; Mayer, S - \$19,461.14; McDonald - \$9,496.06; McGill - \$9,701.87; Migley - \$3,892.56; Miller, J. - \$8,934.34; Miller - \$210.97; Molloy - \$3,557.20; Munday - \$9,474.88; Murray - \$20,448.17; Nava - \$8,083.53; Nguyen - \$5,107.41; Noblet - \$7,027.68; Osikowicz - \$16,224.40; Perley - \$13,253.91; Petrova - \$3,068.85; Phelan - \$14,952.97; Pike - \$1,879.26; Rucci - \$21,104.00; Romano - \$4,733.86; Russotto - \$1,263.24; Saks - \$14,280.20; Sato - \$14,140.43; Schachtschneider - \$3,773.69; Schmidt - \$24,626.70; Shapiro - \$4,165.86; Sharda - \$19,362.73; Sharma - \$10,198.93; Siegel, D - \$12,300.29; Simmons - \$21,127.62; Simpson - \$17,846.52; Stack - \$5,515.48; Strom - \$22,998.25; Stuart - \$866.02; Suarez - \$2,498.46; Talaefard - \$9,741.75; Vi - \$13,666.98; Villanueva - \$9,657.15; Voronova - \$12,234.96; Wallace - \$10,872.55; Wargin - \$1,660.78; Wawer - \$19,704.85; Wilder - \$8,685.02; Wilson - \$2,753.35; Wright, J - \$17,909.26;

\$25,000 - \$49,999:

Anderson - \$37,283.08; Ashman - \$44,370.40; Beach - \$32,622.00; Brugger - \$48,095.77; Carroll - \$45,988.80; Cirignani - \$37,388.40; Collins - \$49,713.36; Couch - \$37,078.08; Duncan-McGee - \$26,373.18; Goese - \$32,622.00; Golembiewski - \$47,409.84; Hannon - \$45,309.36; Hannon - \$27,331.91; Haynes - \$45,341.04; Hill - \$48,937.68; Kaminski - \$47,398.80; Lopez - \$45,309.36; Miller - \$34,319.76; Mistalski - \$26,187.17; Nelson - \$38,265.90; O'Donnell - \$27,084.40; Quinlan - \$37,703.04; Reid - \$26,813.49; Rustemeyer - \$49,086.00; Siegel, L - \$40,003.30; Siwinski - \$36,338.16; Valene - \$38,958.96; Vering - \$47,577.12; Wright, B - \$31,857.01;

\$50,000 - \$74,999:

Doyle - \$72,742.24; Fillmore - \$58,612.86; Franklin - \$57,447.96; Gossage - \$58,676.40; Hominick - \$51,801.12; Huie - \$51,599.04; Keaton - \$60,956.68; Kosuge - \$59,280.98; Margis - \$58,513.92; Norton - \$71,848.44; Pekara - \$54,102.96; Perrenot - \$69,209.80; Rustman - \$50,137.92; Schlernitzauer - \$73,793.04; Scodius - \$50,137.92; Seeger - \$64,659.60; Thomann - \$74,297.04; Wolf - \$74,118.24;

\$75,000 - \$99,999:

Austin - \$86,501.28; Durov - \$85,898.40; Haddad - \$77,667.36; Mayer, B - \$77,667.36; Prioletti - \$76,120.34; Skittino - \$75,382.36;

Over \$100,000:

Amen - \$102,959.04; Hall - \$135,199.92;

DIRECTOR'S REPORT

AGENDA ITEMS

3 Consent Agenda

Including in the consent agenda is the annual list of expenditures that we are required to approve

4 Public Comments

Any public comments received in the chat will be read aloud by Phil Collins to enter them into the record for the meeting.

6 Unfinished Business

6.1 Boiler Ventilation Construction Project Update

Anna will provide a verbal update.

6.2 Equity Diversity Inclusion Statement

A memo with the different options is included in your packet.

6.3 FY22 Tax Levy

Anna has updated the levy and included three options for your discussion and approval.

7 New Business

7.1 Per Capita Grant Requirements

There is a memo about the annual per capita grant requirements from the Illinois State Library in your packet. We will be discussing the newest edition of Serving Our Public 4.0

7.2 Staff Appreciation Week

Normally this is the month the board discusses bringing in treats for the staff.

Obviously, food is a much more challenging option right now and so the board will need to discuss whether you still want to do this this year and if so, how to do it safely.

7.3 Restricted Funds Allocation Discussion

We have received some bequests that are in the restricted funds account. Anna and I would like to discuss with the board what you would like to do with these monies. A memo and supporting documentation are in your packet.

LIBRARY UPDATES

Programming

- In November, we will be switching from RingCentral (our phone provider) to Zoom Meetings and Webinars. When the pandemic began, RingCentral provided us with free meetings for up to 100 people. That will soon be ending and based on patron feedback and pricing, we are switching to Zoom starting November 1.
- In early September, EDI Committee member Jill Franklin was approached by the Highland Park Public Library about co-hosting, along with ten other libraries, a virtual author program with Dr. Ibram Kendi. The application has been submitted and is awaiting approval by the author. We hope to offer this program in November.
- The library hosted its first live-streamed concert from the auditorium, featuring blues musician Studebaker John on September 17. Fiction & Media staff worked with IT to determine equipment needed and the best way to set up for this and future live streaming events.
- The annual September Silent Film series was moved to a virtual event this year, and featured introduction videos by silent-film accompanist David Drazin.
- We are partnering with the JCC on their virtual Social Justice Film Series. This exclusive series of film and conversation will focus on racial equality, social justice, human rights and the alliance between the Black and Jewish communities.
- We have launched a new year of 1000 Books before Kindergarten. This year, Youth Services Library Anna Fillmore came up with the idea to provide special recordings of local Chicagoland musicians singing public access songs and nursery rhymes to parents and their children for each 100 books. This was in response to the pandemic, but we are excited to offer patrons this unique prize and think it will be well received.
- Programs on local history continue to be very popular. Chicago's Bygone Department Stores presented by Leslie Goddard received great feedback. Over 100 people logged into the live program and about 75 viewed it in the next 2 days following the program.
- A programmers summit event was held featuring facilitator Kristin Arnold to provide training to program staff on how they can better moderate programs both in person and online. We continue to look for opportunities to train staff on how to better facilitate virtual programs.
- We are partnering with the Village and Park District to offer a Halloween Spooky Trail. Residents and businesses are encouraged to decorate their home or business by Monday, October 19 to be listed on the Spooky Trail Route. On Saturday, October 31, people can come to the library parking lot to pick up information and goody bag and enjoy some live music while in their car. We are happy to partner with the other units of local government to offer this safe alternative to trick-or-treating.

Patron Assistance

- Fiction & Media added several titles that address racism and social justice to our book discussion collection to meet patron demand.
- Staff completed 34 homebound deliveries of 90 items in September. One visit was made to coordinate a replacement library card.
- We continue to offer virtual technology help; staff held 26 1:1 sessions this month and the most frequent topics are help with MS office software and ebooks on mobile devices.
- An interesting question came into the Reference Desk in September. A patron requested resources on “Understanding Diversity in Colleges and Workplace.” We were able to find 7 books that were available on shelf and also instructed the patron on how to search EBSCO to find articles using search terms and filters.
- We will be discontinuing all newspaper subscriptions except for one copy of the New York Times, Wallstreet Journal, Chicago Sun-times and Chicago Tribune until we allow patrons to access newspapers again in the library. We will continue to promote Press Reader and Proquest for online access to newspapers.
- Youth Services started a Grab N Go Book service, offering patrons bags of preselected books on different topics. It has proven very popular thus far.
- We are continuing to see our new eBook platform, Axis 360 gain more and more users as you can observe from the graphic below:

SUMMARY REPORT						
Library Name	Month Of Year	Bar Code	Is New User	Total Checkouts	Total EBook Checkouts	Total Audio Checkouts
Field Middle School	Total by Library		103	484	462	22
Greenbriar School	Total by Library		103	371	308	63
Henry Winkelman Elementary School	Total by Library		207	1096	1031	65
Hickory Point School	Total by Library		44	97	96	1
Maple School - Northbrook	Total by Library		161	533	504	29
Meadowbrook School	Total by Library		87	423	380	43
Northbrook Junior High School	Total by Library		252	367	346	21
NORTHBROOK PUBLIC LIBRARY	Total by Library		204	1662	1550	112
Shabonee School	Total by Library		8	58	58	0
Wescott School	Total by Library		27	27	25	2
Westmoor School	Total by Library		91	294	275	19
Willowbrook School	Total by Library		8	19	15	4
Wood Oaks Junior High School	Total by Library		139	244	213	31
Grand Total			1434	5675	5263	412

Behind the Scenes

- The RFID tagging project will be starting in November. We are working with Backstage which specializes in library tagging projects. They will be onsite in mid-October to start the temporary hiring process. Tagging will commence in November and should wrap up by the end of the year.

- We are continuing to hold off on filling most of the open positions we have. Change in Status/Position:
 - Catherine Simmons, changed from regular part-time Fiction & Media Assistant to part-time/substitute status on September 16.

Terminations/Retirements:

(Terminations refer to all persons leaving library employment for any reason, including resignations and retirements)

- Ruth Hafner, part-time/substitute Librarian (F&M) retired effective September 30 after 40 years at the library!
- Laurie Prioletti partnered with the Village to offer our annual Wellness Days. Approximately 40 staff/spouses were scheduled for a biometric screening and/or flu vaccination.
- We continue to work with the Northshore Radio Club to refine our ham radio partnership. Maintenance ran two new antennae cables to their rooftop ham radio antennae to improve the signal. We appreciate this partnership and look forward to a time in the future when we can more actively highlight this project.
- A steering committee has been formed to oversee the direction and projects of the EDI committee. Michelle Mistalski, Susan Wolf, and co-chairs Maggie Thomann and Summer Kosuge will be acting as the steering committee. All members have enrolled in the three week workshop Equity in Action: Fostering an Antiracist Library Culture from Library Journal.
- We have been rolling out Bamboo HR for better managing our internal HR practices. Laurie Prioletti and Jennifer McGee have spearheaded the project and are now implementing the employee satisfaction survey that is part of the software package. We are looking forward to using this robust system to help us streamline some of our HR practices.
- Since 2015, we have had ongoing issues with the lighting in Pollak. Anna Amen worked with KSA Lighting and 3E Electric to come up with a permanent solution which is now being implemented.
- The volunteer committee oversaw having staff write cards to the library's ongoing volunteers. Although we have not been able to have volunteers work in the library since March, we wanted to let them know we are thinking of them and thankful for all that they do for the library.
- Phil Collins has begun coordinating the testing of a new Communico patron app for iOS devices. Once the Apple test is completed, Communico will work on the changes we request. Then we will test the Android version. If you are interested, the test version of the app can be accessed by downloading the Test Flight app. Then, on the same device, visit: <https://testflight.apple.com/join/AVQMaKpy>. We know that we have patrons that would appreciate having an app again and look forward to being able to roll this out in the future.
- We continue to help the village in promoting information about how to vote in the upcoming election.

- We are finally starting to see an increase in shipments from our book distributors. There was definitely a supply chain disruption, but we are now starting to get caught up on the items we ordered.
- Staff from multiple departments continue to help Circulation keep up with the curbside demand. We are grateful to have staff from throughout the library willing to help as we are currently down 8 staff members in Circulation.
- We are applying for the Institute for Museum and Library Services National Medal for Museum and Library Service. This award is the nation's highest honor for institutions that make significant and exceptional contributions to their communities. We are focusing on our response to the pandemic and how we have continued to offer services and programs to our patrons during this time. The application is due in November and winners are announced in the spring.

Kate Hall, Executive Director

COLLABORATORY UPDATE

Prepared by: Cathleen Doyle
September, 2020

PROJECTS



APPOINTMENTS

From September 1 through September 30, we helped 52 people with their projects.

3D PRINTS

Eighteen items were printed for patrons.

VIRTUAL PROGRAMS

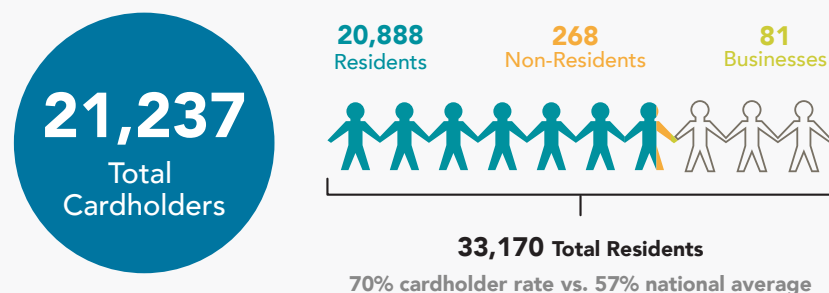
We offered 6 virtual maker programs with 33 attendees:

- Spinner Cards
- Digitize Your Photos, Negatives, & More
- Upcycled: Grab-and-Go Dog Bowl
- Fiber Arts Meetup
- Paint & Sip
- Dremel Accessories

SEPTEMBER 2020 DATA & STATISTICS

We have adjusted the statistics to reflect more of our in person services this month and combined it with the virtual services statistics we have been providing. All of the statistics are comparing September 2019 to September 2020 and do not reflect year to date numbers as we have done in the past.

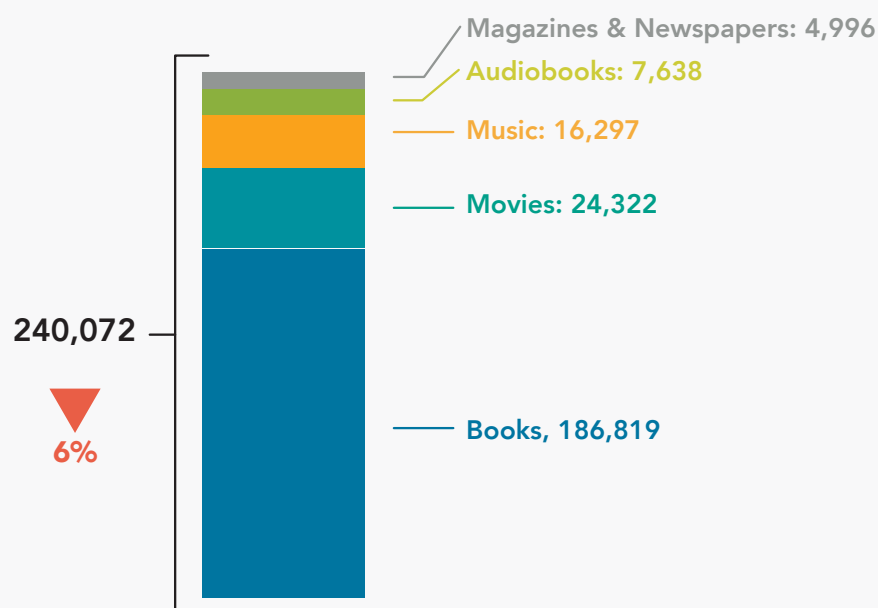
Card Holders



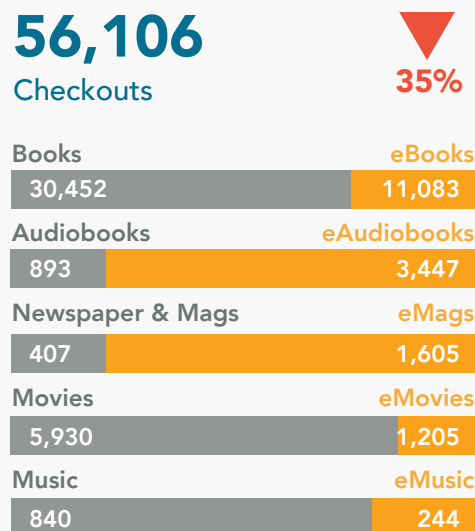
Temporary Cards

0 Business 87▲ Non-resident 196▲ Resident

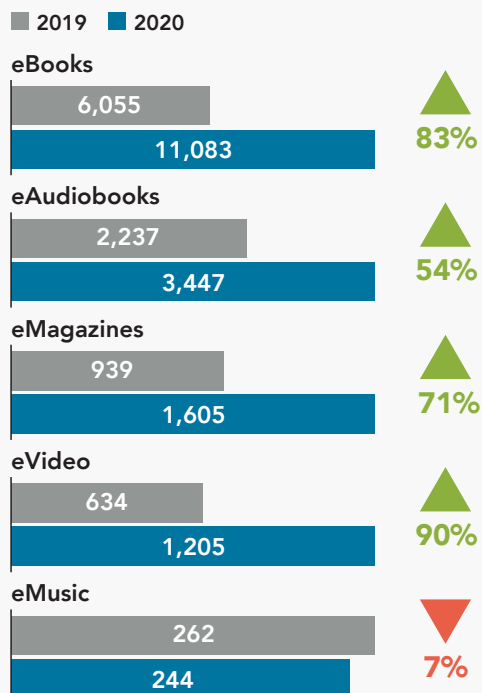
Collection



Checkouts



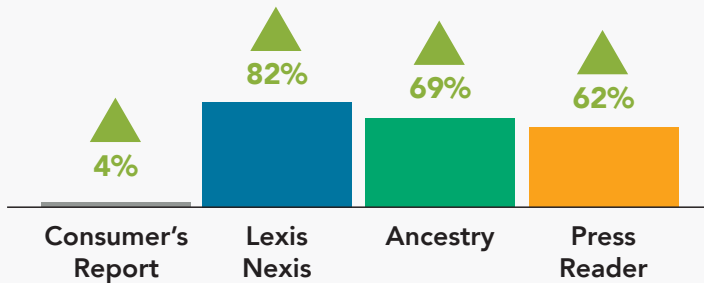
Downloadable Content



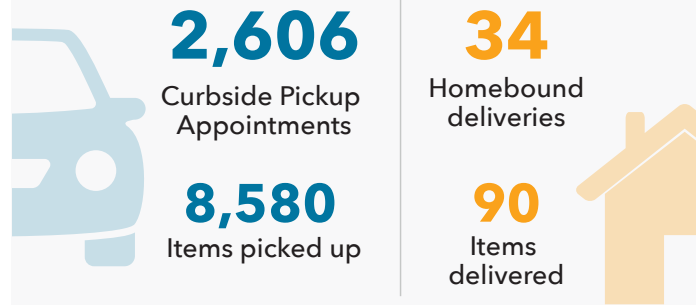
SEPTEMBER 2020 DATA & STATISTICS

eResource Use

The library is helping keep patrons up to date on information.



Curbside & Delivery



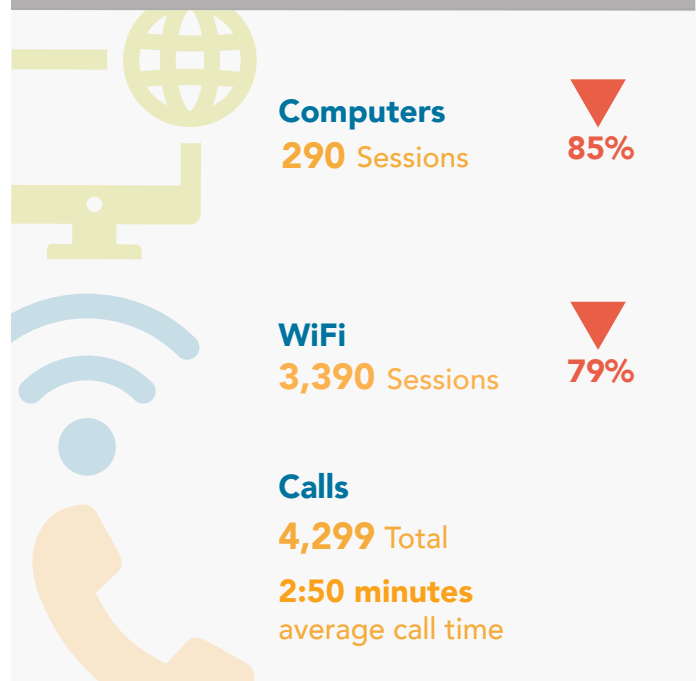
Visits



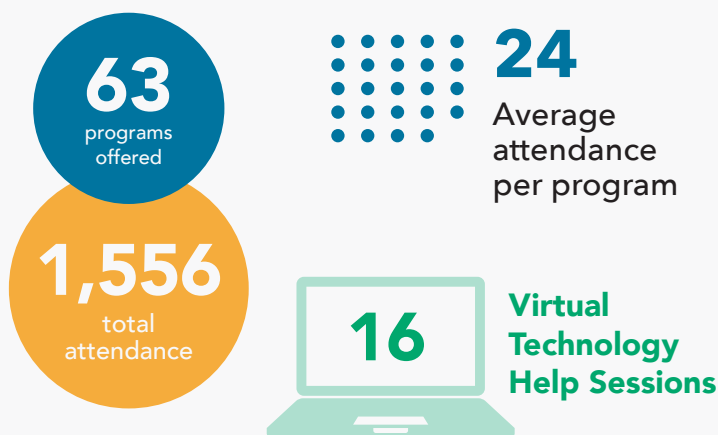
Study Room Bookings



Technology



Virtual Programs



Patron Comments and Suggestions

September 2020

RECEIVED SEPTEMBER 2, 2020

Today I tried to watch the first of your virtual silent series. I registered online, but I was disappointed to find that viewing was restricted to library card holders only. I telephoned the Northbrook library and was told that they might provide a temporary card number, but when I tried to get one I found that it was only for Illinois residents. I live in South Carolina. I very much wanted to see The Marriage Circle with Mr. Drazin's accompaniment, now it seems that is impossible.

I understand that there are three more films in the series. Would you, perhaps, consider loosening up on this restrictive policy for future virtual showings?

Watching a film online is not like borrowing a book where you need a vouchsafe of return, and I would think that you'd want to have as large and inclusive a viewership for your series as possible. Is limiting your audience to card holders really absolutely necessary?

Please, try to change this policy for the remaining three films, or provide some kind of work around for us 'out of staters'.

Comment Source: Email

Response to Patron by Maggie Thomann on September 3, 2020:

Thank you so much for reaching out and we're glad that you are excited about the Northbrook Public Library's virtual silent film series. We're sorry that you were not able to access the digital film for today's screening. Due to coronavirus restrictions and not being able to host in-person gatherings, the library has had to get creative with its programming, including its film programming. This has also meant that due to licensing restrictions put in place by the film streaming platforms (Kanopy and Hoopla), we can only provide access to those platforms for Northbrook cardholders.

The good news is that you can view the same films that Northbrook patrons have access to using the links to publicly available versions of the films below. The films do not feature accompaniment by Mr. Drazin (and neither do the ones in Kanopy that Northbrook patrons are accessing), but rather he has recorded separate introductions for the films, which will be sent to you since you registered for the event.

What I would suggest is, please register for the rest of the silent films, so that we can email you Dave's introduction, and then use the following links to publicly available versions of the films.

Films: 9/2 - The Marriage Circle: <https://www.youtube.com/watch?v=693G0eRYWdY> 9/9 - The Manxman: <https://www.dailymotion.com/video/x23cmoa> 9/16 - Little Annie Rooney: https://www.youtube.com/watch?v=dVzu_wLxAx0 9/23 - Dr. Jekyll and Mr. Hyde:

<https://www.dailymotion.com/video/x6z2cjt> 9/30 - Battling Butler:
<https://www.youtube.com/watch?v=gZygzGBipgk>

I hope this helps. Let me know if you have any further questions.

RECEIVED SEPTEMBER 2, 2020

Since I entered a password when creating my account, WHY was I required to enter my card number (14 digits that no one knows) — forcing people to find their card. Either ask for the user name or allow the user which they want to enter: user name or card #. Stop w/ requiring the card #.

Comment Source: Email

Response to Patron by Brodie Austin on September 3, 2020:

Thank you for your email. The barcode is the primary identifier for patrons, but there is an option to add a username: <https://ccs.polarislibrary.com/polaris/logon.aspx?newUsername=1&ctx=47.1033.0.0.48>

We don't have access to the usernames on the staff-side, so we are not able to use this to look up patron accounts. Certain vendor products might still require a barcode from time to time. Unfortunately, we don't have control over this.

You might want to consider saving your barcode in a password manager. I do this and find it to be very convenient.

RECEIVED SEPTEMBER 8, 2020

I didn't think it was possible for me to love the library any more than I already did. I was wrong!! [Filling a teacher book bag] was BEYOND helpful and easily saved me a couple hours of breaking my back while perusing your board books or hunched over a computer trying to pick out something relevant.

And I can't believe how fast! I was going to have to wing it with my video this week because I dragged my feet on getting the email out to you, but you guys swooped in so quickly, now I don't have to!

Please give my heartfelt thanks and best wishes to everyone at youth services!

Comment Source: Email

Response to Patron by Brodie Austin on September 9, 2020:

Thank you for sharing this kind feedback about the teacher book bags. I wanted to acknowledge it and say how much we appreciate it.

RECEIVED SEPTEMBER 8, 2020

My husband tried to return a book for me on Sunday, but the book drop boxes were closed. He said it seemed like the library was closed altogether. When are the drop boxes open? Are they typically closed when the library is closed?

Comment Source: Email

Response to Patron by Brodie Austin on September 8, 2020:

Thank you for your email. We closed the book drops this past Sunday and Monday for two reasons. Since we were closed for the holiday, we closed the book drops to prevent them from overflowing. At the same time, our library consortium is adding two new members so our systems were offline this weekend. Because of this, we already had a backlog of items to check in from Friday and Saturday.

We sent out information to our email subscribers last Friday, and had information posted on our website. If you don't get our email updates, you can sign up here:

<https://www.northbrook.info/keep-in-touch/enewsletters>

RECEIVED SEPTEMBER 9, 2020

Please use ZOOM, not RingCentral

(1) it is more difficult to log into the meetings

(2) No icon appears on my iPhone enabling me to know whether the camera of my smart phone is or isn't broadcasting.

(3) There are times during meetings when I would like my iPhone's camera not projecting. RingCentral doesn't enable me to toggle off my camera

(4) (5) same as #2 & #3 for my iPhone's speaker.

(6) I don't have the ability to see questions and comments typed by others attending the meetings.

(7) With RingCentral I don't have the ability to type questions for the presenter to view. (8) I don't have the ability to verbally participate in the meeting.

True Zoom got hacked in April. In May Zoom paid approximately \$50 million dollars to eliminate hackers ability to breach its security. It fixed the problem. Zoom now uses end to end encryption, among other security fixes.

There is a good reason why Zoom is substantially more popular than RingCentral. It is substantially Better.

Comment Source: Email

Response to Patron by Brodie Austin on September 11, 2020:

Thank you for your email and for sharing your thoughts about the advantages of using Zoom over RingCentral. As you may know, RingCentral is part of our integrated phone system, so decided to go with it because it was readily available to all staff and staff were familiar with it.

As we have been doing more virtual programs, we have started to discuss the pros and cons of continuing with RingCentral. This feedback is helpful as we decide the best route to take.

Staff comments by Brodie Austin on September 30, 2020:

Update: After reviewing feedback like this with staff, we have decided to migrate our virtual programs to Zoom. We are finalizing an agreement with the company.

RECEIVED SEPTEMBER 11, 2020

Would you consider extending the time limit for study rooms? It would be helpful for students to have 2 hours in the rooms to be able to attend online classes. I understand that you want to limit the number of people in the overall building, but it seems safe to have someone in an enclosed room.

Comment Source: Email

Response to Patron by Susan Wolf on September 13, 2020:

Thanks for your suggestion about our study room reservations. We are currently discussing whether or not we can increase our reservations from one to two hours for Northbrook Library card holders. I should have a decision by the end of the week and will let you know.

Staff comments by Brodie Austin on September 30, 2020:

Update: We have extended the time limit to study rooms to 2 hours.

RECEIVED SEPTEMBER 23, 2020

I would like to express my concerns about Northbrook Public Library. I do believe the library could be open "more" as other libraries in north shore area are (Glencoe, Glenview, Des Plaines, ...). Our family is greatly disappointed that kids can not go to the youth section and choose a book. It is quite difficult to be in front of the computer and looking for book and finding what could interest them. How come that kids can go to school and but can not go to the library? How many people do you even see during the day time in your library? Not many. In other words - the chance of catching a virus is small. In fact, very very small. Another example of being disappointed: today we wanted to use Adventure Pass for Railroad Museum in Union, IL. The Youth Dept. told us they don't have any! Why is it so difficult to print a piece of paper? People can go shopping. People go to restaurants. They can even go and watch movie but we can get a piece of paper that shows that we

can have a discount on our entry to a museum? I'm deeply sorry to see how this library has been run and how people in charge are making decisions. Obviously, if it was a business you would try harder and open even more. Why can't you take an example from other libraries? There was no death caused by COVID-19 in Northbrook since July 21, 2020. Kids are known to either not catch the virus or even better - they stop spreading the virus. I was told the library follows science data. Please, look it up! Please, consider open up more services to your members. We pay our taxes. We deserve better service. When I googled "Northbrook Public Library" in order to find an contact info I saw NPL - Where Community Happens. I don't think so. You do not offer proper service to our community. In fact, you are doing the opposite.

Comment Source: Email

Response to Patron by Brodie Austin on September 24, 2020:

Thank you for your email. I'm sorry to hear that you are frustrated with the way we've handled reopening the library. There are many variables and factors that have gone into our decision making process. Inevitably this means that our take on safely reopening will be different from other libraries. I can see how experiencing those differences would be jarring.

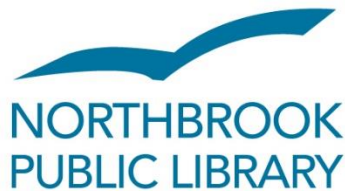
We feel strongly about limiting access to our youth collections due to the amount of cleaning and quarantining that would be required if we allowed for browsing. Please remember that any time a book is touched we are following best practices by quarantining that item for 7 days. Youth materials are touched a lot, leading us to worry that large swaths of the collection would become unavailable to patrons.

Our Youth Services staff are happy to make suggestions in person. We also have a newer service for book bundles--fill out the form and staff will prepare a collection of items for you checkout (<https://www.northbrook.info/find/books/youth-book-bundles>).

I know that you were disappointed to not have access to the Museum Passes. We did not make them available due to the number of organizations that were closed. Our Youth Services staff will be reevaluating whether or not we can make these available.

Our primary goal during our reopening has been to ensure staff and patron safety. With so much unknown and changing about COVID-19 and its transmission, we have tried to be as careful as possible. We realize this creates barriers and obstacles, but we feel this is necessary to ensure that we can continue to operate the library.

Please let me know if you have any further concerns or questions.



Memorandum

DATE: October 5, 2020

TO: Board of Trustees

FROM: Kate Hall, Executive Director

RE: Reopening Plan Update

We have now been reopen for a quarter of the year and continue to see low turnout of patrons while curbside usage continues to be high. We continue to evaluate our programs and services and have made some changes to better meet patron demand:

- We have increased study room reservations to a 2 hour limit
- We have started putting back out displays to allow patrons to more easily browse popular/interesting titles

We are continuing to restrict intra-CCS and out of system interlibrary loan. With curbside still being very popular and being down 8 staff members in circulation, it is not yet feasible to turn this back on. To help with the demand we are seeing in curbside and keep up with shelving, staff throughout the library are now helping shelve. This allows us to have the shelveers help with check-ins and curbside prep. We will continue to evaluate how to safely expand (or retract) services based on the guidance from the Illinois Department of Public Health, CDC, Cook County Department of Public Health, and Department of Commerce and Economic Opportunity.

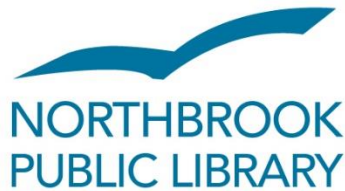
Anna Amen is working with the village on submitting a reimbursement for our PPE supplies and equipment that we purchased. This is part of the CARES act funding. I also submitted a grant to the Illinois State Library for a \$500 reimbursement for PPE supplies. As the CARES act funding does not provide for 100% reimbursement, we continue to look for opportunities to receive additional reimbursement for these unexpected costs.

As we move further into fall, we started planning for when we could not feasibly do curbside outside. We have a cold weather plan in place that will move curbside pick-up into the Pollak room. Patrons will enter through the emergency exit and be able to pick up their items. We will also be changing the way people enter and move the person we have monitoring the door inside. This will be triggered if the weather drops below 40 degrees Fahrenheit for at least a day or by November 1, whichever is sooner.

We are also making an alternative plan for Final Study Café and are working with GBN on how we can still support students when studying.

Cases in Northbrook continue to be low and I am hopeful that it will remain that way and that we can continue on as we have been without having to pull back on any services, hours, or programs.

I look forward to answering any questions the board has.



Memorandum

DATE: October 5, 2020

TO: Board of Trustees

FROM: Kate Hall, Executive Director

RE: Equity, Diversity, and Inclusion Statement

After last month's board meeting, Kayhan, Maura and I worked on updating the EDI statement based on the board's feedback. As discussed, we have created options for both an internal document for staff and an external public facing statement for the public. There are three options in your packet for your consideration:

- A formal resolution like was presented last month but significantly shorter and reworked to have more positive language. This could be used to give more guidance to staff.
- A short statement that gives a brief statement on what the board is focused on without going into any great detail. This could be used for the public facing publicity.
- A loner statement that gives more context and could be used for public facing publicity.

Linda Vering has said that from a public facing marketing perspective for the library, she recommends the longer statement as she feels it has more context.

There are a couple of options open to the board that I will lay out:

1. Approve the longer or shorter statement and use it for both the internal and public facing communication.
2. Approve resolution for internal use and the longer or shorter statement for public facing communication.

If you have any thoughts or questions prior to the board meeting and would like to discuss these options or the statements, please do not hesitate to reach out to me.

OPTION 1: RESOLUTION

WHEREAS, the Board of Trustees and staff of the Northbrook Public Library are focused on how the library can best serve the community by being an equitable, diverse, and inclusive organization;

WHEREAS, the Northbrook Public Library celebrates and affirms the value of every community member and works to be welcoming and respectful of people's multiple group identities relating to race, ethnicity, gender identity, socioeconomic status, sexual orientation, religion, ability, language, age, size, and more;

WHEREAS, we are committed to building on the work staff have already begun in this area and will continue to focus on weaving them into the day to day work of the library;

WHEREAS, we have a duty to not only reflect the community we serve, but also to educate the community about the diversity of our region, state, nation, and world;

WHEREAS, we recognize that libraries are central to the promotion and practice of intellectual freedom and recognize that public libraries must continue the work to foster inclusivity;

WHEREAS, we will pursue these goals internally by educating staff and examining our practices and procedures, and externally by providing programs and educational opportunities to the community;

WHEREAS, we recognize that we cannot do this work alone and will continue working with our community partners to solicit feedback, listen, and embrace equity, diversity, and inclusion in a community wide effort;

Now, therefore, be it resolved on this XX day of XXXXX 2020, by the Board of Trustees of the Northbrook Public Library that the library condemns racism and social injustice and stands steadfast in our commitment to foster an inclusive environment and is committed to taking action. Specific priorities will be set for each year of work to achieve an ongoing and sustained culture of equity, diversity, and inclusion.

OPTION 2: SHORT STATEMENT

The Northbrook Public Library values every community member and works to be welcoming and respectful of people's different identities including race, ethnicity, gender identity, socioeconomic status, sexual orientation, religion, ability, language, age, size, and more. We have a duty to not only reflect the community we serve, but also to educate the community about the diversity of our region, state, nation, and world. The Board of Trustees is committed to continuing the work we have begun to further build a culture of equity, diversity, and inclusion.

OPTION 3: LONGER STATEMENT

The Board of Trustees and staff of the Northbrook Public Library are focused on how the library can best serve the community by being an equitable, diverse, and inclusive organization. One of the core values of the Northbrook Public Library is inclusion. We recognize that libraries are central to the promotion and practice of intellectual freedom and that public libraries must continue the work to foster inclusivity. In recent years, the Library has taken steps to ensure that we are creating an inclusive environment for all members of our community.

The Northbrook Public Library values every community member and works to be welcoming and respectful of people's different identities including race, ethnicity, gender identity, socioeconomic status, sexual orientation, religion, ability, language, age, size, and more. As an institution of lifelong learning, we have a duty to not only reflect the community we serve, but also to educate the community about the diversity of our region, state, nation, and world. We will continue to pursue these goals both internally, by educating staff and examining our practices and procedures, and externally, by providing programs and educational opportunities to the community. We recognize that we cannot do this work alone and will continue working with our community partners to solicit feedback, listen, and embrace equity, diversity, and inclusion in a community wide effort.

The Board of Trustees stands firm in their commitment to foster an inclusive environment and are committed to continuing the work we have already begun.

EXECUTIVE DIRECTOR STATEMENT FROM JUNE 2020:

[HTTPS://WWW.NORTHBROOK.INFO/KEEP-IN-TOUCH/NEWS/MESSAGE-EXECUTIVE-DIRECTOR-WE-DO-NOT-TOLERATE-RACISM](https://www.northbrook.info/keep-in-touch/news/message-executive-director-we-do-not-tolerate-racism)



1201 Cedar Lane, Northbrook, IL 60062
847-272-6224

Memorandum

DATE: 10/9/2020
TO: Trustees
FROM: Anna Amen
RE: 2020 Levy – Draft II

At the September board meeting, we discussed reviewing Levy options to keep the Operating tax levy flat rather than the entire levy flat.

Options for your review

Total Levy remains flat at \$8,745,664 – this would be a decrease the operating budget by 140,773 – this option is not recommended

- expenditure estimates are based upon actual data and a forecast of current year expenses
- salaries and wages increased 2%
- insurance costs increased 5%
- software costs increased 3%
- material costs are 12% of operating budget
- expenditures on staff development, supplies, community relations, professional services, equipment rental & maintenance, building repairs, contracted services, furniture and equipment will all be affected by this decrease

Operating Fund Levy remains flat at \$7,439,188 – this would be a 1.6% increase

- expenditure estimates are based upon actual data and a forecast of current year expenses
- salaries and wages increased 2%
- insurance costs increased 5%
- software costs increased 3%
- material costs are 12% of operating budget

Total Operating Levy (this will include Operating Fund and IMRF & FICA Fund) remains flat at \$8,218,188 – this would be at 2.6% increase

- expenditure estimates are based upon actual data and a forecast of current year expenses
- salaries and wages increased 3%
- insurance costs increased 5%
- software costs increased 3%
- material costs are 12.23% of operating budget

The levy amounts are submitted to the Village after the October Library Board meeting.

**Northbrook Public Library
Property Tax Levy History**

Levy Year	Fiscal Year	General	IMRF	FICA	Total Operating	Debt Service	Total Library	% Increase
2020 - Total Operating remains flat	21-22	7,529,188	400,000	289,000	8,218,188	758,249	8,976,437	2.6%
2020 - Operating remains flat	21-22	7,439,188	400,000	289,000	8,128,188	758,249	8,886,437	1.6%
2020 - 0% increase	21-22	7,298,415	400,000	289,000	7,987,415	758,249	8,745,664	0.0%
2019 - actual	20-21	7,439,188	490,000	289,000	8,218,188	527,476	8,745,664	-0.4%
2018	19-20	7,479,000	490,000	280,000	8,249,000	528,404	8,777,404	3.0%
2017	18-19	7,219,783	490,000	280,000	7,989,783	528,137	8,517,920	4.2%
2016	17-18	6,411,000	475,000	270,000	7,156,000	1,016,420	8,172,420	2.4%
2015	16-17	6,235,000	470,000	265,000	6,970,000	1,010,891	7,980,891	2.6%
2014	15-16	6,069,135	440,000	260,000	6,769,135	1,008,141	7,777,276	1.0%
2013	14-15	6,015,000	410,000	255,000	6,680,000	1,019,486	7,699,486	6.0%
2012	13-14	5,845,000	380,000	250,000	6,475,000	787,970	7,262,970	4.1%
2011	12-13	5,625,000	320,000	240,000	6,185,000	789,566	6,974,566	5.0%
2010	11-12	5,355,490	275,000	236,000	5,866,490	777,385	6,643,875	3.0%
2009	10-11	5,194,000	261,000	228,000	5,683,000	768,889	6,451,889	6.0%
2008	09-10	4,850,000	255,000	218,000	5,323,000	765,664	6,088,664	6.1%
2007	08-09	4,526,100	240,000	208,000	4,974,100	765,702	5,739,802	6.1%
2006	07-08	4,230,000	240,000	180,000	4,650,000	760,189	5,410,189	3.2%
2005	06-07	4,080,000	213,000	180,000	4,473,000	767,099	5,240,099	3.7%
2004	05-06	3,880,000	206,000	186,000	4,272,000	782,763	5,054,763	4.9%
2003	04-05	3,682,000	156,000	158,000	3,996,000	822,450	4,818,450	9.0%
2002	03-04	3,412,000	55,000	163,000	3,630,000	789,754	4,419,754	6.9%
2001	02-03	3,175,000	6,000	154,000	3,335,000	800,750	4,135,750	6.0%
2000	01-02	2,958,000	0	131,000	3,089,000	814,434	3,903,434	3.9%
1999	00-01	2,740,000	85,000	120,000	2,945,000	813,125	3,758,125	4.9%
1998	99-00	2,567,250	105,000	125,000	2,797,250	784,297	3,581,547	5.0%
1997	98-99	2,445,000	112,000	108,000	2,665,000	744,818	3,409,818	32.8%
1996	97-98	2,360,000	105,000	102,000	2,567,000		2,567,000	1.1%
1995	96-97	2,313,196	120,000	105,000	2,538,196		2,538,196	3.3%
1994	95-96	2,213,036	130,000	114,000	2,457,036		2,457,036	4.8%
1993	94-95	2,107,500	132,000	105,000	2,344,500		2,344,500	4.6%
1992	93-94	2,016,000	121,500	104,500	2,242,000		2,242,000	9.6%
1991	92-93	1,816,000	130,000	99,500	2,045,500		2,045,500	

** 2005 Debt Service Levy restated for Village refinancing of 1998 bonds

*** During FY2013, Village refinanced debt at a lower rate

Northbrook Public Library
General Fund - Expenses
2020 Levy (FY2022) - Draft II - TOTAL LEVY remains Flat or 0% increase

Description		FY18 Actual	FY19 Actual	FY20 Actual	FY21 Forecast	FY22 Levy	% Change
PERSONAL SERVICES							
Salaries and Wages		3,382,529	3,489,313	3,637,891	3,783,407	3,859,075	2.0%
Maintenance		149,823	155,715	165,952	174,022	177,850	2.2%
Total Personal Services		\$ 3,532,352	\$ 3,645,027	\$ 3,803,844	\$ 3,957,429	4,036,925	2.0%
FRINGE BENEFITS							
Group Insurance	Medical, Dental, Vision, Life	452,874	496,171	595,621	630,000	661,500	5.0%
Unemployment/ Worker's Comp		30,751	36,051	25,820	27,000	28,350	5.0%
Training & Development	Staff membership, Conferences, Mileage, Anniversary Gifts, Staff day	52,431	62,958	73,320	60,500	60,000	-0.8%
Total Fringe Benefits		\$ 536,056	\$ 595,179	\$ 694,760	\$ 717,500	\$ 749,850	4.5%
COMMODITIES							
Materials	Books, Ebooks, Periodicals, Audio Visual, Videos/DVD's	848,148	859,747	875,000	923,000	891,000	-3.5%
Programs	Fiction& Media, Reference, Young Adult, Youth Services, Digital Services, Admin	123,211	117,050	102,750	89,250	90,000	0.8%
Office & Library Supplies	Supplies less than \$500	67,569	56,556	65,283	80,000	70,000	-12.5%
Software	Blackbaud, Boopsie, Adobe, Getty, 3M, Evanced, Titlesource, Remote Printing	60,470	73,712	94,023	95,000	97,850	3.0%
Postage		24,385	15,604	15,876	16,885	17,000	0.7%
Graphics							
Community Relations	Promotional items, Float, Newsletters, Email marketing, Northbrook Chamber, School librarian breakfast, Rotary	38,336	48,079	36,642	36,000	30,000	-16.7%
Janitorial Supplies	Supplies, Paper, Chemicals, Uniforms, Rugs, Paint, Filters, Landscaping	36,995	45,771	43,742	45,000	40,000	-11.1%
Total Commodities		\$ 1,199,114	\$ 1,216,519	\$ 1,233,316	\$ 1,285,135	\$ 1,235,850	-3.8%
CONTRACTUAL							
OCLC		18,069	23,902	24,537	25,611	26,251	2.5%
Interlibrary Charges		0			0	0	
CCS Shared Costs		74,338	75,923	81,544	82,000	80,000	-2.4%
Photocopy	Copy machine lease payment, Supplies & page charges, Coin op lease payment, My PC lease payment, Papercut lease payment, SimpleScan lease payment	49,379	51,100	30,467	35,000	35,000	0.0%

Northbrook Public Library
General Fund - Expenses
2020 Levy (FY2022) - Draft II - TOTAL LEVY remains Flat or 0% increase

Description		FY18 Actual	FY19 Actual	FY20 Actual	FY21 Forecast	FY22 Levy	% Change
General Insurance	General liability, Auto, Property, Cyber, Flood	61,689	53,216	55,880	59,000	61,950	5.0%
Telephone	Phone lines, Fiber optic cable	13,906	14,878	29,995	41,800	40,000	-4.3%
Professional Services	Attorney, Auditor, Independent contractor	219,670	231,878	246,929	265,000	248,000	-6.4%
Equipment Rental/Maintenance	Piano, Laminator, Microfilm readers, Computer switches, Postage machine, Phone system, Binding	35,969	14,854	14,967	20,000	16,000	-20.0%
Vehicle Expense		802	620	3,093	2,500	2,500	0.0%
Utilities	Gas, Water, Garbage	52,829	60,720	54,364	53,000	53,000	0.0%
Building Repairs	HVAC, Elevator, Plumbing, Electrical, Parking stops, Sprinklers, Parking lot repairs, Curtain Wall	15,384	24,019	14,728	30,000	16,000	-46.7%
Contracted Services	Alarm, Backflow service, Elevator, Cleaning, Email, Snow removal, Carpet cleaning, HVAC, Sprinkler	104,743	116,658	130,263	130,000	130,000	0.0%
Recruiting		400	388	118	0	500	
Total Contractual Services		\$ 647,178	\$ 668,157	\$ 686,883	\$ 743,911	\$ 709,201	-4.7%
CAPITAL OUTLAY							
Furniture and Equipment	Items greater than \$500	150,514	81,704	89,195	100,000	40,000	-60.0%
Total Capital Outlay		\$ 150,514	\$ 81,704	\$ 89,195	\$ 100,000	\$ 40,000	-60.0%
OTHER							
Contingency & Misc Exp		4,634	4,374	4,282	10,000	100,000	900.0%
Net Loss on Investment		(6,318)	1,495	(2,841)			
Board Development		762	754	395	1,750	0	-100.0%
Total Other		\$ (922)	\$ 6,623	\$ 1,836	\$ 11,750	\$ 100,000	751.1%
DESIGNATED EXPENSES		\$ 135,377	\$ 63,303	\$ 44,036	\$ 75,000	\$ 100,000	33.3%
TRANSFERS							
Debt Service Transfer		\$ 23,092	\$ 9,095	\$ 15,785	\$ 25,000	\$ 25,000	0.0%
Capital Improvements		\$ 469,000	\$ 1,115,000	\$ 730,925	\$ 425,000	\$ 425,000	0.0%
Total Transfers		\$ 492,092	\$ 1,124,095	\$ 746,710	\$ 450,000	\$ 450,000	0.0%
TOTAL EXPENSES		\$ 6,691,761	\$ 7,400,608	\$ 7,300,580	\$ 7,340,725	\$ 7,421,827	

Operating Fund - Revenue
2020 Levy (FY2022) - Draft II
Option - TOTAL LEVY remains Flat
or 0% increase

Levy	7,298,415
Uncollectable Levy	(150,000)
Replacement Tax	125,000
Fines & Fees	25,000
interest income	25,000
Other Income - Gifts	100,000
Total Estimated Income	<u>7,423,415</u>
Total Expense	7,421,827
Surplus/(Deficit)	<u><u>1,588</u></u>

Northbrook Public Library
General Fund - Expenses
2020 Levy (FY2022) - Draft II - Operating Levy remains Flat

Description		FY18 Actual	FY19 Actual	FY20 Actual	FY21 Forecast	FY22 Levy	% Change
PERSONAL SERVICES							
Salaries and Wages		3,382,529	3,489,313	3,637,891	3,783,407	3,859,075	2.0%
Maintenance		149,823	155,715	165,952	174,022	177,502	2.0%
Total Personal Services		\$ 3,532,352	\$ 3,645,027	\$ 3,803,844	\$ 3,957,429	4,036,577	2.0%
FRINGE BENEFITS							
Group Insurance	Medical, Dental, Vision, Life	452,874	496,171	595,621	630,000	661,500	5.0%
Unemployment/ Worker's Comp		30,751	36,051	25,820	27,000	28,350	5.0%
Training & Development	Staff membership, Conferences, Mileage, Anniversary Gifts, Staff day	52,431	62,958	73,320	60,500	70,000	15.7%
Total Fringe Benefits		\$ 536,056	\$ 595,179	\$ 694,760	\$ 717,500	\$ 759,850	5.9%
COMMODITIES							
Materials	Books, Ebooks, Periodicals, Audio Visual, Videos/DVD's	848,148	859,747	875,000	923,000	909,000	-1.5%
Programs	Fiction& Media, Reference, Young Adult, Youth Services, Digital Services, Admin	123,211	117,050	102,750	89,250	90,000	0.8%
Office & Library Supplies	Supplies less than \$500	67,569	56,556	65,283	80,000	80,000	0.0%
Software	Blackbaud, Boopsie, Adobe, Getty, 3M, Evanced, Titlesource, Remote Printing	60,470	73,712	94,023	95,000	97,850	3.0%
Postage		24,385	15,604	15,876	16,885	17,000	0.7%
Graphics							
Community Relations	Promotional items, Float, Newsletters, Email marketing, Northbrook Chamber, School librarian breakfast, Rotary	38,336	48,079	36,642	36,000	36,000	0.0%
Janitorial Supplies	Supplies, Paper, Chemicals, Uniforms, Rugs, Paint, Filters, Landscaping	36,995	45,771	43,742	45,000	45,000	0.0%
Total Commodities		\$ 1,199,114	\$ 1,216,519	\$ 1,233,316	\$ 1,285,135	\$ 1,274,850	-0.8%
CONTRACTUAL							
OCLC		18,069	23,902	24,537	25,611	26,379	3.0%
Interlibrary Charges		0			0	0	
CCS Shared Costs		74,338	75,923	81,544	82,000	80,000	-2.4%
Photocopy	Copy machine lease payment, Supplies & page charges, Coin op lease payment, My PC lease payment, Papercut lease payment, SimpleScan lease payment	49,379	51,100	30,467	35,000	35,000	0.0%

Northbrook Public Library
General Fund - Expenses
2020 Levy (FY2022) - Draft II - Operating Levy remains Flat

	Description	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Forecast	FY22 Levy	% Change
General Insurance	General liability, Auto, Property, Cyber, Flood	61,689	53,216	55,880	59,000	61,950	5.0%
Telephone	Phone lines, Fiber optic cable	13,906	14,878	29,995	41,800	40,000	-4.3%
Professional Services	Attorney, Auditor, Independent contractor	219,670	231,878	246,929	265,000	265,000	0.0%
Equipment Rental/Maintenance	Piano, Laminator, Microfilm readers, Computer switches, Postage machine, Phone system, Binding	35,969	14,854	14,967	20,000	16,500	-17.5%
Vehicle Expense		802	620	3,093	2,500	2,500	0.0%
Utilities	Gas, Water, Garbage	52,829	60,720	54,364	53,000	53,000	0.0%
Building Repairs	HVAC, Elevator, Plumbing, Electrical, Parking stops, Sprinklers, Parking lot repairs, Curtain Wall	15,384	24,019	14,728	30,000	26,500	-11.7%
Contracted Services	Alarm, Backflow service, Elevator, Cleaning, Email, Snow removal, Carpet cleaning, HVAC, Sprinkler	104,743	116,658	130,263	130,000	135,000	3.8%
Recruiting		400	388	118	0	500	
Total Contractual Services		\$ 647,178	\$ 668,157	\$ 686,883	\$ 743,911	\$ 742,329	-0.2%
CAPITAL OUTLAY							
Furniture and Equipment	Items greater than \$500	150,514	81,704	89,195	100,000	100,000	0.0%
Total Capital Outlay		\$ 150,514	\$ 81,704	\$ 89,195	\$ 100,000	\$ 100,000	0.0%
OTHER							
Contingency & Misc Exp		4,634	4,374	4,282	10,000	100,000	900.0%
Net Loss on Investment		(6,318)	1,495	(2,841)			
Board Development		762	754	395	1,750	0	-100.0%
Total Other		\$ (922)	\$ 6,623	\$ 1,836	\$ 11,750	\$ 100,000	751.1%
DESIGNATED EXPENSES		\$ 135,377	\$ 63,303	\$ 44,036	\$ 75,000	\$ 100,000	33.3%
TRANSFERS							
Debt Service Transfer		\$ 23,092	\$ 9,095	\$ 15,785	\$ 25,000	\$ 25,000	0.0%
Capital Improvements		\$ 469,000	\$ 1,115,000	\$ 730,925	\$ 425,000	\$ 425,000	0.0%
Total Transfers		\$ 492,092	\$ 1,124,095	\$ 746,710	\$ 450,000	\$ 450,000	0.0%
TOTAL EXPENSES		\$ 6,691,761	\$ 7,400,608	\$ 7,300,580	\$ 7,340,725	\$ 7,563,607	

Operating Fund - Revenue
2020 Levy (FY2022) - Draft II
Option - Operating Levy remains Flat

Levy	7,439,188
Uncollectable Levy	(150,000)
Replacement Tax	125,000
Fines & Fees	25,000
interest income	25,000
Other Income - Gifts	100,000
Total Estimated Income	<u>7,564,188</u>
Total Expense	7,563,607
Surplus/(Deficit)	<u><u>581</u></u>

Northbrook Public Library
General Fund - Expenses
2020 Levy (FY2022) - Draft II - TOTAL Operating Levy remains Flat

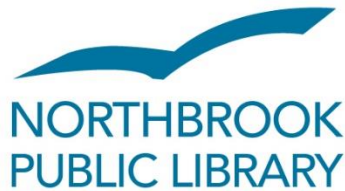
Description	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Forecast	FY22 Levy	% Change
PERSONAL SERVICES						
Salaries and Wages	3,382,529	3,489,313	3,637,891	3,783,407	3,896,909	3.00%
Maintenance	149,823	155,715	165,952	174,022	179,242	3.00%
Total Personal Services	\$ 3,532,352	\$ 3,645,027	\$ 3,803,844	\$ 3,957,429	4,076,152	3.00%
FRINGE BENEFITS						
Group Insurance	452,874	496,171	595,621	630,000	661,500	5.00%
Unemployment/ Worker's Comp	30,751	36,051	25,820	27,000	28,350	5.00%
Training & Development	52,431	62,958	73,320	60,500	65,000	7.44%
Total Fringe Benefits	\$ 536,056	\$ 595,179	\$ 694,760	\$ 717,500	\$ 754,850	5.21%
COMMODITIES						
Materials	848,148	859,747	875,000	923,000	936,000	1.41%
Programs	123,211	117,050	102,750	89,250	100,000	12.04%
Office & Library Supplies	67,569	56,556	65,283	80,000	80,000	0.00%
Software	60,470	73,712	94,023	95,000	97,850	3.00%
Postage	24,385	15,604	15,876	16,885	17,000	0.68%
Graphics						
Community Relations	38,336	48,079	36,642	36,000	40,000	11.11%
Janitorial Supplies	36,995	45,771	43,742	45,000	45,000	0.00%
Total Commodities	\$ 1,199,114	\$ 1,216,519	\$ 1,233,316	\$ 1,285,135	\$ 1,315,850	2.39%
CONTRACTUAL						
OCLC	18,069	23,902	24,537	25,611	26,892	5.00%
Interlibrary Charges	0			0	0	
CCS Shared Costs	74,338	75,923	81,544	82,000	80,000	-2.44%
Photocopy	49,379	51,100	30,467	35,000	35,000	0.00%

Northbrook Public Library
General Fund - Expenses
2020 Levy (FY2022) - Draft II - TOTAL Operating Levy remains Flat

	Description	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Forecast	FY22 Levy	% Change
General Insurance	General liability, Auto, Property, Cyber, Flood	61,689	53,216	55,880	59,000	61,950	5.00%
Telephone	Phone lines, Fiber optic cable	13,906	14,878	29,995	41,800	42,000	0.48%
Professional Services	Attorney, Auditor, Independent contractor	219,670	231,878	246,929	265,000	265,000	0.00%
Equipment Rental/Maintenance	Piano, Laminator, Microfilm readers, Computer switches, Postage machine, Phone system, Binding	35,969	14,854	14,967	20,000	20,000	0.00%
Vehicle Expense		802	620	3,093	2,500	2,500	0.00%
Utilities	Gas, Water, Garbage	52,829	60,720	54,364	53,000	55,000	3.77%
Building Repairs	HVAC, Elevator, Plumbing, Electrical, Parking stops, Sprinklers, Parking lot repairs, Curtain Wall	15,384	24,019	14,728	30,000	30,000	0.00%
Contracted Services	Alarm, Backflow service, Elevator, Cleaning, Email, Snow removal, Carpet cleaning, HVAC, Sprinkler	104,743	116,658	130,263	130,000	135,000	3.85%
Recruiting		400	388	118	0	500	
Total Contractual Services		\$ 647,178	\$ 668,157	\$ 686,883	\$ 743,911	\$ 753,842	1.33%
CAPITAL OUTLAY							
Furniture and Equipment	Items greater than \$500	150,514	81,704	89,195	100,000	100,000	0.00%
Total Capital Outlay		\$ 150,514	\$ 81,704	\$ 89,195	\$ 100,000	\$ 100,000	0.00%
OTHER							
Contingency & Misc Exp		4,634	4,374	4,282	10,000	100,000	900.00%
Net Loss on Investment		(6,318)	1,495	(2,841)			
Board Development		762	754	395	1,750	3,500	100.00%
Total Other		\$ (922)	\$ 6,623	\$ 1,836	\$ 11,750	\$ 103,500	780.85%
DESIGNATED EXPENSES		\$ 135,377	\$ 63,303	\$ 44,036	\$ 75,000	\$ 100,000	33.33%
TRANSFERS							
Debt Service Transfer		\$ 23,092	\$ 9,095	\$ 15,785	\$ 25,000	\$ 25,000	0.00%
Capital Improvements		\$ 469,000	\$ 1,115,000	\$ 730,925	\$ 425,000	\$ 425,000	0.00%
Total Transfers		\$ 492,092	\$ 1,124,095	\$ 746,710	\$ 450,000	\$ 450,000	0.00%
TOTAL EXPENSES		\$ 6,691,761	\$ 7,400,608	\$ 7,300,580	\$ 7,340,725	\$ 7,654,193	

Northbrook Public Library
Operating Fund - Revenue
2020 Levy (FY2022) - Draft II
Option TOTAL Operating Levy remains Flat

Levy	7,529,188
Uncollectable Levy	(150,000)
Replacement Tax	125,000
Fines & Fees	25,000
interest income	25,000
Other Income - Gifts	100,000
Total Estimated Income	<u>7,654,188</u>
 Total Expense	 7,654,193
 Surplus/(Deficit)	 <u><u>(5)</u></u>



Memorandum

DATE: October 5, 2020

TO: Board of Trustees

FROM: Kate Hall, Executive Director

RE: FY20 Per Capita Grant Requirements

Each year there are certain requirements the board must fulfill related to the Per Capita Grant we apply for from the Illinois State Library. This year, there is only one requirement, to review the new edition of Serving Our Public. Typically, only one chapter is reviewed each year by the board, but as a new edition is out, the Illinois State Library has asked for a full review. A full copy of Serving Our Public is included in the packet and available on the board portal. I have also included a spreadsheet with the checklists from each chapter. I indicated what we are complying with and what we are still working on and reflected what has changed as a result of the pandemic. Overall, we comply with the standards, but here are a few areas we still need to focus on:

Chapter 2 Governance and Administration

- Library board members participate in local, state, regional, and national decision making that will benefit libraries. **Currently, the board is involved in local, but not state, regional or national decision making that will benefit libraries.**
- 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. **This is a new requirement and not something we currently have in place.**

Chapter 4 Access

- The library provides the right amount of space of the right kind to meet the provisions of its long-range/strategic plan. **We are working on this as we go through the master plan.**
- The library has enough shelving and other types of display and storage to provide patrons with easy access to all materials. **We are working on this and will be updating shelving as we go through the master plan**

Chapter 6 Safety

- A policy for security camera usage has been adopted and signage is posted. **This is a new requirement and something that we will work on in the coming year.**

Chapter 9 Public Services: Reference and Reader's Advisory Services

- Staff members who are responsible for reader's advisory service in their library join at least one community organization, club, or council. **We do have a number of staff that are part of different groups in the community including: Chamber, Historical Society, Community Relations Commission, and Arts Commission. But not all staff that do RA participate in one of these organizations**

Chapter 11 Youth/Young Adult Services

- This chapter is new this edition. We comply with all the standards.

Chapter 12 Technology

- 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 ongoing staff continuing education/training related to all aspects of technological services. **While we do offer regular technology training and have increased that during the pandemic, we are working on getting core technology competencies set for the staff and will then be offering a more robust suite of training on all technology offerings.**

Chapter 13 Marketing, Promotion, and Collaboration

- The library's services and programs are promoted in the community. Check the applicable publicity methods. **We do not currently publicize with podcasts or through billboards and have no plans to change that in the near future.**
 - Podcasting
 - Billboards

SERVING OUR PUBLIC 4.0

STANDARDS FOR ILLINOIS PUBLIC LIBRARIES

Serving Our Public 4.0

Standards for Illinois Public Libraries

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

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Introduction

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

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

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

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

Acknowledgements

Members of the Task Force

Betsy Adamowski, Wheaton Public Library, Co-Chair

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

Cristy Stuepegia, LaSalle Public Library, Co-Chair

Monica Cameron, Shelbyville Public Library

Celeste Choate, Urbana Free Library

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HR Source

John Keister, John Keister and Associates

Illinois Library Association Youth Services Forum

Illinois Library Association Young Adult Services Forum

Tiffany Nash and Dan Pohrte, Product Architecture + Design

How to Use *Serving Our Public 4.0*

Overview

Statewide public library standards are designed to serve as a catalyst from which local planning can take place. The *Serving Our Public 4.0* standards are seen as a guide for librarians, library staff, and boards of trustees' discussions during budget preparation and strategic planning. The regular review of the standards helps the library evaluate its progress over several years toward becoming an ideal library for its community. As the library staff and trustees discuss the Core Standards and individual chapters, the library's strengths and weaknesses are revealed, allowing celebration of the strengths and plans to build on them; and plans to eliminate or improve the weaknesses.

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

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

Core Standards

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

Chapter Standards

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

Checklists

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

Chapter 1 (Core Standards)

National Public Library Definition

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

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

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

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

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

Introduction

As with past editions, the *Serving Our Public 4.0* task force struggled in finding the balance between inclusivity and setting the bar at a meaningful level. The consensus of the current and former task force members is that a “one-size-fits-all” document is not plausible. Public libraries are largely locally funded and should be uniquely suited to the needs and resources of their communities and users. Nevertheless, it is in the public interest and the interest of the library community to have the word “library” signify certain standard conditions that one could expect to find. A library that does not currently meet one or more of the core or other standards might cite that deficiency in making a case for increased funding. Coming up to the standard might be the focus of one or more objectives in a library’s strategic plan. The staff and boards of libraries that meet basic standards might pose the query, “What makes a library effective?” and consider ways of enhancing the library’s effectiveness in serving its community. After reviewing the federal library standards and other states’ library standards, the task force outlined the following basic essential standards that all Illinois public libraries should work daily to uphold:

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

**Illinois law does also recognize contractual libraries.*

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

Illinois Public Library Core Standards

- Core 1 The library provides uniformly gracious, friendly, timely, and reliable service to all users.
- Core 2 The library is established and operates in compliance with Chapter 75 of the *Illinois Compiled Statutes*.
- Core 3 The library is governed by a board of trustees elected or appointed and constituted in compliance with the relevant sections of Chapter 75 of the *Illinois Compiled Statutes*.
- Core 4 The library complies with all other state and federal laws that affect library operations. (See Appendix A)
- Core 5 The library adopts and adheres to the principles set forth in the American Library Association's (ALA) *Library Bill of Rights* and other ALA intellectual freedom statements and interpretations.
- Core 6 The library adopts and adheres to the *Code of Ethics of the American Library Association*. The library adopts and adheres to the *Public Library Trustee Ethics Statement*, developed by United for Libraries, a division of ALA.
- Core 7 The board of trustees adopts written bylaws that outline the board's purpose and operational procedures and address conflict-of-interest issues. (See Appendix C)
- Core 8 The board of trustees appoints a qualified librarian as library administrator and delegates active management of the library to the library administrator. (For the purposes of this document, a qualified librarian is a person holding a Master of Library Science (MLS), Master Science in LIS, Master of Library and Information Science (MLIS), or other comparable degree from an ALA-accredited program and/or actively participates in continuing education opportunities each year offered by the Illinois State Library, regional library systems, and the Illinois Library Association. Library boards and communities should strive to have a minimum of one staff member holding an ALA-accredited master's degree.)
- Core 9 The board of trustees meets regularly, in accordance with the *Illinois Compiled Statutes*, with the library administrator in attendance. All board meetings and board committee meetings shall comply with the *Open Meetings Act*.
- Core 10 The board of trustees has exclusive control of the expenditure of all monies collected, donated, or appropriated for the library fund and all property owned by the library.
- Core 11 The library has a board-approved written budget. The budget is developed annually by the library administrator and the board with input from the staff.
- Core 12 The board of trustees annually determines if the library's revenues are sufficient to meet the needs of the community. If the revenues are not sufficient, the board of trustees will take action to increase the library's revenues.
- Core 13 The library has a board-approved mission statement, a long-range/strategic plan, disaster prevention and recovery plan, collection management policy, personnel policy, technology plan, and other policies as appropriate to the library's operation and regularly updates and maintains them as appropriate. (See Appendices F and H)

- Core 14 The library administrator presents written monthly reports, including statistics, on library operations to the board of trustees. In addition, monthly fiscal reports are presented by the library administrator and/or the library board treasurer.
- Core 15 The board of trustees annually reviews the performance of the library administrator.
- Core 16 The library is a member of an Illinois regional library system, fulfills the membership requirements of its system, is a responsible partner in the Illinois Library and Information Network (ILLINET), and participates in resource sharing through interlibrary loan and reciprocal borrowing.
- Core 17 The library provides access to resource sharing databases, participates in resource sharing by entering the library's collections into a regional, statewide, or national database, and actively promotes resource sharing via interlibrary loan and reciprocal borrowing.
- Core 18 The library utilizes a variety of methods to communicate with its community.
- Core 19 The library is located in a facility designed or renovated for library purposes and complies with all applicable local, state, and federal codes.
- Core 20 A library is open a minimum of fifteen hours per week according to the *Illinois Administrative Code* [23 Ill. Adm. Code 3030.110].
- Core 21 As a baseline, the library appropriates money to major budget categories (personnel, benefits, library materials, other operating expenditures) using the *Illinois Public Library Annual Report* statewide percentages analysis.
- Core 22 The library board and staff promote the collections and services available to its community.
- Core 23 At least every five years, and more frequently if necessary, the library conducts a review to determine if the library is providing facilities, collections and services in a quantity, at a time, and in a manner that meets the needs of the community.

Chapter 2 (Governance and Administration)

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

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

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

Governance and Administration Standards

1. The mission statement and long-range/strategic plan are developed by the board, administrator, and staff and then approved by the board. These documents are based on a sound knowledge of public library service and a deep understanding of the community. Surveys, neighborhood dialogues, hearings, and input from staff members who serve the community on a daily basis provide a framework for this understanding. The process includes the difficult task of eliciting input from those who do not use the library.
2. The Library prepares, on an annual basis the *Illinois Public Library Annual Report* (IPLAR). The Illinois State Library is the agency legally required to: (1) compile, preserve and publish public library statistical information [15 ILCS 320/7(m)], and (2) compile the annual report of local public libraries and library systems submitted to the State Librarian pursuant to law [15 ILCS 320/7(n)]. In addition, all Illinois public libraries are required by statute [75 ILCS 16/30-65] to prepare an annual report. The library administrator, on a monthly basis, prepares a monthly report for the library board of trustees. This report will include, at the minimum, the minutes of the last month's meeting, monthly financial statements, administrator report, and library use statistics.
3. The board reviews most library policies every three years. The policy governing the selection and use of library materials must, by law, be reviewed biennially. [75 ILCS 5/4-7.2 or 75 ILCS 16/30-60].
4. Board members participate in relevant local, state, regional, and national decision making to effect change that will benefit libraries. This can be achieved through a variety of methods. Among these, board members can:
 - a. Write, call, or visit legislators
 - b. Attend meetings of other units of local government
 - c. Serve on ALA, ILA, or system legislative committees
 - d. Participate in other community organizations that have similar legislative interests

- e. Include the subject of legislation on board meeting agendas
 - f. Provide a forum for local community issues
- 5. The board and the library administrator develop and conduct a meaningful and comprehensive orientation program for each new board member. This can be achieved by creating a trustee orientation checklist. (See Appendix D)
- 6. On an annual basis, each trustee participates in a continuing education activity that focuses on libraries, trusteeship, or other issues pertinent to libraries and reports on this activity to the full board.
- 7. The library provides financial support for trustee membership in ILA and ALA as well as trustee attendance at workshops and conferences when fiscally possible.
- 8. In encouraging citizens to run for the position of library trustee or in recommending citizens for appointment, the standing library board of trustees can use the following as a guide:
 - a. Library trustees are selected for their interest in the library, their knowledge of the community, their ability to work well with others, their willingness to devote the time and effort necessary to carry out the duties of a trustee, their open-mindedness and respect for the opinions of others, and their ability to plan and establish policies for services.
- 9. The library keeps adequate records of library operations and follows proper procedures for disposal of records. (See Appendix B)
- 10. The library complies and keeps current with appropriate Illinois and federal laws pertaining to public libraries.
 - a. The library complies with the Illinois Open Meetings Act [5 ILCS 120] and has a written policy specifying, at a minimum, how trustee board meetings and meetings of board committees are publicly posted, how other types of notification are made, and how the public attends and may participate in board and committee meetings.
 - b. The library has a written Americans with Disabilities Act (ADA) policy.
 - c. The library has a written equal employment opportunity policy and a written workers' compensation procedure.
 - d. The library bonds all staff and trustees responsible for library finances.
- 11. The library has a board-approved set of written bylaws that govern the conduct of the board of trustees and its relationship to the library and staff. Bylaws provide the library board of trustees with guidelines that allow for consistent, organized, and productive meetings and operations. The library trustees regularly review the bylaws to ensure the library board is operating under the bylaws' guidelines and to ensure that the bylaws meet current organizational needs.
- 12. The library maintains insurance covering property and liability, including volunteer liability.
- 13. The library has a chain of command in place that will provide a smooth transition process when key members of the library staff leave the organization.

Governance and Administration Checklist

- ☐ Library has an elected or appointed board of trustees.
- ☐ Library has a qualified library administrator.
- ☐ Library administrator files an *Illinois Public Library Annual Report* (IPLAR) with the Illinois State Library.
- ☐ Library administrator prepares monthly reports (including statistics) of operations and services for the board's review.
- ☐ Library administrator and/or library board treasurer prepares monthly fiscal reports for the board's review.
- ☐ Library has a mission statement and a long-range/strategic plan.
- ☐ Library maintains an understanding of the community by surveys, hearings, and other means.
- ☐ Library board reviews library policies on a regular basis.
- ☐ Library board members participate in local, state, regional, and national decision making that will benefit libraries.
- ☐ Library develops an orientation program for new board members.
- ☐ Library board members attend local, regional, state, and national conferences pertinent to libraries when fiscally possible.
- ☐ Library keeps adequate records of library operations and follows proper procedures for disposal of records.
- ☐ Library complies and keeps current with appropriate Illinois and federal laws pertaining to public libraries.
- ☐ Library has a board-approved set of written bylaws that govern the conduct of the board of trustees and its relationship to the library and staff.
- ☐ Library maintains insurance covering property and liability, including volunteer liability.
- ☐ Library has a written succession plan focused on both internal and external talent development to fill anticipated needs for library leadership and other key personnel.

Chapter 3 (Personnel)

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

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

Personnel Standards

1. To ensure that library staff has a clear understanding of their responsibilities and rights as employees, the library has a board-approved personnel policy. The policy is developed by the library administrator with input from the staff.
2. Staffing levels are sufficient to carry out the library's mission, develop and implement the library's long-range/strategic plan, and provide adequate staff to offer all basic services during all the hours that the library is open. The library's level of self-service versus assisted staffing should be considered when calculating adequate staffing levels. Basic services include circulation and reference. (See Appendix E)
3. Job descriptions for all positions and a salary schedule are included in the personnel policy or provided elsewhere. The job descriptions and salary schedule are reviewed periodically (preferably annually, but at least every three years) and revised as needed. Staff members have access to these documents.
4. Personnel policy, job descriptions, and hiring practices are in compliance with the Equal Employment Opportunity Commission (EEOC) guidelines and the requirements of the Americans with Disabilities Act.
5. The library compensates staff in a fair and equitable manner. Salaries alone typically account for up to 60 percent of the total budget. Salaries plus fringe benefits (FICA pension and health insurance) account for up to 70 percent. The library should conduct a market benchmarking study with pay ranges, conducted by a reputable company, to determine current competitive pay practices for their library. If the library does not have the means to do such a study it should seek advice from their library system for guidance.
6. The library gives each new employee a thorough orientation and introduces the employee to the particular responsibilities of the new employee's job. The orientation includes but is not limited to the mission statement, library policies, guidelines, services of the library, employment benefits, and opportunities for continuing education.
7. The library has a performance appraisal system in place that provides staff with an annual evaluation of current performance and guidance in improving or developing new skills.
8. The library supports and encourages staff to acquire new skills, keep current with new developments in public libraries, and renew their enthusiasm for library work. Attendance at local, regional, state, and national conferences; relevant courses, workshops, seminars, and in-service training; and other library-related meetings provide a variety of learning experiences. The library provides paid work time and funding for

registration and related expenses. While funding constraints may limit the total number of staff who can attend conferences, the attendance of at least the library administrator at the state library association conference is encouraged and funded.

9. The library provides access to library journals and other professional literature for the staff.
10. Public library trustees and administrators are aware of federal, state, and local statutes and regulations relevant to personnel administration. Principal regulations include:
 - Fair Labor Standards Act* [29 U.S.C. 201 *et seq.*]
 - Illinois Human Rights Act* [775 ILCS 5/1-101 *et seq.*]
 - Americans with Disabilities Act* [42 U.S.C. 12101 *et seq.*]
 - Illinois Collective Bargaining Successor Employer Act* [820 ILCS 10/0.01 *et seq.*]
 - Illinois Public Labor Relations Act* [5 ILCS 315/1 *et seq.*]
 - Occupational Safety and Health Act* [29 U.S.C. 651 *et seq.*]
 - Family and Medical Leave Act of 1993* [29 U.S.C. 2601 to 2654]
 - Civil Rights Act (Title VII)* [42 U.S.C. 2000e]
11. The library complies with state and federal laws and codes that affect library operations. These laws include:
 - Environment Barriers Act* [410 ILCS 25/1 *et seq.*]
 - Illinois Accessibility Code* [71 Adm. Code 400 *et seq.*]
 - Open Meetings Act* [5 ILCS 120/1 *et seq.*]
 - Freedom of Information Act* [5 ILCS 140/1 *et seq.*]
 - Local Records Act* [50 ILCS 205/1 *et seq.*]
 - State Records Act* [5 ILCS 160/1 70/2 and 5/1-7 *et seq.*]
 - Library Records Confidentiality Act* [75 ILCS 70/1 *et seq.*]
 - Drug Free Workplace Act* [30 ILCS 580/1 *et seq.*]
 - Americans with Disabilities Act* [42 U.S.C. 12101 *et seq.*]
 - Fair Labor Standards Act* [29 U.S.C. 201 *et seq.*]
 - Bloodborne Pathogens Standard* [29 C.F.R. 1910.1030]
 - Wage Payment and Collection Act* [820 ILCS 115/1 *et seq.*]
 - Minimum Wage Act* [820 ILCS 105/1 *et seq.*]
 - Public Officer Prohibited Activities Act* [50 ILCS 105/3 *et seq.*]
 - Illinois Governmental Activities* [5 ILCS 420/4A-101 *et seq.*]
 - Personnel Record Review Act* [820 ILCS 40/0.01 *et seq.*]
 - Local Governmental Employees Political Rights Act* [50 ILCS 135/1 *et seq.*]
 - Right to Privacy in the Workplace Act* [820 ILCS 55/1 *et seq.*]
 - Victims' Economic Security and Safety Act* [820 ILCS 180/1 *et seq.*]
 - School Visitation Rights Act* [820 ILCS 147 *et seq.*]
 - Identity Protection Act* [5 ILCS 179/1 *et seq.*]

Personnel Checklist

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

Chapter 4 (Access)

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

Access Standards

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

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

Access Checklist

- ☐ The library provides the right amount of space of the right kind to meet the provisions of its long-range/strategic plan.
- ☐ At least once every five years, the board directs a review of the library's long-term space needs.
- ☐ The staff are familiar with the requirements contained in the *Americans with Disabilities Act* (ADA) and work to address deficiencies in order to provide universal access to all patrons.
- ☐ The library, including branches or other service points, is located at a site that is determined to be most convenient for the community.
- ☐ The library provides adequate, safe, well-lighted, and convenient parking during all hours of service.
- ☐ The library has the minimum required number of parking spaces.
- ☐ The library's entrance is easily identified, clearly visible, and well lighted.
- ☐ The library has an identifying sign clearly visible from the street. Additional signs guide users from arterial streets to the library.
- ☐ The library has adequate internal signage.
- ☐ The library's lighting levels comply with lighting standards.
- ☐ All signage is in compliance with applicable federal, state, and local regulations.
- ☐ The library building supports the implementation of current and future telecommunications and electronic information technologies.
- ☐ The library has sturdy and comfortable furnishings in sufficient quantity to meet user needs.
- ☐ Space is allocated for child and family use with furniture and equipment designed for use by children.
- ☐ The library has enough shelving and other types of display and storage to provide patrons with easy access to all materials.
- ☐ Shelving in the areas serving young children is scaled to their needs.

Chapter 5 (Building Infrastructure and Maintenance)

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

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

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

Building Infrastructure and Maintenance Standards

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

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

Building Infrastructure and Maintenance Checklists

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

Chapter 6 (Safety)

Consistency and formal rules can help the library stay a safe public space. Library staff must share responsibility for the safety and security of patrons as well as staff members. The issue of library safety and security covers a wide range of concerns, from natural disasters to more serious incidents such as theft and assault. Emergencies can happen anywhere, at any time. Planning for emergencies is necessary at the most basic levels. All libraries should address emergency preparedness.

Safety Standards

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

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

Safety Checklist

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

Chapter 7 (Collection Management)

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

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

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

Collection Management Standards

1. The library spends a minimum of 8 to 12 percent of its operating budget on materials for patrons. For the purposes of calculating spending on materials refer to Appendix I (Collection Management Worksheet).
2. The library has a board-approved, written collection management policy based on community needs and interests, demographic makeup, the diversity of American society, and on professional standards. The library's collection development policy shall address the following issues: materials selection; request for reconsideration of materials; handling of print donations, collection specialties and purchase priorities; and evaluation and weeding of the collection.
3. Staff responsible for collection management is professionally trained in general principles of selection and weeding as well as in their specific areas of responsibilities.
4. Staff responsible for collection management has access to a variety of review sources and selection tools including both print and web-based sources.

5. The library staff uses accepted professional techniques for collection management. Such techniques may include quantitative measures (i.e., circulation-per-capita and turnaround rates, weeding (i.e., the CREW method), user surveys, and questionnaires.
6. The library places a high priority on collection development. Although use of the collection and the size of the population are the primary factors, there may be additional factors that affect the size of the collection. Examples of these additional factors include local history, genealogy, and a linguistically diverse population.
7. The library provides access to materials in a variety of formats to ensure equal access for special population groups. Examples of some of these formats are e-books, audio books on CD or MP3, books in Braille, vetted information found online; and closed-captioned, described, or signed videos or DVDs.
8. The library strives to complement its print collection by purchasing electronic materials and make these materials available to all users through a variety of resources.
9. The library publicizes and promotes interlibrary loan to its patrons. The library develops procedures that ensure that interlibrary loan is a simple and effective way for patrons to receive materials and information after all local resources have been exhausted.
10. Library staff members are trained in and follow the policies and procedures relating to the ILLINET *Interlibrary Loan Code* and the ALA *Interlibrary Loan Code*.
 - a. The library agrees to be a responsible borrower. Before initiating an interlibrary loan request, requesting libraries should exhaust their own local resources.
 - b. Library budgets should put priority on purchasing materials that best serve their community.
 - c. Libraries should check statewide resource sharing databases such as OCLC FirstSearch before placing any requests and be responsible for copyright compliance.
 - d. The borrowing library is always responsible for items, including materials lost in transit or by the patron as specified by the ALA and ILLINET *Interlibrary Loan Codes*.

Collection Management Checklist

- ☐ The library board of trustees ensures that the library has a publicly funded budget to purchase materials. The minimum annual expenditure for materials for any size library should be a minimum of 8 to 12 percent of the operating budget.
- ☐ Library budgets should put priority on purchasing materials that best serve their community.
- ☐ The library has a written collection development policy approved by the board.
- ☐ Materials are cataloged according to standard library practices utilizing MARC 21, AACR2 Rules, Sears/LC subject headings, and RDA.
- ☐ Library collections are evaluated annually to measure the effectiveness of community use of the collection and weeded if deemed appropriate.
- ☐ The library considers forming a cooperative collection plan with other libraries in close proximity to one another.

- ☐ 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;

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- 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.

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- 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.

- ☐ 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).

- 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.

- ☐ 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).

- 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
<i>General Provisions</i>	
<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
<i>Elections</i>	
Election Code	10 ILCS 5/1-1
Campaign Finance Reporting	10 ILCS 5/10-6.1
<i>Executive Officers</i>	
<i>State Library Act</i>	15 ILCS 320/1
<i>Illinois Literacy Act</i>	15 ILCS 322/1
<i>Finance</i>	
<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
<i>Revenue</i>	
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
<i>Pensions</i>	
Illinois Municipal Retirement Fund (IMRF)	40 ILCS 5/7-171
<i>Local Government</i>	
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
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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
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Human Rights

Illinois Human Rights Act 775 ILCS 5/1-101

Business Transactions

Personal Information Protection Act 815 ILCS 530/5

Employment

Illinois Collective Bargaining Successor Employer Act 820 ILSC 10/0.01

Personnel Record Review Act 820 ILCS 40/0.01

Right to Privacy in the Workplace Act 820 ILCS 55/1

Employee Credit Privacy Act 820 ILCS 70/1

Minimum Wage Act 820 ILCS 105/1

Equal Pay Act 820 ILCS 112/1

Wage Payment and Collection Act 820 ILCS 115/1

Prevailing Wage Act 820 ILCS 130/0.01

One Day Rest in Seven Act 820 ILCS 140/3

School Visitation Rights Act 820 ILCS 147

Victims' Economic Security and Safety Act 820 ILCS 180/1

Workers' Compensation Act 820 ILCS 305/1

Military Related Acts

Family Military Leave Act 820 ILCS 151/1

Military Leave of Absence Act 5 ILCS 325/0.01

Public Employee Armed Services Rights Act 5 ILCS 330/1

Service Member's Employment Tenure Act 330 ILCS 60/1

Appendix B (Records to Be Retained and Disposed)

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

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

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

Inquiries can be mailed, faxed, or emailed (via an email form on the website noted above) to the Illinois State Archives:

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

Appendix C (Topics Recommended for Inclusion in Board Bylaws)

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

8. Appointment/termination of library administrator
9. Amendments—procedures for repealing, amending, or adding
10. Time frame for review

Appendix D (Topics Recommended for New Trustee Orientation)

1. Mission statement, long-range/strategic plan, technology plan, and all library policies
2. Budget, budget cycle, and way in which the budget is developed, monthly financial reports; levy; and relationship between library and municipality/ies, county, and state library
3. Doyle, Robert P. and Robert N. Knight, eds. *Trustee Facts File*. 4th ed. Chicago: Illinois Library Association, 2012; or current edition
4. ALA's *Freedom to Read Statement* and *Library Bill of Rights* and its interpretations; collection management; censorship issues and the procedure for addressing a patron's request for reconsideration of library materials
5. Board bylaws, board library administrator responsibilities, and errors and omissions insurance
6. Board meetings, committee meetings, names and addresses of other trustees, sample agenda, and prior year's minutes
7. *Serving Our Public 4.0: Standards for Illinois Public Libraries*, State Library Per Capita Grant, *Illinois Public Library Annual Report* (IPLAR)
8. Current copy of *Illinois Library Laws & Rules* (St. Paul, MN: Thompson Reuters), issued periodically by and available from the Illinois Library Association
9. Latest edition of a standard parliamentary procedure manual
10. The value/benefits of membership in professional organizations such as the American Library Association and the Illinois Library Association
11. *Illinois Open Meetings Act; Illinois Ethics Act; Freedom of Information Act*
12. List of websites for such organizations as American Library Association, Illinois Library Association, and the Public Library Association
13. Diamond, Stewart H. and W. Britt Isaly. *Financial Manual for Illinois Public Libraries*. Chicago: Illinois Library Association, 2007

Appendix E (Recommended Staffing Levels)

	FTE per 1,000 in addition to base FTE	FTE per 1,000 in addition to base FTE	FTE per 1,000 in addition to base FTE	FTE per 1,000 in addition to base FTE	FTE per 1,000 in addition to base FTE
POPULATION	BASE	MINIMUM	GROWING	ESTABLISHED	ADVANCED
Less than 1,000	.15*	.25	.50	.75	1.00
1,000-2,499	1.00	.25	.50	1.00	1.50
2,500-4,999	1.00	.25	.50	1.00	1.00
5,000-9,999	2.00	.25	.50	1.00	1.50
10,000-14,999	4.00	.25	.50	1.00	1.25
15,000-24,999	8.00	.25	.50	.90	1.25
25,000-49,999	18.00	.25	.50	.75	1.00
50,000-74,999	30.00	.25	.50	.75	1.00
75,000-99,999	45.00	.25	.50	.75	1.00
Over 100,000	60.00	.25	.50	.75	1.00

Example

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

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

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

Appendix F (Topics Recommended for Public Use of the Library Policy)

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

Appendix G (Recommended Hours of Service by Population)

POPULATION	MINIMUM	GROWING	ESTABLISHED	ADVANCED
Less than 1,000	25	28	32	36
1,000-2,499	28	36	40	48
2,500-4,999	36	40	56	64*
5,000-9,999	48	56	64*	72*
10,000-24,999	56	64*	68*	72**
25,000-49,999	64*	68*	72**	72**
50,000-74,999	72*	72**	72**	75**
75,000-99,999	75**	75**	75**	75**
Over 100,000	75**	75**	75**	75**

*Open Sunday, September through May

**Open Sunday all year

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

Appendix H (Topics Recommended for Collection Management Policy)

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

Appendix I (Collection Management Worksheet)

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

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

Materials:	Cost:
Books (print)	\$ _____
E-Books	_____
Magazines/newspapers (print)	_____
Magazines/newspapers (electronic)	_____
Audio CDs	_____
Audio CDs (downloadable)	_____
DVDs	_____
DVDs (downloadable/streaming)	_____
Electronic Databases (available in-house & remotely)	_____
Computer Software	_____
Microfilm	_____
Local History resources	_____
Photographs	_____
Video Games	_____
Non-Book or Media	_____
 Automation:	 Cost:
Annual Cost for local automation system (including cataloging/circulation software as well as hardware necessary for operation)	\$ _____
OCLC Membership costs	_____
MARC Records costs	_____
Additional consortia cost	_____
Virtual reference service	_____

Supplies:***Cost:***

Barcodes for circulating items and for patrons' cards \$ _____

User library cards _____

Processing supplies (example: spine labels, book covers,
book table, RF tags, property stamps, etc.) _____

Staffing:***Cost:***

Based on a 40-hour week, determine approximately
how many hours staff spend on task and multiply it
by pay rate x 52 weeks. (Example: Cataloger—
25 hours per week X \$10 X 52=\$13,000) \$ _____

Collection development/ordering staff _____

Cataloging staff _____

Circulation staff _____

ILL staff _____

Book page or shelver _____

Training for staff _____

Appendix J (New Facility Planning)

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

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

The U.S. Green Building Council (USGBC) provides a method to measure sustainability in the form of the "LEED" (Leadership in Energy and Environmental Design) program, aimed at both quantifying and promoting green design. Another measurement of sustainability is offered by the "Green Globes" program put forth by the Green Building Initiative.

Each of these programs provides an objective system of measurement. Objective measurement plays a critical role in the process of designing and building sustainable buildings.

11. Technology and Library Design: Architects need to carefully integrate technology use into all aspects of the infrastructure planning for space, lighting, electrical, and HVAC. Data and power should be available throughout the facility.

12. *Serving Our Public 4.0* and other library design standards can provide a starting point for determining library design goals. It is important to note that in terms of library design, the industry is changing so quickly that published standards should be seen as a point of departure rather than a destination. A design team that is versed in the changing library environment and abreast of current trends and technology is your best asset.

Appendix K (Facility Management Checklists)

Ongoing Building Maintenance Checklist

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

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

Building Periodic Repair Checklist

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

Capital Project Checklist

*Warranties and professional consultation should determine capital project items.

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

Capital Asset Plan Item List

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

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

Environmentally Friendly Components

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

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

Glossary (including acronyms)

24/7/365

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

ADA

Americans with Disabilities Act. www.ada.gov

Adaptive Technologies

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

ALA

American Library Association. www.ala.org

Appropriation

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

Audit

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

Authentication

Authentication is the verification of an individual's identity.

Back Door Referendum

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

Backbone

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

Blog

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

Boundaries (Library)

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

Broadband

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

Budget

A plan for conforming expenditures to income.

Bylaws

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

CARLI

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

Cataloging

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

CD-ROM

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

C.F.R.

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

Classification

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

Collection Management

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

Conditioned Power

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

Conflict of Interest

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

Cooperative Collection Development

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

Corporate Authority

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

CREW

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

Distribution Closet

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

Download

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

EEOC

Equal Employment Opportunity Commission. www.eeoc.gov/

E-Rate

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

FICA

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

Firewall

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

FTE

Full-time equivalent; full-time employee.

Hardware

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

Hub

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

HVAC

Heating Ventilating Air Conditioning.

ILA

Illinois Library Association. www.ila.org

ILCS

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

Ill. Comp. Stat. Ann.

Illinois Compiled Statutes Annotated. Published by LexisNexis.

ILLINET

Illinois Library and Information Network.

ILLINET INTERLIBRARY LOAN CODE

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

IMRF

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

Interlibrary Loan

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

Internet

Internet is an international network of computer networks.

I-Share

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

LAN

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

LLSAP

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

MARC

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

MLS/MLIS

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

Nonresident Fee Cards

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

OCLC

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

OPAC

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

Open Captioning

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

Open Meetings Act

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

OSHA

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

PLA

Public Library Association, a division of the American Library Association. www.pla.org

Podcast

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

Premises Wiring

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

Reciprocal Borrowing

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

Referendum

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

Remote Access

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

Riser (Management)

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

Router

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

RSS Feeds

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

Server

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

Software

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

Structured Cabling

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

System Integrator (SI)

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

TDD

Telecommunications Device for the Deaf. See TTY.

TRS

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

TTY

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

United for Libraries/ALTAF

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.



Illinois Library Association

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	Pre COVID	COVID	Notes
Core 1 The library provides uniformly gracious, friendly, timely, and reliable service to all users.	yes	yes	
Core 2 The library is established and operates in compliance with Chapter 75 of the <i>Illinois Compiled Statutes</i> .	yes	yes	
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 <i>Illinois Compiled Statutes</i> .	yes	yes	
Core 4 The library complies with all other state and federal laws that affect library operations. (See Appendix A)	yes	yes	
Core 5 The library adopts and adheres to the principles set forth in the American Library Association's (ALA) <i>Library Bill of Rights</i> and other ALA intellectual freedom statements and interpretations.	yes	yes	
Core 6 The library adopts and adheres to the <i>Code of Ethics of the American Library Association</i> .	yes	yes	
The library adopts and adheres to the <i>Public Library Trustee Ethics Statement</i> , developed by United for Libraries, a division of ALA.	yes	yes	
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)	yes	yes	
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.)	yes	yes	
Core 9 The board of trustees meets regularly, in accordance with the <i>Illinois Compiled Statutes</i> , with the library administrator in attendance. All board meetings and board committee meetings shall comply with the <i>Open Meetings Act</i> .	yes	yes	
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.	yes	yes	
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.	yes	yes	

	Pre COVID	COVID	Notes
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.	yes	yes	
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)	yes	yes	
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.	yes	yes	
Core 15 The board of trustees annually reviews the performance of the library administrator.	yes	yes	
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.	yes	no	We are currently not doing interlibrary loan due to the pandemic, but plan to resume as soon as it is safe to do so.
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.	yes	yes	
Core 18 The library utilizes a variety of methods to communicate with its community.	yes	yes	
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.	yes	yes	
Core 20 A library is open a minimum of fifteen hours per week according to the <i>Illinois Administrative Code</i> [23 Ill. Adm. Code 3030.110].	yes	yes	
Core 21 As a baseline, the library appropriates money to major budget categories (personnel, benefits, library materials, other operating expenditures) using the <i>Illinois Public Library Annual Report</i> statewide percentages analysis.	yes	yes	
Core 22 The library board and staff promote the collections and services available to its community.	yes	yes	
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.	yes	yes	

	Pre COVID	COVID	Notes
Library has an elected or appointed board of trustees.	yes	yes	
Library has a qualified library administrator.	yes	yes	
Library administrator files an <i>Illinois Public Library Annual Report</i> (IPLAR) with the Illinois State Library.	yes	yes	
Library administrator prepares monthly reports (including statistics) of operations and services for the board's review.	yes	yes	
Library administrator and/or library board treasurer prepares monthly fiscal reports for the board's review.	yes	yes	
Library has a mission statement and a long-range/strategic plan.	yes	yes	
Library maintains an understanding of the community by surveys, hearings, and other means.	yes	yes	
Library board reviews library policies on a regular basis.	yes	yes	Updated earlier this year
Library board members participate in local, state, regional, and national decision making that will benefit libraries.	no	no	Currently the board works at the local level, but not the state, regional, or national level to benefit libraries.
Library develops an orientation program for new board members.	yes	yes	
Library board members attend local, regional, state, and national conferences pertinent to libraries when fiscally possible.	yes	yes	Generally, Trustees have attended local workshops, webinars, and occasionally ALA when it is in Chicago
Library keeps adequate records of library operations and follows proper procedures for disposal of records.	yes	yes	We updated our Records Retention Policy with the Illinois State Archives in 2019.
Library complies and keeps current with appropriate Illinois and federal laws pertaining to public libraries.	yes	yes	
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.	yes	yes	
Library maintains insurance covering property and liability, including volunteer liability.	yes	yes	
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.	no	no	At this time, we do not have a written succession plan.

	Pre COVID	COVID	Notes
Library has a board-approved personnel policy.	yes	yes	Updated earlier this year
Library has staffing levels that are sufficient to carry out the library's mission.	yes	yes	
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.	yes	yes	Laurie Prioletti and I reviewed all job descriptions in 2018 and will be updating the 2016 salary schedule in Spring 2021.
Library's hiring practices are in compliance with EEOC guidelines and the Americans with Disabilities Act.	yes	yes	
Library salaries and fringe benefits account for up to 70 percent of total operations budget.	yes	yes	Currently these account for 63% of our budget
Library gives each new employee a thorough orientation.	yes	yes	
Library evaluates staff annually.	yes	yes	
Library staff and administration attend local, regional, state, and national conferences as well as training workshops and seminars where feasible.	yes	yes	
Library provides staff access to library literature and other professional development materials.	yes	yes	
Public library trustees and administrators are aware of federal, state, and local statutes and regulations relevant to personnel administration.	yes	yes	
The library complies with state and federal laws that affect library operations.	yes	yes	

	Pre COVID	COVID	Notes
The library provides the right amount of space of the right kind to meet the provisions of its long-range/strategic plan.	no	no	This is being carried out as part of the facility plan.
At least once every five years, the board directs a review of the library's long-term space needs.	yes	yes	This was done in 2016 as part of the masterplan work
The staff are familiar with the requirements contained in the <i>Americans with Disabilities Act</i> (ADA) and work to address deficiencies in order to provide universal access to all patrons.	yes	yes	We do regular training on this and have Sarah Rustman as an ADA Coordinator for the building
The library, including branches or other service points, is located at a site that is determined to be most convenient for the community.	yes	yes	
The library provides adequate, safe, well-lighted, and convenient parking during all hours of service.	yes	yes	
The library has the minimum required number of parking spaces.	yes	yes	While we do have the minimum number of spaces, pre-COVID, we certainly ran into issues with parking during popular programs and times.
The library's entrance is easily identified, clearly visible, and well lighted.	yes	yes	
The library has an identifying sign clearly visible from the street. Additional signs guide users from arterial streets to the library.	yes	yes	
The library has adequate internal signage.	yes	yes	
The library's lighting levels comply with lighting standards.	yes	yes	We continue to update lighting to LED each year through construction projects.
All signage is in compliance with applicable federal, state, and local regulations.	yes	yes	
The library building supports the implementation of current and future telecommunications and electronic information technologies.	yes	yes	We continue to investigate and implement appropriate technologies to be able to provide our patrons with the support they request.
The library has sturdy and comfortable furnishings in sufficient quantity to meet user needs.	yes	no	We have removed all seating (except at computers and in study rooms) to encourage people to not linger while in the library.
Space is allocated for child and family use with furniture and equipment designed for use by children.	yes	no	The Youth Services Department is currently closed, but staff are available to grab materials for patrons.
The library has enough shelving and other types of display and storage to provide patrons with easy access to all materials.	no	no	
Shelving in the areas serving young children is scaled to their needs.	yes	yes	While it is generally scaled to their needs, our Juvenile Non-Fiction shelving is not child friendly. We also have spine out shelving in picture books which is typically now seen as not being conducive to browsing.

Ongoing Building Maintenance	Pre COVID	COVID	Notes
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.	yes	yes	
Elevators should be maintained at least annually, and should comply with applicable codes for safety.	yes	yes	
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).	yes	yes	
The building facade should be inspected once a year.	yes	yes	
Parking lot resealing and restriping should be performed every one to three years.	yes	yes	completed parking lot reconstruction project in 2019 - striping will be completed within 3 to 5 years
HVAC systems should be inspected and maintained at least twice a year (before summer and winter).	yes	yes	
Alarm system should be checked for proper operation at least once a year.	yes	yes	
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.	yes	yes	inspected on a regular basis by staff
Emergency lighting should be checked once a month.	yes	yes	
Sprinkler systems should be inspected as required by code, but at least once per year.	yes	yes	
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.	yes	yes	
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.	yes	yes	
Landscaping should be maintained weekly during season, and at least twice per year for cleanup, trimming, etc.	yes	yes	
Landscaping sprinklers should be checked and maintained twice a year.	yes	yes	
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.	yes	yes	
Hard surface flooring should receive thorough cleaning and/or polishing once per year.	yes	yes	
Window cleaning should be performed at least once per year.	yes	yes	
Parking garages should be inspected and cleaned on an annual basis. Cleaning should include power washing to remove salt and other deposits.	N/A	N/A	not applicable; parking lot is cleaned on regular basis
Other unique features, such a fountains, fireplaces, indoor planters, etc. should also be maintained on an as-required basis.	yes	yes	

Emergency generators should be checked for proper operation every week, and serviced as required by manufacturer.	yes	yes	
Snow removal should be performed on an as-needed basis (either self-performed or contracted).	yes	yes	
Egress paths should be checked once a month to ensure they are maintained open and free of obstructions.	yes	yes	
Electrical and mechanical rooms should be checked twice per year to ensure they are kept clean and clear of obstructions to reach the equipment.	yes	yes	
Building Periodic Repair Checklist			
Tuck pointing of masonry: On an as-needed basis.	yes	yes	performed on an as-needed basis
Sealant repairs (window perimeters, masonry joints, etc.): On a three-to-five year interval.	yes	yes	
Interior painting and wall coverings: On an as-needed basis.	yes	yes	
Exterior painting including steel members that may corrode such as railings, etc.: Typically, once every three to five years.	yes	yes	exterior façade project was completed in 2020
Wood and trim components: On an as-needed basis.	yes	yes	
Exterior and Interior Signage: Evaluate the appropriateness and condition of your signage once a year.	yes	yes	
Windows: Replace broken seals broken glass, caulking and glazing as needed.	yes	yes	
Parking lot: Perform patching, sidewalk repairs such as mud jacking, curb repairs, etc. as needed.	yes	yes	
Landscaping: Inspect trees and sod replacement every one to two years.	yes	yes	landscaping project is planned to take place in 3 to 5 years
Graffiti removal: Perform on an as-needed basis.	yes	yes	
Fencing repairs and painting: Perform on an as-needed basis. Painting is typically required every three to five years.	N/A	N/A	not applicable
Hardware: Items such as door knobs, locks, etc. should be repaired on an as-needed basis.	yes	yes	

Capital Project Checklist			
Parking lot reconstruction (not routine sealing)	yes	yes	completed in 2020
Re-roofing	yes	yes	
Window replacement	yes	yes	performed on an as needed basis and part of 20 year facility plan
HVAC equipment replacement	yes	yes	updates occur as renovation projects occur
Lighting replacements and upgrades	yes	yes	
Building additions	yes	yes	
Interior remodeling (carpeting, walls, furnishings, etc.)	yes	yes	
Utility infrastructure including electrical feeds, cabling, fiber optics, generators, IT infrastructure, technology upgrades	yes	yes	
Major facade repairs	yes	yes	
Major code upgrades	yes	yes	part of 20 year facility plan

Capital Asset Plan Item List			
Building structure	yes	yes	
Site elements such as parking lots, paving, site furnishings and signs	yes	yes	
HVAC systems	yes	yes	updates occur as renovation projects occur
Plumbing	yes	yes	
Elevators	yes	yes	
Building envelope including facade, windows, and roofs	yes	yes	
Furnishings	yes	yes	

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

	Pre COVID	COVID	Notes
The library provides a list of emergency call numbers at all staff phones in the library.	yes	yes	
The library has a floor plan that shows entrances, exits, location of emergency supplies, fire alarms, and fire extinguishers.	yes	yes	
The library has an emergency manual and disaster plan.	yes	yes	
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.	yes	yes	We do not use NARCAN at this time.
The library provides a call list and contact information that is reviewed biannually.	yes	yes	
Emergency medical supplies are stored in a designated location and are accessible to staff.	yes	yes	
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.	yes	yes	
A prioritization list shows what should be salvaged in order of importance.	yes	yes	While we have this, we should look at updating as it has been a while since updated.
A building safety checklist includes daily, weekly, quarterly, semi-annual, and annual safety procedures.	yes	yes	
A procedure exists for letting staff know when it is unsafe to enter the building.	yes	yes	
The library has a designated tornado shelter.	yes	yes	
Emergency exits and evacuation routes out of the library and to the tornado shelter are clearly marked. Fire extinguishers are clearly marked.	yes	yes	
The library provides adequate security for staff, users, and collections.	yes	yes	
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.	yes	yes	
At least two people (one of whom may be a volunteer) shall be on duty during all open hours of operation.	yes	yes	
Copies of the emergency manual and disaster plan are provided to community safety personnel.	yes	yes	
A policy for security camera usage has been adopted and signage is posted.	no	no	This is a new recommendation and one which we will work on adhering to.

	Pre COVID	COVID
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.	yes	yes
Library budgets should put priority on purchasing materials that best serve their community.	yes	yes
The library has a written collection development policy approved by the board.	yes	yes
Materials are cataloged according to standard library practices utilizing MARC 21, AACR2 Rules, Sears/LC subject headings, and RDA.	yes	yes
Library collections are evaluated annually to measure the effectiveness of community use of the collection and weeded if deemed appropriate.	yes	yes
The library considers forming a cooperative collection plan with other libraries in close proximity to one another.	yes	yes

Notes
We have increased our eResource purchasing during COVID and generally spend at least 12% on materials.
This is something we will be updating in the next few years.

	Pre COVID	COVID	Notes
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.	yes	yes	
Library resources, information, and expertise are available via interlibrary loan, reciprocal borrowing, and other formal cooperative agreements; and the library participates in system delivery.	yes	no	Currently paused due to COVID.
The library abides by the ILLINET <i>Interlibrary Loan Code</i> as well as other formal regional/consortial agreements.	yes	yes	We are als a member of CCS and abide by the agreement the board signed when we became a member over 20 years ago
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.	yes	yes	I along with library staff regularly participate in local, state, and national committees. In Northbrook, Jay serves as a library representative on the EDC Committee.
The library, in cooperation with regional library systems and the Illinois State Library, promotes statewide tax-supported public library service for every Illinois resident.	yes	yes	
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.	yes	yes	

Reference Service Checklist	PreCOVID	COVID	Notes
All basic services are available when the library is open.	yes	yes	While we were closed, there were some basic services that were not offered like computers and photocopying. Now that we are reopen, the basic services are offered with limits.
The library has competently trained staff that has thorough knowledge of popular authors and titles.	yes	yes	
The library maintains a well-rounded collection of both fiction and nonfiction titles.	yes	yes	
The library participates in interlibrary loan and resource sharing to help provide accurate and timely reader's advisory service.	yes	no	This is paused due to the pandemic.
The library maintains a basic collection of reader's advisory reference materials.	yes	yes	
All staff members attend at least one relevant continuing education event each year.	yes	yes	
Staff members who are responsible for reader's advisory service in their library join at least one community organization, club, or council.	no	no	We do have a number of staff that are part of different groups in the community including: Chamber, Historical Society, Community Relations Commission, and Arts Commission. But not all staff that do RA participate in one of these organizations
Staff members who are responsible for reader's advisory service in their library attend at least one workshop, reading roundtable, or continuing education event.	yes	yes	
The library accepts and responds to reader's advisory requests received in person, on the phone, or electronically.	yes	yes	

Reader's Advisory Service Checklist			
All basic services are available when the library is open.	yes	yes	
The library has competently trained staff that has thorough knowledge of popular authors and titles.	yes	yes	
The library maintains a well-rounded collection of both fiction and nonfiction titles.	yes	yes	
The library participates in interlibrary loan and resource sharing to help provide accurate and timely reader's advisory service.	yes	no	This is paused due to the pandemic.
The library maintains a basic collection of reader's advisory reference materials.	yes	yes	
All staff members attend at least one relevant continuing education event each year.	yes	yes	
Staff members who are responsible for reader's advisory service in their library join at least one community organization, club, or council.	no	no	We do have a number of staff that are part of different groups in the community including: Chamber, Historical Society, Community Relations Commission, and Arts Commission. But not all staff that do RA participate in one of these organizations
Staff members who are responsible for reader's advisory service in their library attend at least one workshop, reading roundtable, or continuing education event.	yes	yes	
The library accepts and responds to reader's advisory requests received in person, on the phone, or electronically.	yes	yes	

	Pre COVID	COVID
Library programs are provided free of charge, or on a cost recovery basis.	yes	yes
Library programs are located in a physically accessible location.	yes	yes
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.	yes	yes
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.	yes	yes
The library presents educational, cultural, and recreational programs that reflect community needs and interests.	yes	yes
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.	yes	yes
The library provides outreach programs to specific populations who cannot visit the library.	yes	yes
The library has programming that seeks to serve children and their caregivers.	yes	yes
The library has programming that seeks to serve young adults.	yes	yes
The library has programming that seeks to serve adults and senior citizens.	yes	yes
The library provides programs on library instruction for all ages. This includes online catalog and online database training opportunities.	yes	yes
The library is encouraged to partner with other organizations to offer programs.	yes	yes

Notes
Programs are currently all virtual
We have a robust plan to ensure that we are providing programs that are accessible to all members of our community, even when doing virtual programming. This is reflected in the questions asked when people sign up for programs
We are currently offering Homebound delivery service to over 40 individuals who cannot come into the library or utilize curbside pick up
Although, these are generally not well attended. We tend to weave instruction into other programs and that seems to work better.
We have over 60 organizations that we partner with.

	Pre COVID	COVID	Notes
All basic youth services are available when the library is open.	yes	no	Due to the pandemic, we still have some basic services that we cannot provide including the iPads, Computers, play area, and craft table.
The library provides staff trained in serving youth.	yes	yes	
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.	yes	yes	
The library actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere for all patrons.	yes	yes	As the board is aware, we have formed an EDI committee to work on furthering our efforts in this area.
The library provides staff trained in assisting youth with disabilities, language, and literacy barriers.	yes	yes	We do this for the entire staff, not just YS
The library provides staff trained to assist youth with adaptive equipment and software as needed to for accessibility of resources.	yes	yes	
The library strives to eliminate barriers of service for youth, including regularly reviewing any content restrictions, library card requirements, and Internet policies.	yes	yes	
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.	yes	yes	
The library provides programming for youth which is developmentally appropriate and meets the needs of the community.	yes	yes	
The library's programming is designed to reflect the needs and interests of youth in the community.	yes	yes	
Library programs are provided free of charge or on a cost-recovery basis.	yes	yes	
The library makes provisions that enable persons with disabilities to attend programming, and lists these provisions with other programming information.	yes	yes	We do this for all programs, not just ones for youth
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.	yes	yes	
The library strives to partner with youth-facing organizations in the community.	yes	yes	We have a number of strong partnerships
The library provides youth with research and information literacy instruction through tours, training sessions, and one-on-one interactions.	yes	yes	
The library has staff who have knowledge of popular authors, titles, and resources to provide these services.	yes	yes	
Youth staff have access to a telephone and computer to receive and respond to requests for information and to contact other agencies.	yes	yes	
Youth staff responsible for collection management have access to review journals and tools specifically targeting youth materials.	yes	yes	
The library includes at least one current resource created and intended for youth for each subject area. Electronic resources also fulfill this requirement.	yes	yes	
The library provides computer access for all youth, and provides guidance on digital literacy and technology use to youth.	yes	no	We do not currently have computers available in the department, but do provide guidance on digital literacy and technology use
The library provides outreach services towards youth to increase awareness of services, attract new users, and reach underserved populations.	yes	no	This is being paused due to the pandemic
The library strives to partner with and support local schools, including private schools and homeschoolers.	yes	yes	Our new partnership with the schools for our eBook platform has been very well received due to the pandemic.
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.	yes	yes	
The library provides a space specifically for use by children and families.	yes	yes	
The shelving used for housing children's materials is appropriately sized to allow for easier access.	yes	yes	

	Pre COVID	COVID	Notes
The library provides early literacy programming, including regular story time, for children and families.	yes	yes	
The library provides programming which facilitates play and fun for children and families.	yes	yes	
The library provides toys and interactive materials for use in the library, during programs, and/or at home that facilitate play, fun, and imagination.	yes	no	We are offering take and make craft kits, but are not checking out our puzzles and more interactive items at this time.
The library provides a summer reading opportunity to encourage reading and learning during the summer.	yes	yes	
The library provides a welcoming environment for young adults both individually and in groups.	yes	yes	
The library provides developmentally appropriate programming for young adults that encourage self-identity and positive interactions while providing opportunities to socialize and have fun.	yes	yes	
The library provides materials both physical and digital for young adults that are intended for them.	yes	yes	
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.	yes	yes	

	Pre COVID	COVID	Notes
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.	yes	yes	
The library has:			
• a telephone, with a listing in the phone book;	yes	yes	
• a telephone voice mail and/or answering machine;	yes	yes	
• a fax and/or scanner;	yes	yes	
• a photocopier;	yes	yes	
• effective Internet access with sufficient capacity to meet the needs of both the staff and the public;	yes	yes	
• library and/or departmental email accounts for patron communication with the library (the library email account is reviewed and responded to during library hours);	yes	yes	
• an <i>Americans with Disabilities Act</i> (ADA) compliant library website that is updated at least monthly;	yes	yes	
• up-to-date computers for staff and public access with sufficient capacity to meet needs;	yes	yes	
• up-to-date printers for staff and public access with sufficient capacity to meet needs;	yes	yes	
• up-to-date antivirus and Internet security software protection installed on every library computer;	yes	yes	
• up-to-date Internet browsers, web applications, and plug-ins;	yes	yes	
• a valid email address, accessible via the library's website, for the library administrator; and	yes	yes	
• a website that includes basic library information such as hours, location, contact, official name of library, and content required by the <i>Open Meetings Act</i> .	yes	yes	
The library provides a sufficient number of patron-accessible workstations/devices on a per capita basis.	yes	yes	
The wait time for patron workstations does not exceed 15 to 30 minutes.	yes	yes	
The library annually evaluates and, if necessary, updates its Internet connectivity options for service impact and cost-effectiveness.	yes	yes	We are part of a consortium of municipal entities in our township that provides internet service.
The library provides 24/7 remote access to library services and resources through:	yes	yes	
• a web-accessible library catalog;	yes	yes	
• appropriate regional, state, national, and international bibliographic databases;	yes	yes	
• other authenticated electronic resources that are available for direct patron use; and	yes	yes	
• virtual reference service, and/or text messaging services, and/or a library email account.	yes	yes	
The library staff must be:			
• computer literate;	yes	yes	
• trained to use and assist patrons in the use of electronic resources and materials; and	yes	yes	
• accessible via email and/or through messaging services.	yes	yes	
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.	yes	yes	
The library provides web links and access to regional and/or statewide initiatives including:			
• regional library system consortial web-based catalogs;	yes	yes	
• the CARLI academic library catalog (I-Share);	yes	yes	

	Pre COVID	COVID	Notes
• Illinois State Library-sponsored databases/e-resources;	yes	yes	We are part of OCLC and Novelist, which are provided by the Illinois State Library
• other electronic collections as available; and	yes	yes	
• virtual reference service.	yes	yes	Form on our website and through email. This has been expanded during the pandemic and is in much higher use now.
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.	yes	yes	
The library has a board-adopted Internet acceptable use policy.	yes	yes	
The Internet acceptable use policy is reviewed annually.	yes	yes	
The library budgets for ongoing technology needs including but not limited to: hardware and software purchases, upgrades, ongoing maintenance, services, and connectivity.	yes	yes	
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.	yes	yes	
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.	yes	yes	
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:	yes	yes	
• wireless access (Wi-Fi);	yes	yes	
• Internet connectivity upgrades sufficient for patron and staff use;	yes	yes	
• networking (local area vs. wide area);	yes	yes	
• library Intranet;	yes	yes	
• an <i>Americans with Disabilities Act</i> (ADA) compliant library website that is updated at least monthly, highlights library services and programs, includes hyperlinks, is mobile compatible, and is interactive;	yes	yes	
• patron self-checkout functionality;	yes	yes	
• new technologies/potential services; for example, social networking, makerspace, and mobile apps;	yes	yes	
• current and functional meeting room technology;	yes	yes	
• 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	yes	yes	
• ongoing staff continuing education/training related to all aspects of technological services.	no	no	While we do offer regular technology training and have increased that during the pandemic, we are working on getting core technology competencies set for the staff and will then we offering a more robust suite of training on all technology offerings.
The library protects the integrity, safety, and security of its technological environment.	yes	yes	
The library's automated catalog and its components comply with current state, national, and international standards.	yes	yes	

	Pre COVID	COVID	Notes
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).	yes	yes	Yes, but do not use eRate

	Pre COVID	COVID	Notes
The library has a communications plan that supports the library's long-range/strategic plan.	no	no	Working on creating this
The library staff and trustees participate in two or more cooperative activities with other community organizations.	yes	yes	
The library's services and programs are promoted in the community. Check the applicable publicity methods.	yes	yes	
<input type="radio"/> flyers	yes	no	
<input type="radio"/> brochures	yes	no	
<input type="radio"/> website	yes	yes	
<input type="radio"/> newsletter	yes	yes	
<input type="radio"/> posters	yes	yes	Focus now is on safety guidelines
<input type="radio"/> banners	yes	yes	
<input type="radio"/> displays	yes	yes	
<input type="radio"/> podcasting	no	no	
<input type="radio"/> presentations	yes	yes	Being done virtually during the pandemic
<input type="radio"/> speeches	yes	yes	
<input type="radio"/> billboards	no	no	
<input type="radio"/> other	yes	yes	Newspapers, emails, cross promotion in other agency newsletters/publications
The library maintains at least one social media account.	yes	yes	Facebook, Twitter, Instagram, YouTube
The library invites local, state, and federal officials to visit the library.	yes	no	We have suspended due to pandemic
The library's website is updated at least monthly.	yes	yes	
The board, administration, and staff conduct an annual library walk-through.	yes	no	We have suspended due to pandemic
The board, administration, and appropriate staff visit other libraries.	yes	no	We have suspended due to pandemic
The budget includes funds for public relations and marketing activities.	yes	yes	
The library's promotional methods and services are ADA compliant.	yes	yes	We take steps to ensure our website and digital presence is ADA compliant
A designated staff member coordinates the library's marketing efforts.	yes	yes	
The library's staff receives customer service and marketing training.	yes	yes	
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.	yes	yes	
The library surveys patrons and the community to judge awareness of the library's programs and services.	yes	yes	We regularly solicit feedback and are currently working on a survey to judge the efficacy of marketing during the pandemic



DATE: 10.9.2020
TO: Trustees
FROM: Anna Amen
RE: Monies in Restricted

Over the years funds have been placed in Restricted to be used for a specific purpose (for example: projects, programming, materials)

In 2005, the Library received a donation in memory of Freda S Thorson, the head librarian from 1952 – 1965. This donation was placed in restricted to be used on a future project. Donation amount \$100,000.

In 2005, the Library received a donation in memory of Mary Ellen Galvin. This donation was placed in restricted to be used on a future project. Donation amount \$75,868.50.

In 2019, the Library received notification that we were the beneficiary to the Margaret Coombe Trust. In August we received the distribution from Margaret Coombe's trust. Donation amount \$46,086.09. Funds will be placed in Restricted; use to be determined.

In 2019, the Library received notification that we were the beneficiary to the Jack Coombe Trust. Based upon the value of Jack Coombe's trust, I believe the distribution will be similar to the distribution of Margaret's Trust. Once the tax return is finalized the Library will receive the distribution.

Interest Income earned on the funds in the Restricted account totals \$36,547.95.

On an ongoing basis, we receive Restricted Funds as

- Donations from the Friends for programming or special fixed asset items
- Donations from partners for programming
- Grant Income (Per Capita, DCEO) used for purposes designated in the grant
- Donations (in honor of, in memory of or in appreciation of) that are used to purchase materials, host programs or spent as specified by donor.

I would like some guidance on how to handle the larger donation amounts that do not occur on an ongoing basis

- Leave the funds in Restricted to be used in the future
- Move the funds to Capital Project Fund to be used on construction projects
- On a project basis, designate funds to be spent on the project

I have included a list of the current monies in Restricted. Thank you for your input.

1201 Cedar Lane Northbrook, IL 60062-4581
847.272.6224

Northbrook Public Library
Designated Funds

September-20

Fund	Totals	Disbursements	Receipts	Totals	#'s from wkst
Friends Programs (Admin)	(10,515.24)	1,000.00	11,515.24	-	-
Anonymous Gift	100,000.00			100,000.00	100,000.00
Austism Project	606.31			606.31	606.31
Coombe	-		46,086.09	46,086.09	46,086.09
Covenant Village	2,641.82	129.76		2,512.06	2,512.06
Friends Programs Maker Services	-			-	-
Friends Gift	-			-	-
F&M Arts	-			-	-
Friends Programs (F&M)	(2,496.47)	750.00	2,371.47	(875.00)	(875.00)
F&M Coventant Village	-			-	-
First Bank of Highland Park Donation	500.00	500.00		-	-
Galvin Bequest	75,868.50			75,868.50	75,868.50
Insurance Claims	-			-	-
Gift Interest - CD	36,547.95		25.00	36,572.95	36,572.95
Materials Funds	2,908.40	34.07	80.00	2,954.33	2,954.33
Meyer Gift	5,000.00			5,000.00	5,000.00
Misc. Gift	2,000.00			2,000.00	2,000.00
Maker Services Gift	2,000.00			2,000.00	2,000.00
MS charges to patrons	(1,747.00)	339.29	112.28	(1,974.01)	(1,974.01)
NB Book Review Club	811.48			811.48	811.48
NB Voices	1,443.03			1,443.03	1,443.03
Foundation Transfer	7,907.11			7,907.11	7,907.11
PC Grant	-			-	-
Piano Funds	2,425.00			2,425.00	2,425.00
Pond Money YS	866.27			866.27	866.27
Ref Arts	-			-	-
Friends Programs (REF)	(200.00)		200.00	-	-
Reference Gift	(0.00)			(0.00)	-
Township Luncheon	100.81			100.81	100.81
Welker	853.00			853.00	853.00
Whitehall Donation	-			-	-
Friends Programs (YA)	-			-	-
Friends Programs (YS)	(1,450.00)	1,150.00	250.00	(2,350.00)	(2,350.00)
Grand Total	226,070.97	3,903.12	60,640.08	282,807.93	282,807.93