

101: Mission, Vision, & Values Statements

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MISSION

The Northbrook Public Library nurtures community and stimulates lifelong learning through innovative, responsive programming, partnerships, resources, and services. We deliver excellent customer service to our patrons to create a welcoming, inclusive environment.

VISION

Our patron-focused organization will create a more connected, inclusive, and engaged community in Northbrook.

How we envision this...

Northbrook Public Library is a place where community happens; where patrons are welcomed; where learning enriches lives. We provide library services tailored to our patrons, inside the library and out, meeting patrons where they are.

Our staff continuously build the skills and knowledge to design convenient, patron-focused experiences. Everything we do reflects our commitment to provide value and quality to our patrons.

We are a cohesive, effective and inclusive organization that seeks out passionate, engaged partners and supporters to help us achieve common goals.

VALUES

Innovation

We value creative approaches to new and familiar problems and find innovative ways to provide value to our community.

Inclusion

We create a welcoming environment for everyone and express our respect for differences in our service and resources

Customer-focus

We listen to and learn from our patrons to provide them the best customer service and experience possible.

Lifelong Learning

We value lifelong learning, curiosity, and growth and learn alongside our patrons.

Collaboration

We value collaborative work in the library and form sustained partnerships with valuable community partners.

102: ALA Bill of Rights

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

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

103: ALA Freedom to View

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

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

104: ALA Freedom to Read

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

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

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

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

toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

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

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

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

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its patrons to choose widely from among conflicting opinions offered freely to them. To stifle

every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ,

and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

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

105: ALA Core Values

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PURPOSE

The foundation of modern librarianship rests on an essential set of core values that define, inform, and guide our professional practice. These values reflect the history and ongoing development of the profession and have been advanced, expanded, and refined by numerous policy statements of the American Library Association. Over time, the values embodied in these policies have been embraced by the majority of librarians as the foundations of their practice.

Access

All information resources that are provided directly or indirectly by the library, regardless of technology, format, or methods of delivery, should be readily, equally, and equitably accessible to all patrons.

Confidentiality/Privacy

Protecting user privacy and confidentiality is necessary for intellectual freedom and fundamental to the ethics and practice of librarianship.

Democracy

A democracy presupposes an informed citizenry. The First Amendment mandates the right of all persons to free expression, and the corollary right to receive the constitutionally protected expression of others. The publicly supported library provides free and equal access to information for all people of the community the library serves.

Diversity

We value our nation's diversity and strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve.

Education and Lifelong Learning

ALA promotes the creation, maintenance, and enhancement of a learning society, encouraging its members to work with educators, government officials, and organizations in coalitions to initiate and support comprehensive efforts to ensure that school, public, academic, and special libraries in every community cooperate to provide lifelong learning services to all.

Intellectual Freedom

We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

The Public Good

ALA reaffirms the following fundamental values of libraries in the context of discussing outsourcing and privatization of library services. These values include that libraries are an essential public good and are fundamental institutions in democratic societies.

Preservation

The Association supports the preservation of information published in all media and formats. The association affirms that the preservation of information resources is central to libraries and librarianship.

Professionalism

The American Library Association supports the provision of library services by professionally qualified personnel who have been educated in graduate programs within institutions of higher education. It is of vital importance that there be professional education available to meet the social needs and goals of library services.

Service

We provide the highest level of service to all patrons. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Social Responsibility

ALA recognizes its broad social responsibilities. The broad social responsibilities of the American Library Association are defined in terms of the contribution that librarianship can make in ameliorating or solving the critical problems of society; support for efforts to help inform and educate the people of the United States on these problems and to encourage them to examine the many views on and the facts regarding each problem; and the willingness of ALA to take a position on current critical issues with the relationship to libraries and library service set forth in the position statement.

Sustainability

ALA is supporting the library community by showing its commitment to assisting in the development of sustainable libraries with the addition of sustainability as a core value of librarianship. This consists of practices that are environmentally sound, economically feasible and socially equitable. Libraries play an important and unique role in promoting community awareness about resilience, climate change and a sustainable future. They are also leading by example by taking steps to reduce their environmental footprint.

106: ALA Code of Ethics

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

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

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

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

1. We provide the highest level of service to all patrons through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
4. We recognize and respect intellectual property rights.

5. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of patrons, colleagues, or our employing institutions.
7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

107: Freedom of Information (FOIA)

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I. A brief description of our public body is as follows:

1. Our purpose is to provide materials and services for the recreational, social, informational, and educational needs of the community.
2. An organizational chart is available at:
<https://www.northbrook.info/organizational-chart>
3. The total amount of our operating budget for FY2027 is: \$9,756,750
Funding sources are property and personal property replacement taxes, state and federal grants, fines, charges, and donations. Tax levies are:
 - a. General Operating Expenditures
 - b. IMRF (provides for employee's retirement and related expenses)
 - c. Social Security (provides for employee's FICA costs and related expenses)
 - d. Debt Service (for bond and interest payments)
4. The library is located at this address: 1201 Cedar Lane, Northbrook, IL 60062
5. We have approximately the following number of persons employed:
 - Full-time: 54
 - Part-time: 56
6. The following organization exercises control over our policies and procedures:
The Northbrook Public Library Board of Trustees, which meets monthly on the 3rd Thursday of each month, 7:00 p.m., at the library.

Its members are:

- Stacy Oliver, President
- Janet Spector Bishop, Vice President
- Nimesh Patel, Treasurer
- Barbara Unikel, Secretary
- Adam Bazer, Bryce Budin, Maura Crisham

7. We are required to report and be answerable for our operations to: Illinois State Library, Springfield, Illinois. Its members are: State Librarian, Alexi Giannoulis (Secretary of State); Director of State Library, and various other staff.

II. You may request the information and the records available to the public in the following manner:

1. Use the online request form (<https://www.northbrook.info/foia-form>) or email the FOIA officer at foia@northbrook.info.
2. Your request should be directed to the following individuals: Anna Amen, FOIA officer.

108: Local Records Retention

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The Northbrook Public Library retains records in accordance with directives from the Local Records Unit, Record Management Section, Illinois State Archives, Springfield, IL 62756. It is the policy of the library that its records be retained only so long as they are:

- Necessary to the current conduct of the library; or
 - Required to be retained by statute or government regulation.
1. The responsibility for administering record retention management, in accordance with the laws of the State of Illinois, is designated to the Executive Director.
 2. Destruction of specific records shall be carried out only in accordance with the rules and guidelines set down by the State of Illinois.
 3. This policy includes all records maintained on electronic data processing storage media as well as printed records.
 4. All records shall be retained for at least the minimum period as stated in applicable State or Federal laws or regulations. Once the period for office retention of records has passed, a determination will be made regarding whether the records fall under the Records Retention schedule supplied by the State of Illinois.
 5. With the approval of the Illinois State Archives, records no longer needed shall be approved for disposal and removed from the library.

109: Disposal of Surplus Property

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1. Library property (i.e., print and non-print materials, equipment, supplies, and/or any personal property), which in the judgment of the Executive Director is no longer necessary or useful for library purposes, may be disposed of in the following manner:
2. Books and non-print materials from the library’s collection, or gift materials, may be
3. discarded, sold, or given to local philanthropic, educational, cultural, governmental, or other non-profit organizations.
4. Any other personal property having an individual current value of less than \$1,000 may, at the discretion of the Executive Director, be discarded, turned in on new equipment, or made available for sale in accordance with the provisions of the Illinois Library Act.
5. No favoritism shall be shown to members of the Board of Trustees or members of their immediate families who make bids on or purchase any library item declared surplus.
6. Any personal property having a unit value of more than \$1,000 but less than \$2,500 will be displayed at the library and a public notice of its availability and the date and terms of the proposed sale shall be posted.
7. Personal property having a unit value of more than \$2,500 may be sold after notice of its availability, its location, and the date and terms of the proposed sale has been published in one or more newspapers published within the Village of Northbrook, once each week for 2 successive weeks. On the day of the sale, the Executive Director may sell the personal property for a price determined by the Board, to the highest bidder, or may reject such bids and re-advertise the sale.

8. Personal property of any value may be donated or sold to any other tax supported library or to any library system operating under the provisions of the Illinois Library System Act under such terms and conditions as the Board may determine.

110: Friends of the Library

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The Friends of the Northbrook Public Library is a non-profit organization of volunteers who aim to assist and support the goals of the library by soliciting, raising and acquiring funds through book sales, memberships, donations, and bequests. The Northbrook Public Library Board of Trustees recognizes the efforts of the Friends and their benefit to the library and community.

The Board of Trustees supports and recognizes the non-profit and charitable nature of Friends of the Library organization, which operates with an independent board, as well as separate bylaws, missions, policies and procedures. In order to maintain open communication between the Board of Trustees and the Friends group a liaison (the Executive Director or other staff member) will attend both Board of Trustees and Friends of the Library meetings.

The Friends of the Library is distinct and separate from the library, and neither the Friends of the Library as an organization nor any member or participant thereof may assume any liability, take, or authorize any act on behalf of the Northbrook Public Library.

Because the Friends is an organization comprised solely of volunteers distinct and separate from library personnel, no library personnel shall perform any duty or take any act on behalf of the Friends of the Library, except library staff members who may act in an advisory capacity for Friends activities or for tasks such as marketing that are mutually agreed upon by the library liaison and Friends board. The Executive Director may offer some basic communication services to the Friends of the Library such as phone and email.

The Friends of the Library run their bookshop in a space designated by the library and handle the overall operations of the bookshop.

111: Identity Protection

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The Northbrook Public Library adopts this Identity Protection Policy pursuant to the Identity Protection Act [5 ILCS 179/1 et seq]. The Identity Protection Act requires each local government agency to draft, approve, and implement an Identity Protection Policy to ensure the confidentiality and integrity of Social Security numbers that agencies collect, maintain, and use.

SOCIAL SECURITY NUMBER PROTECTIONS PURSUANT TO LAW

Whenever an individual is asked to provide this office with a SSN, the library shall provide that individual with a statement of the purpose or purposes for which the library is collecting and using the SSN. The library shall also provide the statement of purpose upon request. That Statement of Purpose is attached to this Policy.

The library shall not:

1. Publicly post or publicly display in any manner an individual’s Social Security number. “Publicly post” or “publicly display” means to intentionally communicate or otherwise intentionally make available to the general public.
2. Print an individual’s Social Security number on any card required for the individual to access products or services provided by the person or the library.
3. Require an individual to transmit their Social Security number over the internet, unless the connection is secure or the Social Security number is encrypted.
4. Print an individual’s Social Security number on any materials that are mailed to the individual, through the U.S. Postal Service, any private mail service, electronic mail, or any similar method of delivery, unless State or federal law requires the Social Security number to be on the document to be mailed. SSNs may be included in applications and forms sent by mail, including, but not limited to, any material

mailed in connection with the administration of the Unemployment Insurance Act, any material mailed in connection with any tax administered by the Department of Revenue, and documents sent as part of an application or enrollment process or to establish, amend, or terminate an account, contract, or policy or to confirm the accuracy of the SSN. A Social Security number that is permissibly mailed will not be printed, in whole or in part, on a postcard or other mailer that does not require an envelope or be visible on an envelope without the envelope having been opened.

In addition, the library shall not:

1. Collect, use, or disclose a SSN from an individual, unless: (i) required to do so under State or federal law, rules, or regulations, or the collection, use, or disclosure of the SSN is otherwise necessary for the performance of the library
2. need and purpose for the SSN is documented before collection of the SSN; and (iii) the SSN collected is relevant to the documented need and purpose.
3. Require an individual to use their SSN to access an internet website.
4. Use any SSN for any purpose other than the purpose for which it was collected.

REQUIREMENT TO REDACT SOCIAL SECURITY NUMBERS

The library shall comply with the provisions of any other State law with respect to allowing the public inspection and copying of information or documents containing all or any portion of an

The library shall redact SSNs from the information or documents before allowing the public inspection or copying of the information or documents.

When collecting SSNs, the library shall request each SSN in a manner that makes the SSN easily redacted if required to be released as part of a public records request.

EMPLOYEE ACCESS TO SOCIAL SECURITY NUMBERS

Only employees who are required to use or handle information or documents that contain SSNs will have access to such documents. All employees who have access to SSNs shall be trained to protect the confidentiality of SSNs. Training will include

instructions on the proper handling of information that contains SSNs from the time of collection through the destruction of the information.

These prohibitions do not apply in the following circumstances:

1. The disclosure of SSNs to agents, employees, contractors, or subcontractors of a governmental entity or disclosure by a governmental entity to another governmental entity or its agents, employees, contractors, or subcontractors if disclosure is necessary in order for the entity to perform its duties and responsibilities; and, if disclosing to a contractor or subcontractor, prior to such disclosure, the governmental entity must first receive from the contractor or subcontractor a copy of the contractor's or subcontractor's policy that sets forth how the requirements imposed under this Act on a governmental entity to protect an individual's SSN will be achieved.
2. The disclosure of SSNs pursuant to a court order, warrant, or subpoena.
3. The collection, use, or disclosure of SSNs in order to ensure the safety of: State and local government employees; persons committed to correctional facilities, local jails, and other law-enforcement facilities or retention centers; wards of the State; and all persons working in or visiting a State or local government agency facility.
4. The collection, use, or disclosure of SSNs for internal verification or administrative purposes.
5. The disclosure of SSNs by a State agency to any entity for the collection of delinquent child support or of any State debt or to a governmental agency to assist with an investigation or the prevention of fraud.
6. The collection or use of SSNs to investigate or prevent fraud, to conduct background checks, to collect a debt, to obtain a credit report from a consumer reporting agency under the federal Fair Credit Reporting Act, to undertake any permissible purpose that is enumerated under the federal Gramm Leach Bliley Act, or to locate a missing person, a lost relative, or a person who is due a benefit, such as a pension benefit or an unclaimed property benefit.

112: Sustainability

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The Northbrook Public Library believes that the natural environment is a key asset to our community, now and for future generations. We are committed to minimizing adverse effects of library activities on the environment, and to leading the community in sustainable practices.

In accordance with the American Library Association Sustainable Libraries (adopted June 28, 2015) and the statement on Sustainability as a Core Value (adopted January 2019), the library will implement practices that promote the health of employees, patrons, and the environment.

Operations. We will integrate environmental considerations into operating the library, including procurement of office, cleaning, catering, and landscaping supplies. We will prefer products that are non-toxic, biodegradable, made of recycled content, and reusable. We will dispose of library materials through channels for reuse or recycling.

Facilities. We will use natural resources, including electricity, gas, and water, as efficiently as possible. We will aim to reduce our usage of water and energy. We will upgrade to more efficient water and energy systems where feasible as technology advances.

Waste. We will minimize waste by choosing reusable products when feasible, and using compostable or recycled products when disposables are warranted. We will promote reusable products in the library among staff, patrons, and suppliers. We will choose products with minimal packaging wherever possible. We will minimize food waste by offering composting in the staff room and at library events.

Education. We will communicate our commitment to environmental quality to our staff, vendors, and patrons. We will encourage employee participation in environmentally sensitive practices, and support innovative strategies to reduce public programs on environmental topics and partner with local sustainability organizations such as Go Green Northbrook.

Continuous improvement. We will seek opportunities to improve our environmental performance.

113: Americans with Disabilities Act (ADA)

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In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the library will not discriminate against qualified individuals with disabilities on the basis of disability in the library's services, programs, or activities.

EMPLOYMENT

The library does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the Americans with Disabilities Act (ADA) of 1990.

EFFECTIVE COMMUNICATION

The library will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the library's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

MODIFICATIONS TO POLICIES AND PROCEDURES

The Northbrook Public Library is committed to act in accordance with the Americans with Disabilities Act of 1990 (ADA) by providing policies, practices and procedures for nondiscrimination and accommodation to qualified individuals with disabilities.

The library offers various accommodations for programming including:

- Assisted Listening Devices
- Closed Captioning for movies
- Wheelchair and walker accessible seating
- CART (Communication Access Real-time Translation)

- Sign Language Services

Qualified individuals with disabilities may make requests for reasonable accommodation from the Northbrook Public Library. The library will make all reasonable modifications to policies, practices and programs to ensure that people with disabilities have an equal opportunity to enjoy all library programs, services, and activities. However, the ADA does not require the library to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Any persons who require reasonable accommodation should contact the library as soon as possible but no later than 72 hours before the scheduled event.

The library will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing any services or reasonable accommodations and modifications.

SERVICE ANIMALS

In addition, the library acts as facilitator between the patron and services to the blind and physically handicapped and welcomes all service animals in the library. According to the ADA, a service animal can be either a dog or a miniature horse.

Service animals are not required to be certified or equipped with any identifying markers to be used within the library. There will be no charges or restrictions on the use of service animals within any public area of the library. No staff or board member or volunteer will discriminate against patrons or visitors with service animals or require information on any disability. Patrons or visitors with service animals may be asked what tasks the animal has been trained to provide and can be responsible for any behavior or clean up issue caused by the service animal.

ADA GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities,

programs, or benefits by the library. The library's Employee Handbook governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Assistant Director
Northbrook Public Library
1201 Cedar Lane
Northbrook, IL 60062
feedback@northbrook.info

Within 15 calendar days after receipt of the complaint, the Assistant Director or their designee will arrange to meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Assistant Director or their designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the library and offer options for substantive resolution of the complaint.

If the response by the Assistant Director or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Executive Director or their designee.

Within 15 calendar days after receipt of the appeal, the Executive Director or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Assistant Director or their designee, appeals to the Executive Director or their designee, and responses from these two offices will be retained by the library for at least three years.