

## **Regular Board Meeting**

Tuesday, August 15, 2023 6:30 PM

Addison Public Library - Large Meeting Room 1st floor, 4 Friendship Plaza,  
Addison, IL 60101

1. **Call to Order**

2. **Roll Call**

3. **Pledge of Allegiance**

4. **Approval of the Agenda**

5. **Public Comment**

6. **Treasurer's Report**

7. **Consent Agenda**

7.A. **Approval of minutes**

7.B. **Approval of bills & disbursements**

8. **Reports**

8.A. **Director & Staff Reports**

8.B. **Statistics**

8.C. **Quarterly Strategic Plan Report**

8.D. **Building Project Report**

8.E. **Friends of the Library Report**

9. **New Business**

9.A. Discussion Item: Serving Our Public 4.0\_Review  
Chapters 4 & 5

9.B. Action Item: Guest Services Policy Updates

10. **Closed Session (if needed)**

11. **Correspondence & Announcements**

11.A. Library News

11.B. Other Correspondence

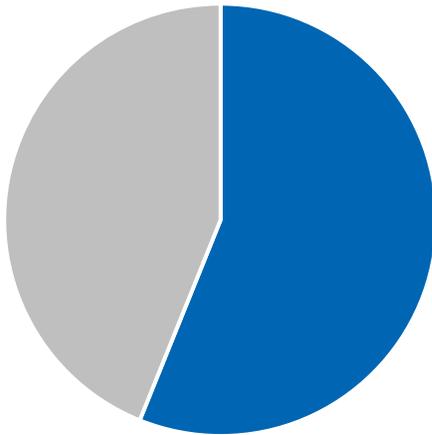
12. **Additional Discussion**

13. **Adjournment**

# July 2023 Financial Highlights

# General Fund

total in general fund	\$5,515,047.44
estimated revenue	\$6,036,165.64
budgeted expenditures	\$6,047,178.00
YTD expenditures	\$1,348,826.35
MTD expenditures	\$422,972.65



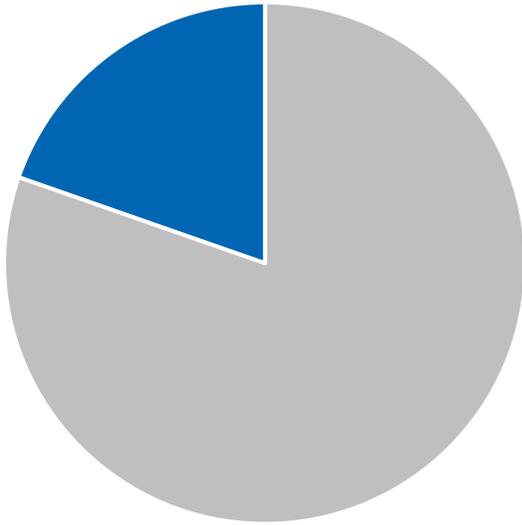
We have received 56% of our estimated revenue for the fiscal year including \$203,606.26 this month.

At this point last year, we had received 54% of our estimated revenue for FY23.



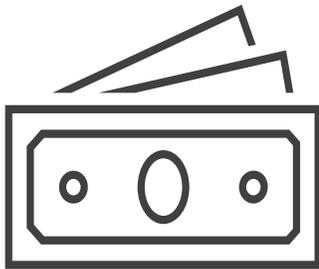
The general fund decreased from \$9.28 million to \$5.52 million from 7/1/2023 to 7/31/2023.

This is a result of \$204k revenue coming in, \$423k (general fund + asset replacemen) expended, and the June transer of \$3.5m to the capital improvement fund.



24% has been spent out of the general fund. We are 25% through the fiscal year.

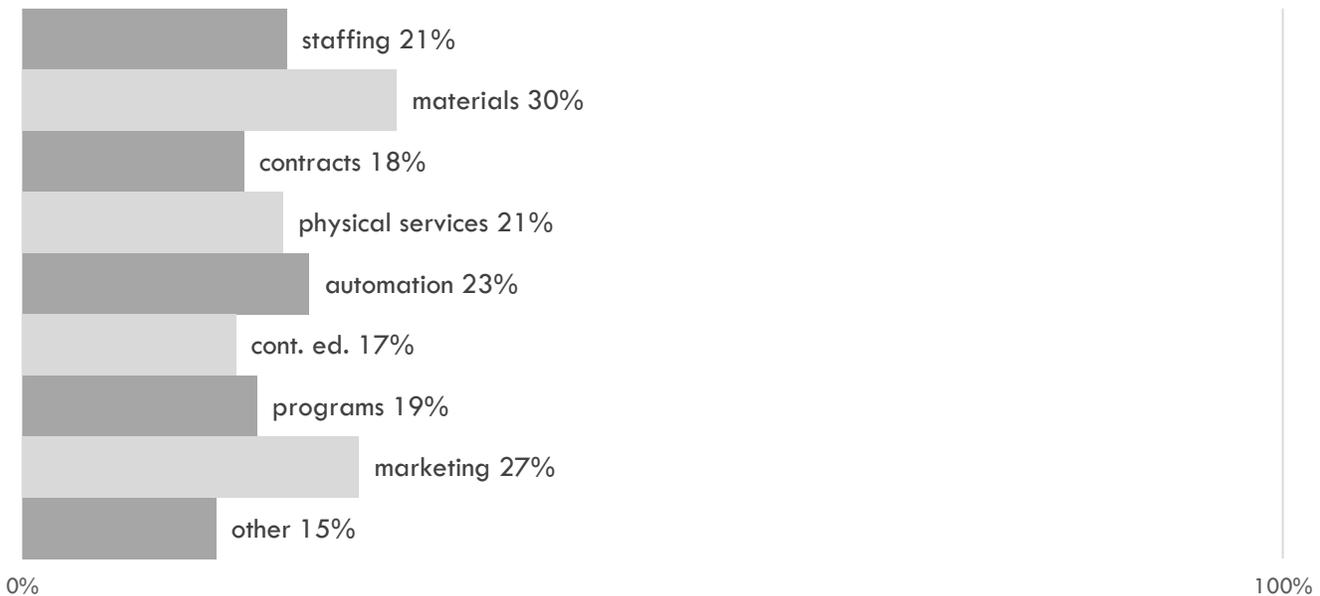
We have budgeted to spend 110% of what is currently in the general fund.



We have spent 22% of our estimated budget.

At this point last year, we had spent 23% of our estimated budget for FY23, so we're behind the previous year's spending.

**Year-to-date spending by budget group**



## Addison Public Library

### Balance Sheet as of July 31, 2023

	<u>Beginning</u> <u>Balance</u>	<u>M.T.D.</u> <u>Changes</u>	<u>Ending</u> <u>Balance</u>
<hr/> <b>General Fund</b> <hr/>			
<b><u>Assets</u></b>			
10-11-1020 - Cash in Bank - Ill Funds Comingled	0.00	52,691.88	52,691.88
10-11-1030 - Cash on Hand - Petty Cash	205.35	0.00	205.35
10-11-1050 - Cash in Bank - Illinois Funds E-Pay	155,679.57	702.13	156,381.70
10-11-1055 - Cash in Bank - Illinois National Bank E-Pay	4,999.15	0.50	4,999.65
10-11-1060 - Cash on Hand - Cash Registers	344.14	0.00	344.14
10-11-1065 - Cash in Bank - Harris Bank Friends	11,676.95	599.54	12,276.49
10-11-1070 - Cash in Bank - Harris Bank Librarian	2,000.00	0.00	2,000.00
10-11-1075 - Cash in Bank - Harris Bank Comingled	197,002.22	36,261.53	233,263.75
10-11-1085 - Cash in Bank - Ehlers	14,435,399.93	43,900.92	14,479,300.85
10-11-1095 - Cash in Bank - Harris Bank General	6,164,656.12	(318,006.60)	5,846,649.52
10-11-2000 - Allocated Cash	(15,089,430.30)	0.00	(15,089,430.30)
10-12-0100 - Property Taxes Receivable	5,828,973.74	0.00	5,828,973.74
10-12-0101 - Due from State	52,858.61	(52,660.45)	198.16
	<u>11,764,365.48</u>	<u>(236,510.55)</u>	<u>11,527,854.93</u>
<b>Liabilities and Fund Balance</b>			
<b><u>Liabilities</u></b>			
10-21-2750 - Accounts Payable	91,502.43	36,419.98	127,922.41
10-22-0255 - Other Insurance Withholding Payable	(1,486.31)	1,486.31	0.00
10-22-0260 - Def Annuity Withholding Payable	0.00	(2,390.00)	(2,390.00)
10-22-0390 - Accrued Payroll	60,088.37	0.00	60,088.37
10-24-0300 - Deferred Property Taxes	5,828,973.74	0.00	5,828,973.74
10-24-0301 - Deferred Revenue - Per Capita Grant	52,660.45	(52,660.45)	0.00
	<u>6,031,738.68</u>	<u>(17,144.16)</u>	<u>6,014,594.52</u>
<b>Fund Balance</b>			
10-30-2920 - Reserved - F.I.C.A.	(2,274,029.65)	0.00	(2,274,029.65)
10-30-2930 - Reserved - I.M.R.F.	71,683.47	0.00	71,683.47
10-30-2940 - Reserved - Unemployment Comp.	11,892.77	0.00	11,892.77
10-30-2950 - Reserved - Liability Insurance	(343.96)	0.00	(343.96)
10-30-2960 - Reserved - Audit	7,092.22	0.00	7,092.22
10-30-2965 - Reserved - Workers Comp	23,994.40	0.00	23,994.40
10-30-2970 - Reserved - Per Capita Grant	152,642.16	0.00	152,642.16
10-30-2990 - Unreserved Fund Balance	5,482,902.05	0.00	5,482,902.05
	<u>3,475,833.46</u>	<u>0.00</u>	<u>3,475,833.46</u>
<b>Total Liabilities and Fund Balance</b>	<u>9,507,572.14</u>	<u>(17,144.16)</u>	<u>9,490,427.98</u>
<b>Excess Revenues Over Expenses</b>	<u>2,256,793.34</u>	<u>(219,366.39)</u>	<u>2,037,426.95</u>

See Accountants' Compilation Report

## Addison Public Library

### Balance Sheet as of July 31, 2023

	<u>Beginning Balance</u>	<u>M.T.D. Changes</u>	<u>Ending Balance</u>
<hr/> <b>Capital Improvement Fund</b> <hr/>			
<b><u>Assets</u></b>			
80-11-1110 - Cash in Bank - III Metropolitan	608,326.92	410.76	608,737.68
80-11-2000 - Allocated Cash	15,087,643.27	0.00	15,087,643.27
	15,695,970.19	410.76	15,696,380.95
<b>Liabilities and Fund Balance</b>			
<b><u>Liabilities</u></b>			
80-21-2750 - Accounts Payable	0.00	101,632.81	101,632.81
	0.00	101,632.81	101,632.81
<b><u>Fund Balance</u></b>			
80-30-2999 - Reserved for Capital Projects	15,796,094.08	0.00	15,796,094.08
	15,796,094.08	0.00	15,796,094.08
<b>Total Liabilities and Fund Balance</b>	<b>15,796,094.08</b>	<b>101,632.81</b>	<b>15,897,726.89</b>
<b>Excess Revenues Over Expenses</b>	<b>(100,123.89)</b>	<b>(101,222.05)</b>	<b>(201,345.94)</b>

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**Rebillables Fund**

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<b><u>Assets</u></b>			
90-11-2000 - Allocated Cash	1,787.03	0.00	1,787.03
	1,787.03	0.00	1,787.03
<b>Liabilities and Fund Balance</b>			
<b><u>Liabilities</u></b>			
<b><u>Fund Balance</u></b>			
90-30-2990 - Fund Balance	1,787.03	0.00	1,787.03
	1,787.03	0.00	1,787.03
<b>Total Liabilities and Fund Balance</b>	<b>1,787.03</b>	<b>0.00</b>	<b>1,787.03</b>

## Addison Public Library

### Balance Sheet as of July 31, 2023

	<u>Beginning Balance</u>	<u>M.T.D. Changes</u>	<u>Ending Balance</u>
<hr/> <b>Total All Funds</b> <hr/>			
<b><u>Assets</u></b>			
Cash in Bank - Ill Funds Comingled	0.00	52,691.88	52,691.88
Cash on Hand - Petty Cash	205.35	0.00	205.35
Cash in Bank - Illinois Funds E-Pay	155,679.57	702.13	156,381.70
Cash in Bank - Illinois Funds E-Pay	4,999.15	0.50	4,999.65
Cash on Hand - Cash Registers	344.14	0.00	344.14
Cash in Bank - Harris Bank Friends	11,676.95	599.54	12,276.49
Cash in Bank - Harris Bank Librarian	2,000.00	0.00	2,000.00
Cash in Bank - Harris Bank Comingled	197,002.22	36,261.53	233,263.75
Cash in Bank - Ehlers	14,435,399.93	43,900.92	14,479,300.85
Cash in Bank - Harris Bank General	6,164,656.12	(318,006.60)	5,846,649.52
Cash in Bank - Ill Metropolitan	608,326.92	410.76	608,737.68
Property Taxes Receivable	5,828,973.74	0.00	5,828,973.74
Due from State	52,858.61	(52,660.45)	198.16
	<u>27,462,122.70</u>	<u>(236,099.79)</u>	<u>27,226,022.91</u>
 <b>Liabilities and Fund Balance</b>			
<b><u>Liabilities</u></b>			
Accounts Payable	91,502.43	138,052.79	229,555.22
Other Insurance Withholding Payable	(1,486.31)	1,486.31	0.00
Def Annuity Withholding Payable	0.00	(2,390.00)	(2,390.00)
Accrued Payroll	60,088.37	0.00	60,088.37
Deferred Property Taxes	5,828,973.74	0.00	5,828,973.74
Deferred Revenue - Per Capita Grant	52,660.45	(52,660.45)	0.00
	<u>6,031,738.68</u>	<u>84,488.65</u>	<u>6,116,227.33</u>
 <b>Fund Balance</b>			
Reserved - F.I.C.A.	(2,274,029.65)	0.00	(2,274,029.65)
Reserved - I.M.R.F.	71,683.47	0.00	71,683.47
Reserved - Unemployment Comp.	11,892.77	0.00	11,892.77
Reserved - Liability Insurance	(343.96)	0.00	(343.96)
Reserved - Audit	7,092.22	0.00	7,092.22
Reserved - Workers Comp	23,994.40	0.00	23,994.40
Reserved - Per Capita Grant	152,642.16	0.00	152,642.16
Unreserved Fund Balance	5,484,689.08	0.00	5,484,689.08
Reserved for Capital Projects	15,796,094.08	0.00	15,796,094.08
	<u>19,273,714.57</u>	<u>0.00</u>	<u>19,273,714.57</u>
 <b>Total Liabilities &amp; Fund Balance</b>	 <u>25,305,453.25</u>	 <u>84,488.65</u>	 <u>25,389,941.90</u>
 <b>Excess Revenues Over Expenditures</b>	 <u>2,156,669.45</u>	 <u>(320,588.44)</u>	 <u>1,836,081.01</u>

See Accountants' Compilation Report

## Addison Public Library Balance Sheet as of July 31, 2023

	<u>Beginning Balance</u>	<u>M.T.D. Changes</u>	<u>Ending Balance</u>
<u>General Capital Assets Fund</u>			
<b><u>Assets</u></b>			
95-14-0400 - Building Improvements	1,060,653.18	0.00	1,060,653.18
95-14-0450 - Books and Materials	3,232,802.00	0.00	3,232,802.00
95-14-0480 - Office Equipment	<u>1,169,651.00</u>	<u>0.00</u>	<u>1,169,651.00</u>
	<u>5,463,106.18</u>	<u>0.00</u>	<u>5,463,106.18</u>
<b>Liabilities and Fund Balance</b>			
<b><u>Liabilities</u></b>			
95-20-1000 - Accumulated Depreciation	<u>2,392,394.00</u>	<u>0.00</u>	<u>2,392,394.00</u>
	<u>2,392,394.00</u>	<u>0.00</u>	<u>2,392,394.00</u>
<b><u>Net Capital Assets</u></b>			
95-30-0600 - Net Capital Assets	<u>3,070,712.18</u>	<u>0.00</u>	<u>3,070,712.18</u>
	<u>3,070,712.18</u>	<u>0.00</u>	<u>3,070,712.18</u>
<b>Total Liabilities and Net Capital Assets</b>	<u><u>5,463,106.18</u></u>	<u><u>0.00</u></u>	<u><u>5,463,106.18</u></u>

# Addison Public Library

## Revenue Report

### For the 3 Months Ended July 31, 2023

	<u>Received</u> <u>this Month</u>	<u>Received</u> <u>this Year</u>	<u>Budgeted</u> <u>Receipts</u>	<u>Uncollected</u> <u>Receipts</u>	<u>Prct.</u> <u>Collected</u>
<u>General Fund</u>					
<b><u>Taxes</u></b>					
10-41-3201 - Property Current - General	55,211.30	2,924,491.61	5,408,932.09	2,484,440.48	54.07
10-41-3202 - Property Current - F.I.C.A.	775.56	41,080.85	75,980.23	34,899.38	54.07
10-41-3203 - Property Current - I.M.R.F.	2,355.95	124,792.77	230,807.86	106,015.09	54.07
10-41-3205 - Property Current - Liability Insurance	614.60	32,554.65	60,210.75	27,656.10	54.07
10-41-3206 - Property Current - Audit	58.53	3,100.45	5,734.36	2,633.91	54.07
10-41-3207 - Property Current - Unemployment	58.53	3,100.45	5,734.36	2,633.91	54.07
10-41-3208 - Property Current - Workers Compensation	58.53	3,100.45	5,734.26	2,633.81	54.07
10-41-3301 - Replacement Taxes	33,690.66	54,455.53	135,000.00	80,544.47	40.34
10-41-3400 - Aggregate Refunds	<u>365.83</u>	<u>19,377.76</u>	<u>35,839.73</u>	<u>16,461.97</u>	<u>54.07</u>
	<u>93,189.49</u>	<u>3,206,054.52</u>	<u>5,963,973.64</u>	<u>2,757,919.12</u>	<u>53.76</u>
<b><u>Fines &amp; Fees</u></b>					
10-42-3010 - Fines	444.96	1,508.11	5,000.00	3,491.89	30.16
10-42-3012 - Nonresident Fees	0.00	747.73	2,000.00	1,252.27	37.39
10-42-3016 - Scanner Fees	838.51	2,827.83	7,500.00	4,672.17	37.70
10-42-3023 - Activity Fees	4.00	4.80	0.00	(4.80)	0.00
10-42-3099 - Printing and Other Fees	<u>567.34</u>	<u>1,921.19</u>	<u>5,000.00</u>	<u>3,078.81</u>	<u>38.42</u>
	<u>1,854.81</u>	<u>7,009.66</u>	<u>19,500.00</u>	<u>12,490.34</u>	<u>35.95</u>
<b><u>Intergovernmental</u></b>					
10-43-3004 - Per Capita Grant - Current Year	<u>52,660.45</u>	<u>52,660.45</u>	<u>52,692.00</u>	<u>31.55</u>	<u>99.94</u>
	<u>52,660.45</u>	<u>52,660.45</u>	<u>52,692.00</u>	<u>31.55</u>	<u>99.94</u>
<b><u>Interest</u></b>					
10-46-3028 - Other Interest Income	786.53	2,196.47	0.00	(2,196.47)	0.00
10-46-3029 - Interest on TD Ameritrade	<u>43,900.92</u>	<u>72,249.96</u>	<u>0.00</u>	<u>(72,249.96)</u>	<u>0.00</u>
	<u>44,687.45</u>	<u>74,446.43</u>	<u>0.00</u>	<u>(74,446.43)</u>	<u>0.00</u>
<b><u>Miscellaneous</u></b>					
10-47-3014 - Donations	0.00	0.60	0.00	(0.60)	0.00
10-47-3015 - RAILS Catalog Membership Grant Agreement	0.00	33,174.00	0.00	(33,174.00)	0.00
10-47-3016 - Back to School Fair Donations	8,600.00	9,600.00	0.00	(9,600.00)	0.00
10-47-3024 - Other Income	2,000.00	2,000.00	0.00	(2,000.00)	0.00
10-47-3030 - Friends of Addison Public Library	<u>614.06</u>	<u>1,307.64</u>	<u>0.00</u>	<u>(1,307.64)</u>	<u>0.00</u>
	<u>11,214.06</u>	<u>46,082.24</u>	<u>0.00</u>	<u>(46,082.24)</u>	<u>0.00</u>
Total Non-Tax Revenues	<u>110,416.77</u>	<u>180,198.78</u>	<u>72,192.00</u>	<u>(108,006.78)</u>	<u>249.61</u>
Total General Fund Revenues	<u>203,606.26</u>	<u>3,386,253.30</u>	<u>6,036,165.64</u>	<u>2,649,912.34</u>	<u>56.10</u>

**Addison Public Library  
Revenue Report  
For the 3 Months Ended July 31, 2023**

	<u>Received this Month</u>	<u>Received this Year</u>	<u>Budgeted Receipts</u>	<u>Uncollected Receipts</u>	<u>Prct. Collected</u>
<u>Capital Improvement Fund</u>					
<b><u>Other</u></b>					
80-46-3029 - Interest on IMET	410.76	4,881.19	0.00	(4,881.19)	0.00
80-47-3019 - Capital Donations	<u>0.00</u>	<u>0.00</u>	<u>100,000.00</u>	<u>100,000.00</u>	<u>0.00</u>
	<u>410.76</u>	<u>4,881.19</u>	<u>100,000.00</u>	<u>95,118.81</u>	<u>4.88</u>
<b><u>Transfers</u></b>					
Total Capital Improvement Fund Revenues	<u>410.76</u>	<u>4,881.19</u>	<u>100,000.00</u>	<u>95,118.81</u>	<u>4.88</u>
<u>Rebillables Fund</u>					
<b><u>Miscellaneous</u></b>					
Total All Funds	<u>204,017.02</u>	<u>3,391,134.49</u>	<u>6,136,165.64</u>	<u>2,745,031.15</u>	<u>55.26</u>

# Addison Public Library Expense Report For the 3 Months Ended July 31, 2023

	<u>M.T.D.</u> <u>Expended</u>	<u>Y.T.D.</u> <u>Expended</u>	<u>Budgeted</u> <u>Amount</u>	<u>Budgeted</u> <u>Remain.</u>	<u>Prct.</u> <u>Expend.</u>	<u>Prct.</u> <u>Remain.</u>
<b><u>General Fund</u></b>						
<b><u>Staffing</u></b>						
10-50-1100 - Staff Salaries and Wages	213,234.15	637,011.65	3,150,000.00	2,512,988.35	20.22	79.78
10-50-2200 - Employer F.I.C.A. Expense	16,014.17	47,836.69	251,070.00	203,233.31	19.05	80.95
10-50-2300 - Employer I.M.R.F. Expense	13,609.92	40,618.82	206,211.00	165,592.18	19.70	80.30
10-50-2400 - Health Insurance	36,745.84	134,811.97	515,000.00	380,188.03	26.18	73.82
10-50-2450 - Employee Assistance Program	3,250.00	3,250.00	3,250.00	0.00	100.00	0.00
10-50-2500 - Recruiting	<u>0.00</u>	<u>0.00</u>	<u>1,000.00</u>	<u>1,000.00</u>	<u>0.00</u>	<u>100.00</u>
	<u>282,854.08</u>	<u>863,529.13</u>	<u>4,126,531.00</u>	<u>3,263,001.87</u>	<u>20.93</u>	<u>79.07</u>
<b><u>Library Materials</u></b>						
<b><u>Children Services</u></b>						
10-52-3100 - Children Books	5,180.65	13,392.64	72,000.00	58,607.36	18.60	81.40
10-52-3900 - Children Other Expenditures	<u>1,518.14</u>	<u>5,671.16</u>	<u>31,000.00</u>	<u>25,328.84</u>	<u>18.29</u>	<u>81.71</u>
	<u>6,698.79</u>	<u>19,063.80</u>	<u>103,000.00</u>	<u>83,936.20</u>	<u>18.51</u>	<u>81.49</u>
<b><u>Adult Services</u></b>						
10-54-3110 - Adult Books	16,653.21	37,347.81	166,000.00	128,652.19	22.50	77.50
10-54-3900 - Adult Other Expenditures	<u>7,141.20</u>	<u>21,551.17</u>	<u>88,000.00</u>	<u>66,448.83</u>	<u>24.49</u>	<u>75.51</u>
	<u>23,794.41</u>	<u>58,898.98</u>	<u>254,000.00</u>	<u>195,101.02</u>	<u>23.19</u>	<u>76.81</u>
<b><u>Other Library Materials</u></b>						
10-55-3400 - Magazines/News	5,597.42	6,622.22	11,000.00	4,377.78	60.20	39.80
10-55-3500 - Online Databases	46,133.48	103,742.21	221,000.00	117,257.79	46.94	53.06
10-55-3860 - E-Books	6,374.92	21,663.66	75,000.00	53,336.34	28.88	71.12
10-55-3900 - Other Digital Media	<u>0.00</u>	<u>750.00</u>	<u>46,000.00</u>	<u>45,250.00</u>	<u>1.63</u>	<u>98.37</u>
	<u>58,105.82</u>	<u>132,778.09</u>	<u>353,000.00</u>	<u>220,221.91</u>	<u>37.61</u>	<u>62.39</u>
Total Library Materials	<u>88,599.02</u>	<u>210,740.87</u>	<u>710,000.00</u>	<u>499,259.13</u>	<u>29.68</u>	<u>70.32</u>
<b><u>General Contractual Services</u></b>						
10-56-4100 - Legal Fees	393.93	502.25	12,000.00	11,497.75	4.19	95.81
10-56-4410 - Collection Agency Fees	174.75	652.40	3,500.00	2,847.60	18.64	81.36
10-56-4420 - Equipment Rental & Leasing	0.00	166.14	4,000.00	3,833.86	4.15	95.85
10-56-4450 - Accounting Service Fees	1,750.00	5,250.00	23,000.00	17,750.00	22.83	77.17
10-56-4500 - Payroll Service Fees	4,103.35	8,540.60	53,000.00	44,459.40	16.11	83.89
10-56-4600 - Audit Service Fees	0.00	1,250.00	8,400.00	7,150.00	14.88	85.12
10-56-4900 - Other Contracts	<u>(964.79)</u>	<u>10,663.84</u>	<u>50,000.00</u>	<u>39,336.16</u>	<u>21.33</u>	<u>78.67</u>
	<u>5,457.24</u>	<u>27,025.23</u>	<u>153,900.00</u>	<u>126,874.77</u>	<u>17.56</u>	<u>82.44</u>

# Addison Public Library Expense Report For the 3 Months Ended July 31, 2023

	<u>M.T.D.</u> <u>Expended</u>	<u>Y.T.D.</u> <u>Expended</u>	<u>Budgeted</u> <u>Amount</u>	<u>Budgeted</u> <u>Remain.</u>	<u>Prct.</u> <u>Expend.</u>	<u>Prct.</u> <u>Remain.</u>
<b><u>Physical Services</u></b>						
<b><u>Utilities and Services</u></b>						
10-58-5100 - Natural Gas Service	1,120.45	4,720.63	25,000.00	20,279.37	18.88	81.12
10-58-5120 - Water Service	0.00	582.70	3,500.00	2,917.30	16.65	83.35
10-58-5310 - Refuse Disposal Service	419.15	757.05	5,000.00	4,242.95	15.14	84.86
10-58-5320 - Cleaning Service	<u>5,400.00</u>	<u>21,600.00</u>	<u>65,000.00</u>	<u>43,400.00</u>	<u>33.23</u>	<u>66.77</u>
	<u>6,939.60</u>	<u>27,660.38</u>	<u>98,500.00</u>	<u>70,839.62</u>	<u>28.08</u>	<u>71.92</u>
<b><u>Telecommunications</u></b>						
10-58-5510 - Telephone	604.54	1,288.79	11,500.00	10,211.21	11.21	88.79
10-58-5570 - Leased Internet Access Line	<u>850.74</u>	<u>1,804.90</u>	<u>6,000.00</u>	<u>4,195.10</u>	<u>30.08</u>	<u>69.92</u>
	<u>1,455.28</u>	<u>3,093.69</u>	<u>17,500.00</u>	<u>14,406.31</u>	<u>17.68</u>	<u>82.32</u>
<b><u>Maintenance and Repair</u></b>						
10-58-5610 - Building Supplies	2,347.77	7,232.74	30,000.00	22,767.26	24.11	75.89
10-58-5620 - HVAC	5,750.00	8,750.00	20,000.00	11,250.00	43.75	56.25
10-58-5690 - Other Building Materials & Repair	241.86	241.86	22,000.00	21,758.14	1.10	98.90
10-58-5710 - Equipment Maintenance & Repair	<u>1,005.34</u>	<u>7,287.82</u>	<u>75,000.00</u>	<u>67,712.18</u>	<u>9.72</u>	<u>90.28</u>
	<u>9,344.97</u>	<u>23,512.42</u>	<u>147,000.00</u>	<u>123,487.58</u>	<u>15.99</u>	<u>84.01</u>
Total Physical Services	<u>17,739.85</u>	<u>54,266.49</u>	<u>263,000.00</u>	<u>208,733.51</u>	<u>20.63</u>	<u>79.37</u>
<b><u>Automation</u></b>						
10-61-4800 - System Development	0.00	9,950.00	49,000.00	39,050.00	20.31	79.69
10-61-6100 - ILS Services	0.00	13,000.00	132,525.00	119,525.00	9.81	90.19
10-61-6110 - OCLC	0.00	0.00	7,655.00	7,655.00	0.00	100.00
10-61-6200 - Software/Licenses	<u>2,899.14</u>	<u>37,065.37</u>	<u>75,000.00</u>	<u>37,934.63</u>	<u>49.42</u>	<u>50.58</u>
	<u>2,899.14</u>	<u>60,015.37</u>	<u>264,180.00</u>	<u>204,164.63</u>	<u>22.72</u>	<u>77.28</u>
<b><u>Continuing Education</u></b>						
10-62-7410 - Administration	319.75	514.75	2,000.00	1,485.25	25.74	74.26
10-62-7420 - Information Technology	0.00	320.00	1,600.00	1,280.00	20.00	80.00
10-62-7430 - Guest Services	0.00	480.00	1,500.00	1,020.00	32.00	68.00
10-62-7440 - Adult Services	10.00	563.88	1,680.00	1,116.12	33.56	66.44
10-62-7450 - Children Services	0.00	40.50	1,830.00	1,789.50	2.21	97.79
10-62-7455 - Teen Services	0.00	235.88	1,000.00	764.12	23.59	76.41
10-62-7460 - Materials Management	159.48	319.48	2,700.00	2,380.52	11.83	88.17
10-62-7470 - Staff In-Service	145.83	951.78	7,500.00	6,548.22	12.69	87.31
10-62-7480 - Board	0.00	0.00	500.00	500.00	0.00	100.00
10-62-7500 - Community Engagement	424.00	1,478.57	3,500.00	2,021.43	42.24	57.76
10-62-7510 - Memberships (Staff & Board)	773.00	3,183.00	11,000.00	7,817.00	28.94	71.06
10-62-7550 - In-State Travel	185.66	826.07	7,500.00	6,673.93	11.01	88.99
10-62-7560 - Out-of-State Travel	1,810.12	1,810.12	15,765.00	13,954.88	11.48	88.52
10-62-7600 - Tuition Reimbursement	<u>0.00</u>	<u>186.67</u>	<u>6,500.00</u>	<u>6,313.33</u>	<u>2.87</u>	<u>97.13</u>
	<u>3,827.84</u>	<u>10,910.70</u>	<u>64,575.00</u>	<u>53,664.30</u>	<u>16.90</u>	<u>83.10</u>

See Accountants' Compilation Report

**Addison Public Library  
Expense Report  
For the 3 Months Ended July 31, 2023**

	<u>M.T.D.</u> <u>Expended</u>	<u>Y.T.D.</u> <u>Expended</u>	<u>Budgeted</u> <u>Amount</u>	<u>Budgeted</u> <u>Remain.</u>	<u>Prct.</u> <u>Expend.</u>	<u>Prct.</u> <u>Remain.</u>
<b><u>Programs</u></b>						
10-64-8100 - Adult Services Programs	1,390.71	4,579.51	23,000.00	18,420.49	19.91	80.09
10-64-8120 - Children Services Programs - General	305.75	3,888.43	15,000.00	11,111.57	25.92	74.08
10-64-8160 - Teen Program	1,651.46	3,425.78	19,000.00	15,574.22	18.03	81.97
10-64-8165 - Community Engagement Program	252.58	727.20	5,000.00	4,272.80	14.54	85.46
10-64-8170 - IT Programs	<u>42.03</u>	<u>383.98</u>	<u>8,000.00</u>	<u>7,616.02</u>	<u>4.80</u>	<u>95.20</u>
	<u>3,642.53</u>	<u>13,004.90</u>	<u>70,000.00</u>	<u>56,995.10</u>	<u>18.58</u>	<u>81.42</u>
<b><u>PR/Marketing</u></b>						
10-64-8210 - Newsletter	1,200.00	10,002.25	48,000.00	37,997.75	20.84	79.16
10-64-8220 - Flyers/Brochures	0.00	2,552.21	6,500.00	3,947.79	39.26	60.74
10-64-8910 - Other Promotions	<u>3,477.86</u>	<u>7,980.86</u>	<u>17,100.00</u>	<u>9,119.14</u>	<u>46.67</u>	<u>53.33</u>
	<u>4,677.86</u>	<u>20,535.32</u>	<u>71,600.00</u>	<u>51,064.68</u>	<u>28.68</u>	<u>71.32</u>
<b><u>Other Operating Expenses</u></b>						
<b><u>Supplies</u></b>						
10-66-9210 - Office Supplies	128.36	537.35	5,000.00	4,462.65	10.75	89.25
10-66-9220 - Guest Services Supplies	195.00	357.99	4,000.00	3,642.01	8.95	91.05
10-66-9230 - Adult Services Supplies	52.36	98.60	1,000.00	901.40	9.86	90.14
10-66-9240 - Children Services Supplies	46.25	656.02	3,500.00	2,843.98	18.74	81.26
10-66-9245 - Teen Services Supplies	0.00	99.77	1,000.00	900.23	9.98	90.02
10-66-9250 - Materials Management Supplies	1,633.09	4,515.38	35,000.00	30,484.62	12.90	87.10
10-66-9270 - Information Technology Supplies	2,258.12	4,787.88	20,000.00	15,212.12	23.94	76.06
10-66-9290 - Postage	1,285.58	3,818.51	10,000.00	6,181.49	38.19	61.81
10-66-9300 - Library Wide Supplies	368.35	1,637.43	10,000.00	8,362.57	16.37	83.63
10-66-9330 - Community Engagement Supplies	<u>1,238.78</u>	<u>1,617.53</u>	<u>5,000.00</u>	<u>3,382.47</u>	<u>32.35</u>	<u>67.65</u>
	<u>7,205.89</u>	<u>18,126.46</u>	<u>94,500.00</u>	<u>76,373.54</u>	<u>19.18</u>	<u>80.82</u>
<b><u>Insurance</u></b>						
10-66-9510 - Unemployment Compensation Insurance	0.00	605.30	5,000.00	4,394.70	12.11	87.89
10-66-9520 - Workers' Compensation Insurance	0.00	8,555.00	12,000.00	3,445.00	71.29	28.71
10-66-9530 - Liability Insurance	<u>0.00</u>	<u>43,347.00</u>	<u>65,000.00</u>	<u>21,653.00</u>	<u>66.69</u>	<u>33.31</u>
	<u>0.00</u>	<u>52,507.30</u>	<u>82,000.00</u>	<u>29,492.70</u>	<u>64.03</u>	<u>35.97</u>
<b><u>Grant Expenses</u></b>						
10-66-9840 - Per Capita Grant - Current Year	<u>0.00</u>	<u>3,735.00</u>	<u>52,692.00</u>	<u>48,957.00</u>	<u>7.09</u>	<u>92.91</u>
	<u>0.00</u>	<u>3,735.00</u>	<u>52,692.00</u>	<u>48,957.00</u>	<u>7.09</u>	<u>92.91</u>

# Addison Public Library Expense Report For the 3 Months Ended July 31, 2023

	<u>M.T.D. Expended</u>	<u>Y.T.D. Expended</u>	<u>Budgeted Amount</u>	<u>Budgeted Remain.</u>	<u>Prct. Expend.</u>	<u>Prct. Remain.</u>
<b><u>Other Expenses</u></b>						
10-66-9910 - Hardware	1,195.27	4,958.37	50,000.00	45,041.63	9.92	90.08
10-66-9920 - Furniture and Equipment	0.00	0.00	10,000.00	10,000.00	0.00	100.00
10-66-9930 - Reciprocal Borrowing Expense	0.00	0.00	1,000.00	1,000.00	0.00	100.00
10-66-9940 - Cable Broadcast	800.00	800.00	4,800.00	4,000.00	16.67	83.33
10-66-9945 - Back to School Fair Expenses	3,897.84	3,897.84	0.00	(3,897.84)	0.00	100.00
10-66-9950 - Donations	0.00	0.00	500.00	500.00	0.00	100.00
10-66-9955 - PLA Digital Literacy Workshop Incentive	(20.99)	2,084.05	0.00	(2,084.05)	0.00	100.00
10-66-9960 - Friends of the Library	0.00	2,000.00	15,000.00	13,000.00	13.33	86.67
10-66-9970 - FUNshine Committee	178.60	670.84	3,800.00	3,129.16	17.65	82.35
10-66-9980 - Staff Recognition	18.48	18.48	9,000.00	8,981.52	0.21	99.79
10-66-9990 - Contingency	0.00	0.00	100.00	100.00	0.00	100.00
	<u>6,069.20</u>	<u>14,429.58</u>	<u>94,200.00</u>	<u>79,770.42</u>	<u>15.32</u>	<u>84.68</u>
<b><u>Transfers</u></b>						
Total Other Operating Expenses	<u>13,275.09</u>	<u>88,798.34</u>	<u>323,392.00</u>	<u>234,593.66</u>	<u>27.46</u>	<u>72.54</u>
Total General Fund Expenditures	<u>422,972.65</u>	<u>1,348,826.35</u>	<u>6,047,178.00</u>	<u>4,698,351.65</u>	<u>22.31</u>	<u>77.69</u>
<b><u>Capital Improvement Fund</u></b>						
<b><u>Asset Replacement</u></b>						
80-55-1900 - Asset Replacement Expense	0.00	0.00	250,000.00	250,000.00	0.00	100.00
80-55-1905 - FY 24 Renovation Project	<u>101,632.81</u>	<u>206,227.13</u>	<u>10,000,000.00</u>	<u>9,793,772.87</u>	<u>2.06</u>	<u>97.94</u>
	<u>101,632.81</u>	<u>206,227.13</u>	<u>10,250,000.00</u>	<u>10,043,772.87</u>	<u>2.01</u>	<u>97.99</u>
<b><u>RFID Project</u></b>						
80-65-1940 - RFID Project	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>100.00</u>
Total Capital Improvement Fund Expenditures	<u>101,632.81</u>	<u>206,227.13</u>	<u>10,250,000.00</u>	<u>10,043,772.87</u>	<u>2.01</u>	<u>97.99</u>
<b><u>Rebillables Fund</u></b>						
90-50-5900 - Personal Orders	0.00	0.00	0.00	0.00	0.00	100.00
90-50-5950 - Interlibrary Loans, etc.	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>100.00</u>
Total All Funds	<u>524,605.46</u>	<u>1,555,053.48</u>	<u>16,297,178.00</u>	<u>14,742,124.52</u>	<u>9.54</u>	<u>90.46</u>

See Accountants' Compilation Report

**Addison Public Library****Check List**

All Bank Accounts

July 1, 2023 - August 15, 2023

Check Number	Check Date	Payee	Amount
<b>Vendor Checks</b>			
21120	07/03/23	Mission Square 231901	2,390.00
21121	07/03/23	Village of Addison - HSA	1,412.53
21122	07/03/23	Village of Addison: Misc Exp 500010	127.84
21123	07/12/23	ADP, LLC #110146	4,103.35
21124	07/12/23	Albertsons - Safeway 112213	291.41
21125	07/12/23	BMO Harris Bank N.A. - Payments 122301	2,018.62
21126	07/12/23	Nicor Gas 241916	1,120.45
21127	07/12/23	Republic Services #551 122869	419.15
21128	07/12/23	Village of Addison: Misc Exp 500010	326.26
21129	07/12/23	Village of Addison: Misc Exp 500010	842.10
21130	07/19/23	ABC Parade Floats 111200	590.00
21131	07/19/23	Amazon Capital Services 112300	185.79
21132	07/19/23	CMRS-FP 132402	1,000.00
21133	07/19/23	Comcast 132554	387.44
21134	07/19/23	Johnson Controls Security 311290	241.86
21135	07/19/23	Mission Square 231901	2,390.00
21136	07/19/23	Verizon	94.14
21137	07/19/23	Village of Addison - HSA	1,412.53
21138	07/19/23	Village of Addison: Misc Exp 500010	37.85
21139	07/19/23	Village of Addison: Misc Exp 500010	88.00
21140	07/19/23	Village of Addison: Misc Exp 500010	326.26
21141	07/25/23	Amazon Capital Services 112300	559.19
21142	07/25/23	Amazon Capital Services 112300	1,704.10
21143	07/25/23	Amazon Capital Services 112300	1,496.67
21144	07/26/23	Amazon Capital Services 112300	879.19
21145	07/26/23	Village of Addison: Misc Exp 500010	158.15
21146	07/26/23	Village of Addison: Misc Exp 500010	148.13
21147	07/26/23	Village of Addison:Health Ins 500011	31,916.79
21148	07/26/23	Village of Addison:Health Ins 500011	2,088.55
21149	07/26/23	Village of Addison:Health Ins 500011	292.15
21150	07/31/23	Mission Square 231901	2,390.00
21151	07/31/23	Village of Addison - HSA	1,412.53
21152	07/31/23	Josh Foutch 273150	300.00
37555	08/03/23	4imprint, Inc. 162600	2,200.01
37556	08/03/23	ABC Parade Floats 111200	590.00
37557	08/03/23	Amazon Capital Services 112300	738.21
37558	08/03/23	Amazon Capital Services 112300	905.27
37559	08/03/23	Blackstone Publishing, Inc 122220	236.14
37560	08/03/23	BMO Harris Bank N.A. - Payments 122301	5,909.00
37561	08/03/23	Brigit Goudie 892136	150.00
37562	08/03/23	CDW Government 131480	1,884.12
37563	08/03/23	Center Point Publishing 131571	335.58
37564	08/03/23	Children's Plus, Inc. 131861	2,904.23
37565	08/03/23	Comcast 132548	63.34
37566	08/03/23	Crimson Multimedia Dist. 132835	1,155.23
37567	08/03/23	Custom Ink LLC 133181	1,399.70
37568	08/03/23	D&Z House of Books Inc 143662	518.48
37569	08/03/23	Ebsco Information Services 151271	17,288.00
37570	08/03/23	Erika Ochoa 281526	150.00
37571	08/03/23	Francotyp-Postalia, Inc 162817	238.06
37572	08/03/23	GALE/CENGAGE Learning 171152	261.51
37573	08/03/23	IL Library Association 192210	250.00
37574	08/03/23	Illinois Drilling & Testing Co., Inc. 192256	1,500.00
37575	08/03/23	Imprint Plus 192367	28.76
37576	08/03/23	Lakeshore Learning Material 221153	41.97
37577	08/03/23	MinMaxGames 231950	25.00
37578	08/03/23	Polonia Bookstore Inc 262556	324.00

**Addison Public Library****Check List**

All Bank Accounts

July 1, 2023 - August 15, 2023

<b>Check Number</b>	<b>Check Date</b>	<b>Payee</b>	<b>Amount</b>
37579	08/03/23	Product Architecture + Design 262850	100,132.81
37580	08/03/23	Quill 273145	86.92
37581	08/03/23	Ra'am Integration Solutions	3,000.00
37582	08/03/23	Rails 281145	3,500.00
37583	08/03/23	Richard K. Miller & Associates 281913	600.00
37584	08/03/23	Scholastic Library Publishing 172866	7,726.00
37585	08/03/23	Team One Repair, Inc. 301514	195.00
37586	08/03/23	Technology Management Revolving Fund 132558	378.30
37587	08/03/23	Todays Business Solutions,Inc 302521	153.76
37588	08/03/23	Transparent Language Inc.302817	1,440.00
37589	08/03/23	Unique Patron Services Solutions 312431	214.75
37590	08/03/23	United States Postal Service 312448	1,200.00
37591	08/15/23	Addison Public Library 500004	0.28
37592	08/15/23	American Library Association	298.00
37593	08/15/23	Angelo Sorce Productions 112417	800.00
37594	08/15/23	Baker & Taylor 120210	70.67
37595	08/15/23	Baker & Taylor 120230	13.66
37596	08/15/23	Baker & Taylor 120290	3,509.67
37597	08/15/23	Baker & Taylor 120300	922.04
37598	08/15/23	Baker & Taylor 120310	12,337.60
37599	08/15/23	Bibliotheca, LLC 121830	2,874.92
37600	08/15/23	Brooke Sievers 829192	259.93
37601	08/15/23	CDS Office Technologies 131476	1,284.00
37602	08/15/23	Children's Plus, Inc. 131861	1,216.97
37603	08/15/23	Cintas Fire Protection 131961	465.34
37604	08/15/23	Complete Cleaning 132523	5,400.00
37605	08/15/23	Convergint Technologies LLC 132568	540.00
37606	08/15/23	Courtney Moore 823200	45.25
37607	08/15/23	Crimson Multimedia Dist. 132835	363.56
37608	08/15/23	Ebsco Information Services 151272	5,567.47
37609	08/15/23	Ehler Investment Partners, LLC 151700	2,035.13
37610	08/15/23	GALE/CENGAGE Learning 171152	4,616.68
37611	08/15/23	Heyl Royster 181565	120.00
37612	08/15/23	IL Library Association 192210	225.00
37613	08/15/23	InfoUSA Marketing, Inc.	2,495.00
37614	08/15/23	Ingram Library Service 192452	73.31
37615	08/15/23	Jackson-Hirsh, Inc. 201115	184.89
37616	08/15/23	Jessica Hernandez 892187	31.05
37617	08/15/23	Jodi Gianakopoulos 892160	41.25
37618	08/15/23	Kiplinger's Investing for Income 211960	29.95
37619	08/15/23	Kranz, Inc. 212800	1,133.00
37620	08/15/23	Lakeshore Learning Material 221153	68.98
37621	08/15/23	Lauterbach&Amen LLP 172582	1,750.00
37622	08/15/23	Len's Ace Hardware, Inc. 221567	287.86
37623	08/15/23	Manufacturers News Inc 231168	176.90
37624	08/15/23	Marti LaHood - 281914	160.00
37625	08/15/23	Matthew Bender Co Inc 231189	243.10
37626	08/15/23	Matthew Williams 892182	202.04
37627	08/15/23	Midwest Tape 231925	3,508.01
37628	08/15/23	ODP Business Solutions 251353	1,002.75
37629	08/15/23	Patricia Trampas 261181	80.00
37630	08/15/23	Patti Gebala 892144	10.48
37631	08/15/23	People Architectural Group LLC 251563	200.00
37632	08/15/23	Playaway 262219	591.37
37633	08/15/23	ProQuest LLC 121932	6,002.72
37634	08/15/23	Quill 273145	133.47
37635	08/15/23	Ra'am Integration Solutions	2,750.00
37636	08/15/23	Rachel Kaiser 892154	25.00

# Addison Public Library

## Check List

All Bank Accounts

July 1, 2023 - August 15, 2023

Check Number	Check Date	Payee	Amount
37637	08/15/23	Rails 281145	5,333.00
37638	08/15/23	Record Information Service, Inc 281516	844.00
37639	08/15/23	Robbins Schwartz 282514	273.93
37640	08/15/23	Rowman & Littlefield Publishing Group 282590	64.65
37641	08/15/23	Technology Management Revolving Fund 132558	378.30
37642	08/15/23	Villa Park Electrical Supply 321940	387.20
37643	08/15/23	Yesenia Benavidez 892185	17.69
37644	08/15/23	Zesty Catering 361565	385.00
<b>Vendor Check Total</b>			<u>292,706.25</u>
<b>Check List Total</b>			<u><u>292,706.25</u></u>

Check count = 123

## Addison Public Library Check Register

All Bank Accounts  
July 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
<b>Vendor Checks</b>						
Mission Square 231901				21120	07/03/23	<u>2,390.00</u>
10-22-0260	Def Annuity Withholding Payable	Mission Square Plan #306740	2,390.00			
Village of Addison - HSA				21121	07/03/23	<u>1,412.53</u>
10-50-2400	Health Insurance	HSA ER & EE Contribution for 7/5/23 Payroll	1,412.53			
Village of Addison: Misc Exp 500010				21122	07/03/23	<u>127.84</u>
10-22-0255	Other Insurance Withholding Payable	Nationwide May 2023	127.84			
ADP, LLC #110146				21123	07/12/23	<u>4,103.35</u>
10-56-4500	Payroll Service Fees	Inv #637338558	3,758.85			
10-56-4500	Payroll Service Fees	Inv #637339064	344.50			
Albertsons - Safeway 112213				21124	07/12/23	<u>291.41</u>
10-64-8160	Teen Program	6/5/23 - Summer Reading/Breakfast & Books	178.45			
10-64-8100	Adult Services Programs	6/14/2023 - AS Program Snacks	43.95			
10-66-9240	Children Services Supplies	6/8/23	37.05			
10-64-8165	Community Engagement Program	7/6/2023	31.96			
BMO Harris Bank N.A. - Payments 122301				21125	07/12/23	<u>2,018.62</u>
10-66-9210	Office Supplies	Jimmy John's Board	91.43			
10-61-6200	Software/Licenses	Zoom - CS	15.99			
10-61-6200	Software/Licenses	ZOHO - ManageEngine Patch Manager Plus Cloud	123.50			
10-61-6200	Software/Licenses	Zoom - Liu	15.99			
10-61-6200	Software/Licenses	ScreenConnect - apltech	34.00			
10-61-6200	Software/Licenses	Adobe	312.60			
10-61-6200	Software/Licenses	Zoom - Quick	15.99			
10-61-6200	Software/Licenses	Lightspeed	94.50			
10-61-6200	Software/Licenses	ScreenConnect - Liu	38.00			
10-61-6200	Software/Licenses	SMTTP2GO	15.00			
10-61-6200	Software/Licenses	ZOHO	115.00			
10-66-9970	FUNshine Committee	Home Depot - Seeds	21.78			
10-64-8160	Teen Program	American Science & Surplus	42.06			
10-58-5610	Building Supplies	Home Depot - Annual Plants	64.90			
10-58-5610	Building Supplies	Home Depot	139.24			
10-54-3900	Adult Other Expenditures	Mobile Beacon- 2 Hotspot Data Plan Renewals	240.00			
10-62-7410	Administration	ALA - Lunch	39.75			

## Addison Public Library Check Register

All Bank Accounts  
July 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
10-62-7440	Adult Services	Social Isolation Amount Older Adults Webinar	10.00			
10-62-7550	In-State Travel	ALA - Parking - Medjo	26.00			
10-62-7550	In-State Travel	Ventra - Merchandise Mart - Medjo	15.00			
10-66-9250	Materials Management Supplies	Really Useful Boxes	132.19			
10-66-9290	Postage	USPS - General Mail	18.77			
10-66-9330	Community Engagement Supplies	Global Display	305.47			
10-66-9330	Community Engagement Supplies	Sam's Club 5/31/23	91.46			
Nicor Gas 241916				21126	07/12/23	<u>1,120.45</u>
10-58-5100	Natural Gas Service	Account #66-89-55-1902 4	1,120.45			
Republic Services #551 122869				21127	07/12/23	<u>419.15</u>
10-58-5310	Refuse Disposal Service	Account #3-0551-3000027	419.15			
Village of Addison: Misc Exp 500010				21128	07/12/23	<u>326.26</u>
10-22-0255	Other Insurance Withholding Payable	Standard Misc Bill - July 2023	326.26			
Village of Addison: Misc Exp 500010				21129	07/12/23	<u>842.10</u>
10-22-0255	Other Insurance Withholding Payable	Standard Self/Retro Bill - July 2023	842.10			
ABC Parade Floats 111200				21130	07/19/23	<u>590.00</u>
10-64-8910	Other Promotions	50% Deposit for 8/27/23 Float	590.00			
Amazon Capital Services 112300				21131	07/19/23	<u>185.79</u>
10-64-8120	Children Services Programs - General	INV #1V47-6PGQ-KYYK	143.76			
10-64-8170	IT Programs	INV #1FQY-JW7Q-KQKN	42.03			
CMRS-FP 132402				21132	07/19/23	<u>1,000.00</u>
10-66-9290	Postage	Accout #1060000476387	1,000.00			
Comcast 132554				21133	07/19/23	<u>387.44</u>
10-58-5510	Telephone	Account #902012302	387.44			
Johnson Controls Security 311290				21134	07/19/23	<u>241.86</u>
10-58-5690	Other Building Materials & Repair	Inv #39058161	241.86			
Mission Square 231901				21135	07/19/23	<u>2,390.00</u>
10-22-0260	Def Annuity Withholding Payable	Mission Square Plan #306740	2,390.00			
Verizon				21136	07/19/23	<u>94.14</u>
10-58-5570	Leased Internet Access Line	Acc #942337853-00001	94.14			

**Addison Public Library  
Check Register**

All Bank Accounts  
July 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Village of Addison - HSA 10-50-2400	Health Insurance	ER & EE HSA Contribution of 7/19/23 Payroll	1,412.53	21137	07/19/23	<u>1,412.53</u>
Village of Addison: Misc Exp 500010 10-22-0255	Other Insurance Withholding Payable	Allstate Identity - August 2023	37.85	21138	07/19/23	<u>37.85</u>
Village of Addison: Misc Exp 500010 10-22-0255	Other Insurance Withholding Payable	MetLife Hyatt Legal - August 2023	88.00	21139	07/19/23	<u>88.00</u>
Village of Addison: Misc Exp 500010 10-22-0255	Other Insurance Withholding Payable	Standard Self Bill - August 2023	326.26	21140	07/19/23	<u>326.26</u>
Amazon Capital Services 112300 10-66-9970	FUNshine Committee	1XQG-C6P3-1FLR	52.68	21141	07/25/23	<u>559.19</u>
10-66-9970	FUNshine Committee	1X9V-6W1W-WFMK	25.34			
10-64-8160	Teen Program	1X9V-6W1W-VWCR	74.95			
10-64-8120	Children Services Programs - General	1CPH-Q3TR-X1RP	11.99			
10-54-3110	Adult Books	1MFR-T1RX-WPVR	42.96			
10-54-3110	Adult Books	1F9C-FG7K-WPR6	47.94			
10-54-3900	Adult Other Expenditures	1R3X-9FWQ-33DD	24.45			
10-54-3900	Adult Other Expenditures	1NKD-KQ6K-3QF4	125.24			
10-62-7470	Staff In-Service	19WY-FLH9-3KYC	109.95			
10-66-9240	Children Services Supplies	1CPH-Q3TR-X1RP	9.20			
10-66-9270	Information Technology Supplies	13H6-XYT7-WMX6	34.49			
Amazon Capital Services 112300 10-66-9970	FUNshine Committee	1KXR-Y4NR-LYV1	22.86	21142	07/25/23	<u>1,704.10</u>
10-64-8160	Teen Program	1LWL-QTRV-LYM9	47.98			
10-64-8100	Adult Services Programs	1GMH-1DPD-KH6F	169.29			
10-64-8100	Adult Services Programs	1TNX-YHPP-LFCN	147.17			
10-54-3110	Adult Books	1V63-6VV9-3HGN	13.79			
10-54-3110	Adult Books	19WY-FLH9-1RH9	32.38			
10-62-7470	Staff In-Service	19DJ-QLJQ-1JMJ	35.88			
10-66-9270	Information Technology Supplies	14HV-JPTY-1PP3	377.17			
10-66-9270	Information Technology Supplies	1CJN-9C6W-1NNK	79.80			
10-66-9945	Back to School Fair Expenses	13P9-3FNP-3CC710-64-8100	777.78			
Amazon Capital Services 112300 10-64-8160	Teen Program	1FPL-CJ43-YNTG	124.92	21143	07/25/23	<u>1,496.67</u>
10-52-3900	Children Other Expenditures	1171-F6LD-KTJQ	9.99			

## Addison Public Library Check Register

All Bank Accounts  
July 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
10-52-3900	Children Other Expenditures	1Y91-NGXX-LQ64	30.09			
10-54-3110	Adult Books	1171-F6LD-KQ9D	58.60			
10-54-3900	Adult Other Expenditures	1171-F6LD-KQ9D	7.99			
10-66-9250	Materials Management Supplies	1YTN-7H3K-KVTY	20.67			
10-66-9250	Materials Management Supplies	1TDH-NKJT-WMCV	24.66			
10-66-9270	Information Technology Supplies	1QFW-K3PR-KLFD	279.94			
10-66-9910	Hardware	1HYN-96MQ-L6KC	519.97			
10-66-9945	Back to School Fair Expenses	1D6P-41LT-YWTC	419.84			
Amazon Capital Services 112300				21144	07/26/23	<u>879.19</u>
10-64-8160	Teen Program	11F4-G3Q9-YYPK	285.79			
10-66-9250	Materials Management Supplies	11F4-G3Q9-YP41	67.95			
10-66-9250	Materials Management Supplies	1HF6-93-HM-1FYN	121.94			
10-66-9270	Information Technology Supplies	1631-MPJL-1HLX	33.76			
10-66-9270	Information Technology Supplies	1GW9-D9YV-YNMC	150.00			
10-66-9945	Back to School Fair Expenses	1L4H-GLW7-16DX	219.75			
Village of Addison: Misc Exp 500010				21145	07/26/23	<u>158.15</u>
10-22-0255	Other Insurance Withholding Payable	TransAmerica - June 2023	158.15			
Village of Addison: Misc Exp 500010				21146	07/26/23	<u>148.13</u>
10-22-0255	Other Insurance Withholding Payable	TransAmerica - May 2023	148.13			
Village of Addison:Health Ins 500011				21147	07/26/23	<u>31,916.79</u>
10-50-2400	Health Insurance	BCBS - August 2023	31,916.79			
Village of Addison:Health Ins 500011				21148	07/26/23	<u>2,088.55</u>
10-50-2400	Health Insurance	Delta Dental - August 2023	2,088.55			
Village of Addison:Health Ins 500011				21149	07/26/23	<u>292.15</u>
10-50-2400	Health Insurance	VSP - August 2023	292.15			
Mission Square 231901				21150	07/31/23	<u>2,390.00</u>
10-22-0260	Def Annuity Withholding Payable	Mission Square Plan #306740	2,390.00			
Village of Addison - HSA				21151	07/31/23	<u>1,412.53</u>
10-50-2400	Health Insurance	EE & ER HSA Contribution for 8/2/23 Payroll	1,412.53			
Josh Foutch 273150				21152	07/31/23	<u>300.00</u>
10-64-8160	Teen Program	Ukulele Camp 7/31/23-8/3/2023	300.00			

## Addison Public Library

### Check Register

All Bank Accounts

July 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
4imprint, Inc. 162600				37555	08/03/23	<u>2,200.01</u>
10-64-8910	Other Promotions	Inv# 11373640	1,417.48			
10-66-9330	Community Engagement Supplies	Inv# 11373640	782.53			
ABC Parade Floats 111200				37556	08/03/23	<u>590.00</u>
10-64-8910	Other Promotions	Inv# 2540	590.00			
Amazon Capital Services 112300				37557	08/03/23	<u>738.21</u>
10-64-8160	Teen Program	Credit memo #1MQX-XNGG-PC7J	-22.99			
10-52-3100	Children Books	Inv# 1JQW-7LNQ-37NT	50.43			
10-52-3900	Children Other Expenditures	Inv# 1WCT-MKXF-YGKL	115.21			
10-52-3900	Children Other Expenditures	Inv# 1JQW-7LNQ-37NT	47.84			
10-54-3110	Adult Books	Inv# 1RN4-GVJJ-YY6R	71.40			
10-54-3110	Adult Books	Inv# 1WCT-MKXF-YXX7	31.98			
10-54-3110	Adult Books	Inv# 13P9-3FNP-37HX	97.51			
10-54-3110	Adult Books	Inv# 1699-LCMP-YRYF	9.99			
10-54-3900	Adult Other Expenditures	Inv# 1699-LCMP-YRYF	69.98			
10-54-3900	Adult Other Expenditures	Inv# 1WCT-MKXF-YWPQ	127.86			
10-54-3900	Adult Other Expenditures	Inv# 1RPN-M13W-YW1C	157.95			
10-54-3900	Adult Other Expenditures	Credit memo #1WDD-KMRN-KWC3	-18.95			
Amazon Capital Services 112300				37558	08/03/23	<u>905.27</u>
10-54-3110	Adult Books	Inv# 1933-WPJX-KVMD	61.30			
10-66-9945	Back to School Fair Expenses	Inv# 1TLK-H9JX-XWCJ	843.97			
Blackstone Publishing, Inc 122220				37559	08/03/23	<u>236.14</u>
10-54-3900	Adult Other Expenditures	Inv# 2109582	236.14			
BMO Harris Bank N.A. - Payments 122301				37560	08/03/23	<u>5,909.00</u>
10-64-8910	Other Promotions	Freepik Company	100.98			
10-61-6200	Software/Licenses	Screen Connect	38.00			
10-61-6200	Software/Licenses	SMTP2GO	15.00			
10-61-6200	Software/Licenses	Zoho	115.00			
10-61-6200	Software/Licenses	Zoom	15.99			
10-61-6200	Software/Licenses	Screen Connect	34.00			
10-61-6200	Software/Licenses	Network Solutions	1,298.00			
10-61-6200	Software/Licenses	Zoom	15.99			
10-61-6200	Software/Licenses	Zoom	15.99			
10-61-6200	Software/Licenses	Lightspeed	94.50			
10-61-6200	Software/Licenses	Adobe	312.60			
10-61-6200	Software/Licenses	Zoho	123.50			
10-66-9970	FUNshine Committee	Sams Club	55.94			

## Addison Public Library Check Register

All Bank Accounts  
July 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
10-64-8100	Adult Services Programs	Sams Club	139.00			
10-58-5610	Building Supplies	Home Depot	147.42			
10-58-5610	Building Supplies	My Fish Tank	188.15			
10-62-7410	Administration	HR Source	195.00			
10-62-7410	Administration	HR Source	280.00			
10-62-7460	Materials Management	LJ & SJ Professional Development	79.74			
10-62-7460	Materials Management	LJ & SJ Professional Development	79.74			
10-62-7560	Out-of-State Travel	Hilton Garden Inn	752.85			
10-62-7560	Out-of-State Travel	Hershey Lodge, United Airlines	610.49			
10-66-9250	Materials Management Supplies	United States Postal Service	8.09			
10-66-9250	Materials Management Supplies	Jewel	7.16			
10-66-9270	Information Technology Supplies	Home Depot	18.96			
10-66-9290	Postage	United States Postal Service	28.75			
10-62-7500	Community Engagement	Abos	424.00			
10-66-9330	Community Engagement Supplies	ImprintPlus	30.56			
10-66-9980	Staff Recognition	Sams Club	18.48			
10-66-9945	Back to School Fair Expenses	Amazon, Sams Club, Walmart	103.44			
10-66-9945	Back to School Fair Expenses	Sams Club	561.68			
Brigit Goudie 892136				37561	08/03/23	<u>150.00</u>
10-64-8120	Children Services Programs - General	Program 8/10/23	150.00			
CDW Government 131480				37562	08/03/23	<u>1,884.12</u>
10-54-3900	Adult Other Expenditures	Inv# KJ55957	1,208.82			
10-66-9910	Hardware	Inv# KR41140	675.30			
Center Point Publishing 131571				37563	08/03/23	<u>335.58</u>
10-54-3110	Adult Books	Inv# 2029336	143.22			
10-54-3110	Adult Books	Inv# 2027292	192.36			
Children's Plus, Inc. 131861				37564	08/03/23	<u>2,904.23</u>
10-52-3100	Children Books	Inv# 232027	773.54			
10-52-3100	Children Books	Inv# 232015	2,130.69			
Comcast 132548				37565	08/03/23	<u>63.34</u>
10-58-5510	Telephone	Acct# 8771 20 183 0148973	63.34			
Crimson Multimedia Dist. 132835				37566	08/03/23	<u>1,155.23</u>
10-52-3900	Children Other Expenditures	Inv# 010918	608.42			
10-52-3900	Children Other Expenditures	Inv# 010917	30.00			
10-54-3110	Adult Books	Inv# 010980	144.67			
10-54-3900	Adult Other Expenditures	Inv# 010920	130.00			

**Addison Public Library  
Check Register**

All Bank Accounts  
July 2023

<b>Payee/Account #</b>	<b>Account Description</b>	<b>Description</b>	<b>Amount</b>	<b>Check Number</b>	<b>Check Date</b>	<b>Check Amount</b>
10-54-3900	Adult Other Expenditures	Inv# 010919	242.14			
Custom Ink LLC 133181				37567	08/03/23	<u>1,399.70</u>
10-64-8910	Other Promotions	Inv# 65917643	779.40			
10-64-8160	Teen Program	Inv# 66148964	620.30			
D&Z House of Books Inc 143662				37568	08/03/23	<u>518.48</u>
10-54-3110	Adult Books	Inv# 2023/1160207	41.72			
10-54-3110	Adult Books	Inv# 2023/1160241	476.76			
Ebsco Information Services 151271				37569	08/03/23	<u>17,288.00</u>
10-55-3500	Online Databases	Inv# 1000212456-1	1,227.00			
10-55-3500	Online Databases	Inv# 1000212513-1	2,100.00			
10-55-3500	Online Databases	Inv# 1000212514-1	13,961.00			
Erika Ochoa 281526				37570	08/03/23	<u>150.00</u>
10-64-8100	Adult Services Programs	Program 8/7/23	150.00			
Francotyp-Postalia, Inc 162817				37571	08/03/23	<u>238.06</u>
10-66-9290	Postage	Inv# RI105841300	238.06			
GALE/CENGAGE Learning 171152				37572	08/03/23	<u>261.51</u>
10-54-3110	Adult Books	Inv# 81519835	29.59			
10-54-3110	Adult Books	Inv# 81547327	175.14			
10-54-3110	Adult Books	Inv# 81554328	56.78			
IL Library Association 192210				37573	08/03/23	<u>250.00</u>
10-62-7510	Memberships (Staff & Board)	Inv# 249504	75.00			
10-62-7510	Memberships (Staff & Board)	Inv# 249505	75.00			
10-62-7510	Memberships (Staff & Board)	Inv# 248878	100.00			
Illinois Drilling & Testing Co., Inc. 192256				37574	08/03/23	<u>1,500.00</u>
80-55-1905	FY 24 Renovation Project	Inv# 25014	1,500.00			
Imprint Plus 192367				37575	08/03/23	<u>28.76</u>
10-66-9330	Community Engagement Supplies	Inv# PIN0676364	28.76			
Lakeshore Learning Material 221153				37576	08/03/23	<u>41.97</u>
10-52-3900	Children Other Expenditures	Inv# 807191062323	41.97			
MinMaxGames 231950				37577	08/03/23	<u>25.00</u>
10-64-8100	Adult Services Programs	Inv# D230	25.00			

## Addison Public Library Check Register

All Bank Accounts  
July 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Polonia Bookstore Inc 262556 10-54-3110	Adult Books	Inv# 74359	324.00	37578	08/03/23	<u>324.00</u>
Product Architecture + Design 262850 80-55-1905	FY 24 Renovation Project	Inv# 1650.0667	100,132.81	37579	08/03/23	<u>100,132.81</u>
Quill 273145 10-66-9210	Office Supplies	Inv# 33349579	36.93	37580	08/03/23	<u>86.92</u>
10-66-9300	Library Wide Supplies	Inv# 33349579	49.99			
Ra'am Integration Solutions 10-58-5620	HVAC	Inv# 1385	3,000.00	37581	08/03/23	<u>3,000.00</u>
Rails 281145 10-55-3860	E-Books	Inv# 11005	3,500.00	37582	08/03/23	<u>3,500.00</u>
Richard K. Miller & Associates 281913 10-55-3500	Online Databases	Inv# 8315	600.00	37583	08/03/23	<u>600.00</u>
Scholastic Library Publishing 172866 10-55-3500	Online Databases	Inv# 50579257	7,726.00	37584	08/03/23	<u>7,726.00</u>
Team One Repair, Inc. 301514 10-66-9220	Guest Services Supplies	Inv# 1450500	195.00	37585	08/03/23	<u>195.00</u>
Technology Management Revolving Fund 132558 10-58-5570	Leased Internet Access Line	Inv# T2321946	378.30	37586	08/03/23	<u>378.30</u>
Todays Business Solutions,Inc 302521 10-58-5510	Telephone	Inv# 070323-10	153.76	37587	08/03/23	<u>153.76</u>
Transparent Language Inc.302817 10-55-3500	Online Databases	Inv# 34513	1,440.00	37588	08/03/23	<u>1,440.00</u>
Unique Patron Services Solutions 312431 10-61-6200	Software/Licenses	Inv# 6115057	40.00	37589	08/03/23	<u>214.75</u>
10-56-4410	Collection Agency Fees	Inv# 6114385	174.75			
United States Postal Service 312448 10-64-8210	Newletter	Permit# 85	1,200.00	37590	08/03/23	<u>1,200.00</u>

## Addison Public Library Check Register

All Bank Accounts  
July 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Addison Public Library 500004 10-11-1070	Cash in Bank - Harris Bank Librarian	Addison Public Library 500004	0.28	37591	08/15/23	<u>0.28</u>
American Library Association 10-62-7510	Memberships (Staff & Board)	Member# 1213425	298.00	37592	08/15/23	<u>298.00</u>
Angelo Sorce Productions 112417 10-66-9940	Cable Broadcast	Inv# 0869	400.00	37593	08/15/23	<u>800.00</u>
10-66-9940	Cable Broadcast	Inv# 0870	400.00			
Baker & Taylor 120210 10-64-8100	Adult Services Programs	Inv# 2037635765	70.67	37594	08/15/23	<u>70.67</u>
Baker & Taylor 120230 10-54-3900	Adult Other Expenditures	Inv# 2037632993	13.66	37595	08/15/23	<u>13.66</u>
Baker & Taylor 120290 10-52-3100	Children Books	Inv# 2037654875	266.15	37596	08/15/23	<u>3,509.67</u>
10-52-3100	Children Books	Inv# 2037672375	384.25			
10-52-3100	Children Books	Inv# 2037624718	289.64			
10-54-3110	Adult Books	Inv# 2037646691	2,459.38			
10-66-9250	Materials Management Supplies	Inv# 2037646692	74.96			
10-66-9250	Materials Management Supplies	Inv# 2037624719	5.94			
10-66-9250	Materials Management Supplies	Inv# 2037672376	19.04			
10-66-9250	Materials Management Supplies	Inv# 2037654876	10.31			
Baker & Taylor 120300 10-54-3900	Adult Other Expenditures	Inv# 2037651180	144.24	37597	08/15/23	<u>922.04</u>
10-54-3900	Adult Other Expenditures	Inv# 2037626278	387.68			
10-54-3900	Adult Other Expenditures	Inv# 2037685489	51.94			
10-54-3900	Adult Other Expenditures	Inv# 2037659415	156.38			
10-66-9250	Materials Management Supplies	Inv# 2037659416	47.28			
10-66-9250	Materials Management Supplies	Inv# 2037651181	34.74			
10-66-9250	Materials Management Supplies	Inv# 2037626279	86.85			
10-66-9250	Materials Management Supplies	Inv# 2037685490	12.93			
Baker & Taylor 120310 10-54-3110	Adult Books	Inv# 2037674261	614.45	37598	08/15/23	<u>12,337.60</u>
10-54-3110	Adult Books	Inv# 2037633810	412.85			
10-54-3110	Adult Books	Inv# 2037646356	468.09			
10-54-3110	Adult Books	Inv# 2037688153	435.06			
10-54-3110	Adult Books	Inv# 2037648738	1,039.16			

# Addison Public Library Check Register

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July 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
10-54-3110	Adult Books	Inv# 2037648652	1,777.68			
10-54-3110	Adult Books	Inv# 2037656431	628.65			
10-54-3110	Adult Books	Inv# 2037646717	625.73			
10-54-3110	Adult Books	Inv# 2037611510	922.82			
10-54-3110	Adult Books	Inv# 2037627570	697.29			
10-54-3110	Adult Books	Inv# 2037667560	536.84			
10-54-3110	Adult Books	Inv# 2037664537	457.64			
10-54-3110	Adult Books	Inv# 2037660208	629.21			
10-54-3110	Adult Books	Inv# 2037659404	1,525.53			
10-54-3110	Adult Books	Inv# 2037679355	600.86			
10-54-3900	Adult Other Expenditures	Inv# 2037618265	542.69			
10-66-9250	Materials Management Supplies	Inv# 2067679356	18.24			
10-66-9250	Materials Management Supplies	Inv# 2037674262	30.93			
10-66-9250	Materials Management Supplies	Inv# 2037688154	21.42			
10-66-9250	Materials Management Supplies	Inv# 2037659405	27.56			
10-66-9250	Materials Management Supplies	Inv# 2037660209	23.60			
10-66-9250	Materials Management Supplies	Inv# 2037664538	15.07			
10-66-9250	Materials Management Supplies	Inv# 2037667561	25.78			
10-66-9250	Materials Management Supplies	Inv# 2037633811	6.93			
10-66-9250	Materials Management Supplies	Inv# 2037646357	11.88			
10-66-9250	Materials Management Supplies	Inv# 2037646718	30.93			
10-66-9250	Materials Management Supplies	Inv# 2037611511	34.65			
10-66-9250	Materials Management Supplies	Inv# 2037618266	9.90			
10-66-9250	Materials Management Supplies	Inv# 2037627571	17.82			
10-66-9250	Materials Management Supplies	Inv# 2037648739	27.37			
10-66-9250	Materials Management Supplies	Inv# 2037648653	97.58			
10-66-9250	Materials Management Supplies	Inv# 2037656432	23.39			
Bibliotheca, LLC 121830				37599	08/15/23	<u>2,874.92</u>
10-55-3860	E-Books	July Purchases	2,874.92			
Brooke Sievers 829192				37600	08/15/23	<u>259.93</u>
10-62-7560	Out-of-State Travel	RIPL 2023	259.93			
CDS Office Technologies 131476				37601	08/15/23	<u>1,284.00</u>
10-66-9270	Information Technology Supplies	Inv# INV1546483	1,284.00			
Children's Plus, Inc. 131861				37602	08/15/23	<u>1,216.97</u>
10-52-3100	Children Books	Inv# 233103	1,216.97			
Cintas Fire Protection 131961				37603	08/15/23	<u>465.34</u>
10-58-5710	Equipment Maintenance & Repair	Inv# 0F94691469	465.34			

# Addison Public Library

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Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Complete Cleaning 132523 10-58-5320	Cleaning Service	Inv# C24732	5,400.00	37604	08/15/23	<u>5,400.00</u>
Convergent Technologies LLC 132568 10-58-5710	Equipment Maintenance & Repair	Inv# IN00072594	540.00	37605	08/15/23	<u>540.00</u>
Courtney Moore 823200 10-62-7550	In-State Travel	ALA 2023	45.25	37606	08/15/23	<u>45.25</u>
Crimson Multimedia Dist. 132835 10-52-3900	Children Other Expenditures	Inv# 011056	60.00	37607	08/15/23	<u>363.56</u>
10-52-3900	Children Other Expenditures	Inv# 011057	30.00			
10-52-3900	Children Other Expenditures	Inv# 011059	111.44			
10-52-3900	Children Other Expenditures	Credt# 010918	-200.00			
10-54-3900	Adult Other Expenditures	Inv# 011058	362.12			
Ebsco Information Services 151272 10-55-3400	Magazines/News	Inv# 1695446	5,567.47	37608	08/15/23	<u>5,567.47</u>
Ehler Investment Partners, LLC 151700 10-56-4900	Other Contracts	June 2023 mgmt invoice	2,035.13	37609	08/15/23	<u>2,035.13</u>
GALE/CENGAGE Learning 171152 10-54-3110	Adult Books	Inv# 81583461	154.34	37610	08/15/23	<u>4,616.68</u>
10-54-3110	Adult Books	Inv# 81589792	57.58			
10-55-3500	Online Databases	Inv# 81499450	4,404.76			
Heyl Royster 181565 10-56-4100	Legal Fees	Inv# 1596286	120.00	37611	08/15/23	<u>120.00</u>
IL Library Association 192210 10-62-7510	Memberships (Staff & Board)	Inv# 248895	75.00	37612	08/15/23	<u>225.00</u>
10-62-7510	Memberships (Staff & Board)	Inv# 248623	150.00			
InfoUSA Marketing, Inc. 10-55-3500	Online Databases	Inv# 10004126934	2,495.00	37613	08/15/23	<u>2,495.00</u>
Ingram Library Service 192452 10-54-3110	Adult Books	Inv# 76894937	69.72	37614	08/15/23	<u>73.31</u>
10-54-3110	Adult Books	Inv# 76894936	3.59			

**Addison Public Library  
Check Register**

All Bank Accounts  
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<b>Payee/Account #</b>	<b>Account Description</b>	<b>Description</b>	<b>Amount</b>	<b>Check Number</b>	<b>Check Date</b>	<b>Check Amount</b>
Jackson-Hirsh, Inc. 201115 10-66-9300	Library Wide Supplies	Inv# 1075782	184.89	37615	08/15/23	<u>184.89</u>
Jessica Hernandez 892187 10-62-7550	In-State Travel	Reaching Forward	31.05	37616	08/15/23	<u>31.05</u>
Jodi Gianakopoulos 892160 10-64-8100 10-64-8165	Adult Services Programs Community Engagement Program	NEDSRA Event Craft NEDSRA Event Craft	20.63 20.62	37617	08/15/23	<u>41.25</u>
Kiplinger's Investing for Income 211960 10-55-3400	Magazines/News	Retirement Newsletter	29.95	37618	08/15/23	<u>29.95</u>
Kranz, Inc. 212800 10-58-5610	Building Supplies	Inv# 1787360-00	1,133.00	37619	08/15/23	<u>1,133.00</u>
Lakeshore Learning Material 221153 10-52-3100	Children Books	Inv# 867176071823	68.98	37620	08/15/23	<u>68.98</u>
Lauterbach&Amen LLP 172582 10-56-4450	Accounting Service Fees	Inv# 81138	1,750.00	37621	08/15/23	<u>1,750.00</u>
Len's Ace Hardware, Inc. 221567 10-58-5610 10-58-5610 10-58-5610 10-58-5610 10-58-5610	Building Supplies Building Supplies Building Supplies Building Supplies Building Supplies	Inv# 501712/1 Inv# 501889/1 Inv# 502142/1 Inv# 502488/1 Inv# 501588/1	82.90 19.79 67.62 33.07 84.48	37622	08/15/23	<u>287.86</u>
Manufacturers News Inc 231168 10-54-3110	Adult Books	Inv# A11446-00	176.90	37623	08/15/23	<u>176.90</u>
Marti LaHood - 281914 10-64-8100	Adult Services Programs	Program 8/10 & 8/24	160.00	37624	08/15/23	<u>160.00</u>
Matthew Bender Co Inc 231189 10-54-3110	Adult Books	Inv# 37827928	243.10	37625	08/15/23	<u>243.10</u>
Matthew Williams 892182 10-62-7550 10-62-7550 10-62-7560	In-State Travel In-State Travel Out-of-State Travel	Travel Reimbursement School Supply Drive Travel Reimbursement	4.58 10.61 186.85	37626	08/15/23	<u>202.04</u>

# Addison Public Library

## Check Register

All Bank Accounts

July 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Midwest Tape 231925				37627	08/15/23	<u>3,508.01</u>
10-52-3900	Children Other Expenditures	Inv# 504124471	5.24			
10-52-3900	Children Other Expenditures	Inv# 504030512	29.08			
10-52-3900	Children Other Expenditures	Inv# 504086499	7.49			
10-54-3900	Adult Other Expenditures	Inv# 504030576	182.93			
10-54-3900	Adult Other Expenditures	Inv# 504030513	247.37			
10-54-3900	Adult Other Expenditures	Inv# 504030511	14.99			
10-54-3900	Adult Other Expenditures	Inv# 504030517	44.98			
10-54-3900	Adult Other Expenditures	Inv# 504030570	26.98			
10-54-3900	Adult Other Expenditures	Inv# 504030571	36.73			
10-54-3900	Adult Other Expenditures	Inv# 504030572	14.99			
10-54-3900	Adult Other Expenditures	Inv# 504030574	22.49			
10-54-3900	Adult Other Expenditures	Inv# 504030575	13.49			
10-54-3900	Adult Other Expenditures	Inv# 504030577	46.48			
10-54-3900	Adult Other Expenditures	Inv# 504089475	63.71			
10-54-3900	Adult Other Expenditures	Inv# 504030516	229.40			
10-54-3900	Adult Other Expenditures	Inv# 504030515	26.24			
10-54-3900	Adult Other Expenditures	Inv# 504030514	125.94			
10-54-3900	Adult Other Expenditures	Inv# 504030518	83.97			
10-54-3900	Adult Other Expenditures	Inv# 504030519	37.49			
10-54-3900	Adult Other Expenditures	Inv# 504124475	56.96			
10-54-3900	Adult Other Expenditures	Inv# 504124472	20.99			
10-54-3900	Adult Other Expenditures	Inv# 504124473	22.49			
10-54-3900	Adult Other Expenditures	Inv# 504124474	247.40			
10-54-3900	Adult Other Expenditures	Inv# 504086372	14.99			
10-54-3900	Adult Other Expenditures	Inv# 504089476	17.09			
10-54-3900	Adult Other Expenditures	Inv# 504089472	199.44			
10-54-3900	Adult Other Expenditures	Inv# 504120889	129.51			
10-54-3900	Adult Other Expenditures	Inv# 504120888	71.99			
10-54-3900	Adult Other Expenditures	Inv# 504120887	113.95			
10-54-3900	Adult Other Expenditures	Inv# 504120886	32.23			
10-54-3900	Adult Other Expenditures	Inv# 504124476	18.74			
10-54-3900	Adult Other Expenditures	Inv# 504058557	22.49			
10-54-3900	Adult Other Expenditures	Inv# 504058556	22.49			
10-54-3900	Adult Other Expenditures	Inv# 504089473	37.49			
10-54-3900	Adult Other Expenditures	Inv# 504089474	62.97			
10-54-3900	Adult Other Expenditures	Inv# 504089470	36.73			
10-54-3900	Adult Other Expenditures	Inv# 504089471	14.24			
10-54-3900	Adult Other Expenditures	Inv# 504058551	72.71			
10-54-3900	Adult Other Expenditures	Inv# 504058550	53.97			
10-54-3900	Adult Other Expenditures	Inv# 504058554	48.73			

# Addison Public Library Check Register

All Bank Accounts  
July 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
10-54-3900	Adult Other Expenditures	Inv# 504058555	75.72			
10-54-3900	Adult Other Expenditures	Inv# 504058559	22.49			
10-54-3900	Adult Other Expenditures	Inv# 504058558	146.19			
10-54-3900	Adult Other Expenditures	Inv# 504048108	56.99			
10-54-3900	Adult Other Expenditures	Inv# 504058553	93.70			
10-66-9250	Materials Management Supplies	Inv# 504016803	239.00			
10-66-9250	Materials Management Supplies	Inv# 504145973	296.33			
ODP Business Solutions 251353				37628	08/15/23	<u>1,002.75</u>
10-66-9230	Adult Services Supplies	Inv# 320575516001	52.36			
10-66-9955	PLA Digital Literacy Workshop Incentive	Inv# 315243861001	-20.99			
10-66-9945	Back to School Fair Expenses	Inv# 323685229001	663.46			
10-66-9945	Back to School Fair Expenses	Inv# 323685230001	307.92			
Patricia Trampas 261181				37629	08/15/23	<u>80.00</u>
10-64-8100	Adult Services Programs	Program 8/16	80.00			
Patti Gebala 892144				37630	08/15/23	<u>10.48</u>
10-62-7550	In-State Travel	Outreach	10.48			
People Architectural Group LLC 251563				37631	08/15/23	<u>200.00</u>
10-64-8165	Community Engagement Program	Program 8/22	200.00			
Playaway 262219				37632	08/15/23	<u>591.37</u>
10-52-3900	Children Other Expenditures	Inv# 436298	591.37			
ProQuest LLC 121932				37633	08/15/23	<u>6,002.72</u>
10-55-3500	Online Databases	Inv# 70794147	6,002.72			
Quill 273145				37634	08/15/23	<u>133.47</u>
10-66-9300	Library Wide Supplies	Inv# 33156341	133.47			
Ra'am Integration Solutions				37635	08/15/23	<u>2,750.00</u>
10-58-5620	HVAC	Inv# 1392	2,750.00			
Rachel Kaiser 892154				37636	08/15/23	<u>25.00</u>
10-62-7550	In-State Travel	ALA Parking	25.00			
Rails 281145				37637	08/15/23	<u>5,333.00</u>
10-55-3500	Online Databases	Inv# 11115	5,333.00			
Record Information Service, Inc 281516				37638	08/15/23	<u>844.00</u>

**Addison Public Library**  
**Check Register**  
All Bank Accounts  
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Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
10-55-3500	Online Databases	Inv# 53695	844.00			
Robbins Schwartz 282514 10-56-4100	Legal Fees	Client# 008872	273.93	37639	08/15/23	<u>273.93</u>
Rowman & Littlefield Publishing Group 282590 10-54-3110	Adult Books	Inv# 12288649	64.65	37640	08/15/23	<u>64.65</u>
Technology Management Revolving Fund 132558 10-58-5570	Leased Internet Access Line	Inv# T2329980	378.30	37641	08/15/23	<u>378.30</u>
Villa Park Electrical Supply 321940 10-58-5610	Building Supplies	Inv# 247196-00	387.20	37642	08/15/23	<u>387.20</u>
Yesenia Benavidez 892185 10-62-7550	In-State Travel	Oak Park Library	17.69	37643	08/15/23	<u>17.69</u>
Zesty Catering 361565 10-64-8100	Adult Services Programs	Program 8/21	385.00	37644	08/15/23	<u>385.00</u>
<b>Check List Total</b>						<u>292,706.25</u>
Plus: July payroll for 2023:						\$242,858.25
Grand Total:						\$535,564.50

**Addison Public Library**  
**Payroll Distribution Summary**

**Board Meeting**            **8/15/2023**

<u>Description</u>	<u>Amount</u>
Payroll	\$242,858.25

**Approved by Board of Trustees**

\_\_\_\_\_  
**President**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Secretary**

\_\_\_\_\_  
**Date**



## Director's Report – July 2023

Things have been busy as usual since the last board meeting. We've completed the field work for the FY23 audit. We've received permission from the State's Local Records Commission to dispose of old documents, in compliance with the [Local Records Act](#) and the state's Administrative Rules on record retention. Staff have been incredibly busy with data mapping and reviewing policies in preparation for the migration to SWAN. And, we had another very successful staff development day on 8/4.

I wanted to focus my report this month, though, on sharing some examples of the many ways we engage with teens and tweens who visit the library after school. I do not view having students in the library as a "problem" or a "burden" that has been forced upon us. Instead, I view it as an opportunity and ask the rest of the staff to do the same. We work hard to cultivate an environment that makes students feel welcome when they come here. We invest a lot of time and effort into developing relationships with these students and into planning ways to engage them in positive activities while they are here.

Libraries are public buildings and one of the few places in a community that are open to anyone. Some communities are challenged by frequent patrons with housing insecurity or substance abuse issues. Those can be truly challenging situations. We don't see as much of that, but we do make sure when we interview new staff, especially for public service positions, that they understand our proximity to the junior high school and what a typical afternoon at our library is like. Not everyone is suited to working with this age group, and that is OK, but we want to be sure we hire individuals who will embrace the opportunity of serving young people and thrive in this environment.

Here are some examples of ways we are engaging students, all taken from past Teen Services monthly reports:

- A longtime teen patron has been struggling in high school and told us that he and his mother decided he should drop out. After talking through his options, library resources, and what it would take to get back on track, he told Elizabeth that he was very relieved. He had been feeling lost and scared. "But then I was like, I should just go talk to Liz. She'll know what to do." Since this talk, library staff helped him sign up for a library card, begin practice tests through our online databases, and connect with free classes at the College of DuPage.
- A high school patron asked Courtney for help getting his first job. He needed help filling out an application, because the process was overwhelming, especially the terms on the forms. Together they went through the application, and she gave him tips like regularly checking his email, memorizing his social security number, and using the term "Current" to state that he was still going to school or working at a job. A few weeks later, he came in to tell Courtney that he got the job!

- Courtney is pushing her Roleplay participants by keeping each character's power a secret. At the end of each session, she tells the group how many times powers were used and lets them collaborate to puzzle out who used their power, when, and how. This makes them not only pay close attention during the game, but also think critically about the narrative after. This twist on the game forces the players to build skills by closely reading the "text" they write together, problem-solving collaboratively, and discovering their own strengths by reflecting on the consequences of their actions.
- This month Hive Lab focused on germs and pandemics. We had planned the topic months ago, and it just happened to resonate with current events. On the first day, we asked kids to take swabs of surfaces from public spaces throughout the library, prepare a sample, and properly label it. We then left the samples in a warm place and brought them out each day for students to see the growth of bacteria. One day a kid that had never participated in Hive Lab before, came up to Agata during snack and asked, "Where's my bacteria? I want to see my bacteria samples." She wheeled out the cart, and he pointed out the samples he collected to his friends. They surrounded the cart, and everyone was chatting about how nasty and disgusting some of the samples were. Other students participated by playing a game that Courtney developed specifically for this program. Students had to work collaboratively during a pandemic outbreak to distribute supplies and avoid fake news. Courtney used actual false headlines about the coronavirus to help participants understand the importance of finding reliable information.
- One of our regular teens has a daily check-in with Courtney. Talking about the events of the day helps them decompress and sort out their thoughts. After finding out that the student is also very behind in school, they agreed to add a Homework check-in to their routine. Courtney keeps the teen motivated to complete their work and make-up past assignments, positively reinforcing each completed task. Courtney has noticed a significant boost in their confidence, and we have all noticed an improvement in their mood and behavior.
- We found that our Art Studio week was particularly effective at engaging reluctant and "wired" kids. One patron did not want to participate at first but then said he would "try" after eating his snack. He ended up spending about an hour on a painting and found that after, it was easier to get his homework done. When given the challenge of painting only with Q-tips, participants initially said "but it'll look better with a paintbrush!" We told them that the point of the project was to try out a new method and challenge themselves. Most participants spent over an hour testing, trying, and painting, eventually finding a way to make it work. Rachel emphasized to them that committing and taking time to really devote to something was part of the creative process.
- At this month's Hive Lab students tackled a different LEGO challenge each day. They designed boats, played LEGO charades, and competed for the best spinning LEGO top. For the Float the Boat Challenge, students were immediately interested in creating a LEGO boat that would float AND hold the weight of pennies, but they were concerned that they only had one chance to test out their designs. Several participants asked to try again, or if they could improve their designs, and Rachel made sure to let them know that trying again was part of the design process and

something we encouraged them to do several times. There was a “Leaderboard” for them to write their names and the number of pennies their boat would hold before sinking, but most participants weren’t interested in topping the board – instead they wanted to improve on their own designs and see what personal records they could break.

- Rachel used library resources to help a teen handle stress. They were telling her about upcoming meetings, events, homework, and finals. They mentioned that music helps them work, but thought the library only had CDs and not the particular album they were looking for. Rachel showed them the Hoopla app and pointed out that they could temporarily download entire albums. Once they had the album, they relaxed and were able to get to work.
- A teen told Courtney about a night she stayed late, “just hanging out,” at the library. She started wandering around the stacks and it suddenly hit her that the library was full of books that she would enjoy reading. She picked up a book of poetry, instantly falling in love with it and checked it out. She took it to school and shared it with her friends. One of those friends came in later that day, asking for similar books and was thrilled to find several books by the same author. The two friends began talking excitedly with Courtney about poetry, the author, and the topics within the books. This is a great example of the power of “just hanging out” and why we have to create space for new readers to find the book that’s right for them.
- One of the goals of Agata’s monthly #chefmode is to encourage teens to try new foods and include healthier choices in their diet. At the beginning of this month’s protein lesson, teens said they didn’t like many of the ingredients and that the ingredients can’t be mixed together because it’s disgusting. By the end, many had changed their mind, saying “Tuna isn’t as bad as I thought”, “Yogurt is good in savory meals,” and “Even though I don’t like mustard, it can be good in smaller amounts and mixed with other ingredients.” Sometimes it is our teens encouraging each other to try different things. A teen asked Agata what they could eat with their tuna and chicken salads, and she suggested that they try some crackers or bread. A teen next to them overheard the conversation and said to his friend, “Yo, get some of that bread. It is bomb” (with a mouth full of whole wheat bread). Teens are also expanding their skills and knowledge. This month, a mom thanked Agata for helping her daughter get excited about cooking and trying new things. Her daughter proudly showed her mom the tuna salad she made at #chefmode and asked her mom to try it. The mom said that she liked it but that it was too sour for her. The girl was surprised because she especially loves sour flavors. She told Agata it made her realize why ingredients have specific proportions in recipes and that everyone responds differently to flavors.
- The Teen Services Department celebrated National Poetry Month with lots of opportunities for teens to read, write, and appreciate poetry. We kicked off the month by giving out “Poetry Starter Kits” that included a notebook, pen, stickers, blackout poetry materials, and the catalog of button badges teens could earn by writing poems throughout the month. We also hosted weekly poetry activities in the Hive. The most popular by far was “Pop Sonnets,” where teens were challenged to read a sonnet in Shakespearean English and guess which popular song lyric it was based on. We also had one teen fall in love with the “Shakespeare or Rap” activity, not only completing all of the poems, but going on to identify each rapper by their writing style and literary devices. We emphasized to him the skill involved and explained how it relates to

academic skills. This is not a kid that usually participates and often struggles when he does, so we were very excited to find a way for him to shine. We finished off our month of activities with a Poetry Slam, which included a teen patron's poem of thanks to their mother who lives in another country and an ASL interpretation of a rap song. Participants loved it so much; they told us they want to continue having the program monthly.

- During one of our Art Studio programs this month, Courtney noticed a teen sitting alone. This patron usually comes with a group of friends, so Courtney decided to sit with her. They worked on a clay project and Courtney encouraged her to try new techniques when she struggled with the clay. As she worked with the clay, she opened up about an embarrassing moment from the day and some challenges in her friend group. When they were cleaning up, the patron told Courtney, "I'm so glad you're here."
- We are incorporating Wikipedia and media literacy into our after-school programming using the model we created for Word of the Day. We provide a QR code to a Wikipedia article and challenge students to answer a question about the topic for a piece of candy. For example, this month they had to find out how many pounds of Nutella students were allegedly eating in the Nutellagate scandal and which D. B. Cooper copycat demanded a getaway car and 3 cheeseburgers. We design the questions so that they cannot be answered from the first sentences of the article, but force patrons to learn to use the category headings, citations, word find on their phone, or other tool to answer correctly.
- This month's Hive Lab was particularly challenging. We asked teens to construct an animatronic hand from thread, clay, and straws that could pick up a piece of candy. Making one that worked required following written instructions, skills like threading a needle, and the persistence to keep improving their design when they couldn't pick up a candy on their first try. It was a lot of hard work, but our teens were so proud of themselves when they finally earned their candy.
- A regular after school shared some ideas for a small business, similar to a lemonade stand. He had a simple list of items he was keeping but shared that he had trouble knowing how to keep track of what was "in stock" and what was popular. Teen librarians showed him how to create and manage an inventory and use Canva.com to make flyers or promotions.
- We renewed our free after school snack and early dismissal lunch programs this month. We handed out 997 snacks and lunches to children. The food is provided to us by the Northern Illinois Food Bank as part of the federal Child and Adult Care Food Program. More than 60% of the students at Indian Trail are food insecure and qualify for free or reduced cost meals at school. But all students benefit from a healthy snack after the school day. Staff have commented on the improved flow of students into the building with the initial rush mostly funneled into the large meeting room and we have noticed teen patrons more focused and calm.
- 70 patrons read Young Adult novels as part of Winter Reading. As with our summer reading bags, the feedback has been very positive. We are finding that offering the bag, especially to teens that don't normally talk with us about books, can be very impactful. For example, we started a conversation about the bags with two girls that rarely talk to staff except when there is a behavior issue. It turns out they love reading, but don't have their cards yet. They were so

excited about the book choices; it was hard to choose just one each. Since then, they have opened up about other interests and sought out positive relationships with staff.

- At the beginning of the school year, we were concerned that after such a long time, it would be hard to build a new culture of trust with teens. Although we are still not seeing as many students after school as we did pre-pandemic, we are happy that the teens in our building have quickly developed relationships with staff and feel safe and supported. One patron this month told us, “This is the best library ever. It’s because everyone here treats you like a real person, and you can tell they’re all real people.”
- We found out this month that a student we were working with earned a full ride to college from a very competitive scholarship. In middle school, this patron was a regular after school and a voracious reader. She could not come to programs once she started high school, but continued reading Young Adult books and challenging the TS staff to find a good novel she hadn’t already read. When she needed someone to help her with the scholarship process, she knew she could turn to the library. Staff wrote her a recommendation letter and she told us later, “I cried when I read this.” We also assisted with editing her essay and helped her prep for her interview. She is so deserving of this opportunity, and we are so proud of her!

I hope these examples give more context to what happens after school at the library, and I encourage all of you to visit the library in the late afternoon hours once school begins, so you can see for yourself. To add further context, I want to point out that there are 1000+ students enrolled at Indian Trail, and less than 1/10 of them are coming over to our building after school on a typical day. For us, 70-80 patrons coming in at once is a lot, but there are many more who are engaged in after school activities at the school or who are going other places once the school day ends. Not every day for us is perfect, and not every patron is always well behaved. We use a consistent model of behavior enforcement focused on being safe, responsible, and respectful while at the library. We train staff to use directives such as:

- *“Running in the library is not safe. We expect everyone in the library to be safe. If it happens again, I’m going to have to ask you to leave.”*
- *“We expect everyone to be respectful in the library. You’re currently in a quiet area. Please either lower your volume or move to a social zone—I can show you where to go!”*
- *“We expect everyone in the library to be respectful, which is why there is no swearing in the library. If it happens again, I’m going to have to ask you to leave.”*

We also have a structure for addressing behavior and reinforcing the rules.



Educate



Engage



Provide an  
alternative



Remind



Give a  
warning



Issue a  
suspension

For the first offense, we seek to educate a patron, explaining to them why their behavior is unacceptable. A student running up the stairs may not even realize that it is potentially unsafe or disruptive to others. So, we educate and engage them to help them better understand the rules and use these interactions as opportunities to start building relationships with them that will build trust and respect. Sometimes the behavior is problematic because of where it is taking place, so we provide alternatives, such as directing them away from quiet zones and into social zones as listed above. If the behavior persists, they are allowed one reminder of what is expected and a warning of the consequence if they persist in violating our behavior policy – usually that will be asking them to leave for the day.

Staff are trained on this too, prepared with phrases such as:

- *“It doesn’t seem like you can handle the library today. I’m going to have to ask you to leave.”*
- *“We have already talked about [problematic behavior] today. Since it’s still happening, I have to ask you to leave for the day.”*
- *“I understand that it’s been a tough day. We’d love to have you back as soon as tomorrow, but we do need you to leave for the day.”*

It doesn’t happen often, but we also have a system in place for longer term bans for more egregious behavior or ongoing patterns of single day bans without improvement. This is all done within the framework of our behavior policy.

If any of you have any questions or concerns about how we serve patrons after school at the library, please don’t hesitate to ask. Anytime we are dealing with human beings when the frontal cortex of their brain (which controls things like impulse control and decision making) is not fully developed, there will be challenges. We can’t expect junior high aged students to act like adults. Basic biology tells us they will make mistakes. Consistency and repetition are among the most effective strategies we can employ with this age group, and that coupled with getting to know students and building relationships with those who visit the library regularly has proven to be a successful approach.

More than anything, I want the Board to be assured that our staff works extremely hard and embraces the challenge of serving these students. It is one of the things that makes us unique and is something I am extremely proud of.



**ADDISON**  
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# ADULT SERVICES – July 2023

## SNAPSHOT

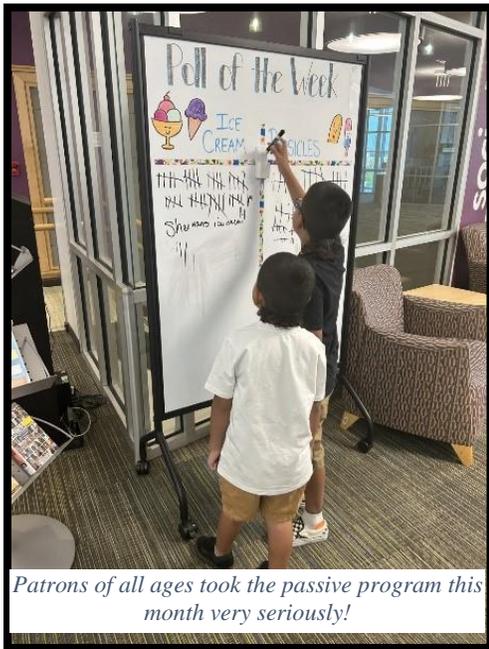
On July 17 Adult Services staff was excited to welcome Angela to the team as our new part-time Specialist!

July is typically a slower month with staff and patrons enjoying the summer and taking some much-deserved time off. However, we also use this change of pace to try out some fun new programs. Steve arranged a program called, “The Truth is Out There” about UFOs and it was a huge hit. One patron shared, “The speaker provided an interesting and thought-provoking presentation!” and another said “Just wish we had more time.” Jodi’s Free Time Friday group worked on their art skills and created some beautiful masterpieces!

The need for technology assistance never stops and in addition to numerous technology focused 1-on-1s, Sara also led a program in English and Spanish about protecting yourself from online scams. One patron expressed exactly what we hoped, “I learned a lot about scams and what to do.”



*Free Time Friday artist showing off their work!*



*Patrons of all ages took the passive program this month very seriously!*

One thing that did not slow was the love for passive programs on this second floor! This month 409 votes were cast on a series of fun polls ranging from do you prefer to pool or beach to ice cream vs. popsicles.

The Career Online High School (COHS) program has exponentially picked up speed over the summer! Since June over 10 Addison residents have completed the first step to being accepted into the program. Sara and Lesley stopped by the Friends of the Library meeting in July to discuss funding for more scholarships and are grateful that the Friends have generously agreed to fund another 4 scholarships. This funding was received just in time as two students have passed the interview stage and will begin the program in August!

### Success Stories

A Spanish speaking patron took a book from the Spanish spinner display and let Ana know that the book was great and changed her perspective on many things in her personal life!

Several months ago, Adult Services began keeping candy at the desk as a prize for a passive program. At the end of the program the candy stayed as a nice treat for staff and patrons. This summer every time Lesley was at the desk in the morning a teen would ask for a piece of candy and they would discuss favorite candies, the lunch menu, etc. After about two weeks the teen started asking for the candy as well as books. By the end of the lunch program, the teen would start the conversation looking for books, video games and other items, only to be followed up by a piece of candy! So, something that may seem an unnecessary item to keep in Adult Services, has proven to be a great way to engage and get to know our patrons!

# CHILDREN'S SERVICES – JULY 2023

## SNAPSHOT

### Highlights from July:

- We hosted Little Prince Daycare's summer camp twice in early July. For Debbie's session, she read *Lucia the Luchadora* and encouraged participants to make their own superhero (or luchador) masks.
- Outside presenter Krystyna Jaroc did a multigenerational program, Canvas Art, that was very well received by patrons. A wide variety of ages participated, from younger children to retirees.
- Betsi planned and presented a 4-week program session titled Mini Masterpieces. Each week participants learned about a famous artist and created an artwork emulating that artist's style.
- Tina planned and presented an Evening Drop-In Crafts session, featuring an Elephant & Piggie craft.



## PROJECTS

- A joint program with an Addison patron, Celebrate Eid al-Adha combined two read alouds and a craft activity. The patron read a story to the group, as did her daughter. Patrons were able to take an instant photo with an Eid al-Adha banner as a backdrop, and decorate picture frames. A family who was not familiar with Eid al-Adha attended, and the parent stated she was happy to have learned more about the holiday.
- With assistance from Sarah (Creative Services Coordinator), Julia planned and presented a new program that promoted both computer and digital literacy skills, Digital Stickers. Participants used the online design site Canva to search for and resize images, creating a unique sheet of stickers that were printed on specialty paper.
- The Language Labs returned to do a Learn Spanish with The Language Labs program. Designed for both heritage speakers and those new to the Spanish language, participants practiced greetings, counting, and learning new vocabulary words.



## STATISTICS

Continuing Education: 11.75 hours total

Programs: 35 live programs; 610 total participants (includes onsite & offsite programs, plus 1 multigenerational program)

Passive Programs: 14 passive programs; 442 participants | Appointments: 13

Reference Questions: 175 | Scan/Fax Questions: 78 | Directional Questions: 139 | Teacher Resource Room: 3

Book Displays: Urban Homesteading (Opto), Celebrate Eid al-Adha, If You Like ... Summer at Meadow Wood, Read Around the World.

# COMMUNITY ENGAGEMENT – JULY 2023



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## SNAPSHOT

- The Community Engagement team has taken turns visiting local parks Byron Park, Tamara Heights Park, Westwood Park, and Cherokee Park, where they bring free books, branded freebies, and library card applications.
- Patti & Gaby visited Byron Park to set up the second Trail Tale of the summer: *Only One You/Nadie como tu* by Linda Kranz (prepared by Kate). The story will be up until August 17.
- Samantha attended the Addison Park District's Movie in the Park night with Gaby in July, Rolling Reader in tow! They handed out plenty of free books and even created library cards for a family who had just moved to Addison!

## Collaboration:

- As the staff liaison to the Friends of the Library, Patti welcomed Adult Services to the July meeting, where they were granted funds to cover scholarships in the Career Online High School Program. She also invited the Friends to join APL in the parade and reminded them of the upcoming events.
- Matt shadowed Gaby and Sara with a couple of documents that needed notarization to learn more about the various types of documents that need to be notarized. Matt also started to review the policies and procedures for being a notary in Illinois.
- Matt coordinated with Teen Services to give a presentation to 10 of the Teen Summer Volunteers on how to transfer the skills they are learning and utilizing this summer to their first jobs. They also spoke about the various types of resumes that they can create to apply for their first job.
- Maddie & Kate joined Jodi (Adult Services) at the Christmas in July program Jodi coordinated with NEDSRA (Northeast DuPage Special Recreation Association).



## PROJECTS

### Upcoming Newsletter Features

The Fall issue for the Village of Addison "Advantages" will focus on all of the wonderful things you can do with your library card, as well as how to get one. Samantha also wrote a blurb on the upcoming SWAN migration for both the Village and APL newsletters, that will start introducing our community to SWAN and what it means to be a SWAN library coming up in a few very short months.

## STATISTICS

- The CE department participated in 11 outreach events & connected with 1,215 community members!
- Number of New Job Toolkits distributed: 27 || Business Library Accounts: No new business library accounts.

*Pictured (Top to Bottom): Kate helping a teen select their summer reading title; Table spread at Rock N Wheels; New signage used to make library staff easier to find in the community; Patrons visiting the Rolling Reader to select a free title; Lesley & Sara speaking to the Friends of the Library; Samantha testing the lighting for the headshot program; Sara L. and Judy at RNW.*



# GUEST SERVICES – JULY 2023

## SNAPSHOT

Nicole celebrated her 13<sup>th</sup> anniversary with APL on July 27.

Alejandra from Children’s Services shadowed in Guest Services in July.

Kathy reviewed applications and conducted interviews with Laurie for the new part-time position in Guest Services.

Eva, Socorro, and Margaret attended the in-person Monthly Meet-up on Cybersecurity Incident & Data Breach Response. Kathy completed the virtual monthly meet-up.

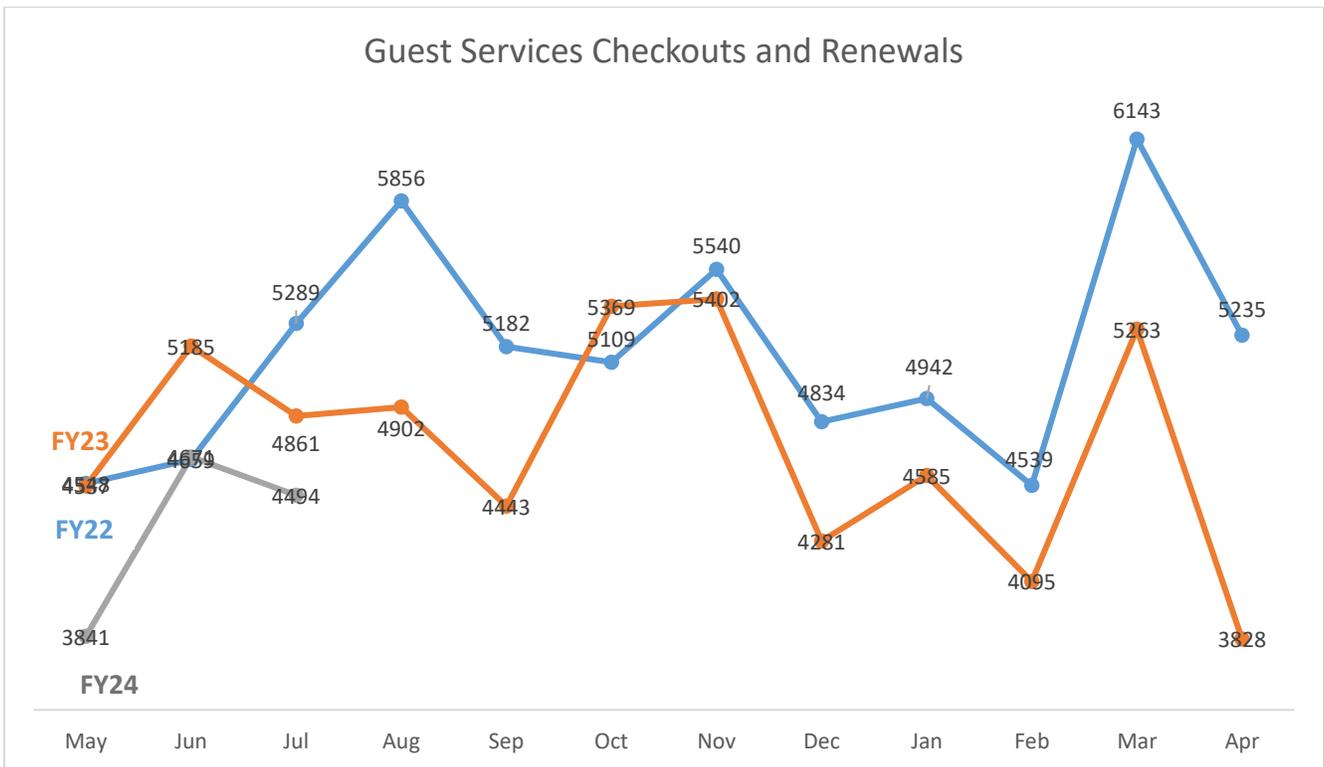
Eva completed 4 translations in a total of 5.5 hours.

## STATISTICS

There were 8 curbside pick-ups in June.

1 item was found from the 10-Day Overdue List that was on shelf but still checked out to the patrons.

The graph below shows checkouts and renewals done by the Guest Services staff.



# IT SERVICES – July 2023

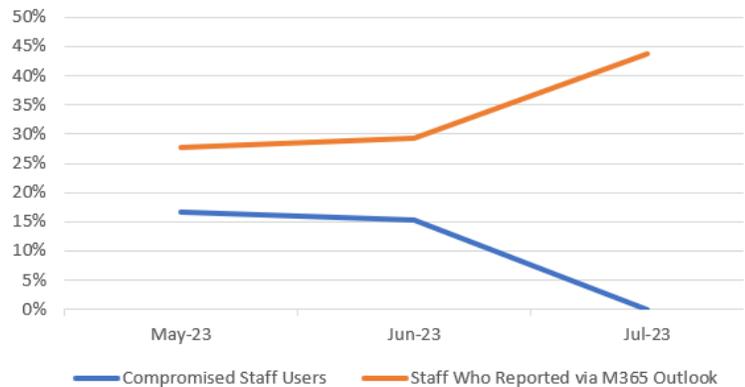
## SNAPSHOT

### Email Security Awareness Training

From May to July, the Head of IT Services performed training on email security awareness and data breach response via:

- A series of articles posted on the staff Intranet, covering topics from common types of email attacks to how to identify a phishing email.
- Face-to-face training at the staff monthly meetup in July, followed up by a quiz.
- Three rounds of email attack simulations, covering scenarios such as credential harvest, sender impersonation, and a link to malware.

Email Security Awareness Training



### Conclusions:

- Compromised staff users were reduced from 17% in May to 0% in July.
- Staff who reported via M365 Outlook increased from 11% in May to 44% in July.

## PROJECTS

### Our Creative Services Coordinator

- Worked on remediation of website compliance with ADA/WCAG standards, based on a BOIA (Bureau of Internet Accessibility) audit report.
- Assisted an AS programmer and a CS programmer with their craft ideas and preparation.

### Our Head of IT Services

- Worked on 23 IT tickets since the departure of the IT System Administrator on 7/21.
- Drafted a 4-page Data Breach Response Plan.
- Renewed and configured SSL certificates for \*.addisonlibrary.org and \*.catalog.addisonlibrary.org, with three vendors, respectively.

## STATISTICS

- Our Creative Services Coordinator had thirteen one-on-one maker appointments in July, which is about average.
- There was only one request for 3D printing this month.

## CONTINUING EDUCATION

- Seven IT staff members attended the Staff Monthly Meetup.
- Three IT staff members completed self-paced training on anti-racism.

## FUN FACT

We have been providing bilingual technology help most of the time since March 2023. This is due to four out of five IT Clerks being bilingual in English and Spanish, which is a record-high of 80%.

# MATERIALS MANAGEMENT – JULY 2023

## SNAPSHOT

We are excited to share that data mapping has been completed! Jenny and Kathy worked with SWAN and SirsiDynix to get our system data loaded into their testing server. By completing this, we will soon start data testing and use the new ILS system. This is exciting since staff will soon be able to start training with the new system as we prepare for our go live date in November.

Materials Management staff went on two special “field trips”, one to Glen Ellyn Public Library and the other St. Charles Public Library, which are both SWAN libraries. The purpose of these visits was to get an idea of what their workflow is like with using SirsiDynix Workflows and ask questions about the new ILS system we will be using. We got a lot of insight that will help us evaluate our workflow and what changes will need to happen once we migrate to SWAN.



## PROJECTS

Steven and Skylark, as members of our Funshine Committee, helped with various events. From our gnome finding event to prepping goodie bags for Staff Development Day. Thank you for all your hard work!

Sue looked through the jEASY FEELINGS collection with the hopes of dividing them to loss, sad, glad, mindful, and all (multiple feelings). Unfortunately, there are way more “sad” feelings (jealousy, anger, sad, mad) books than any of the others. There are 74 books on loss which is a nice number, so this may be a new category.

Karen has been looking into other database options and after evaluating, along with the help of Adult Services staff, the following EBSCO databases will be added in September: FinancialFit, Fiero Code, Alt-Health Watch, ABC Clio (17 databases under the ABC-Clio umbrella), Vocational Search and Career Collection, Read It!, Salud en español, and Business Skills Accel5 Collection.

## STATISTICS

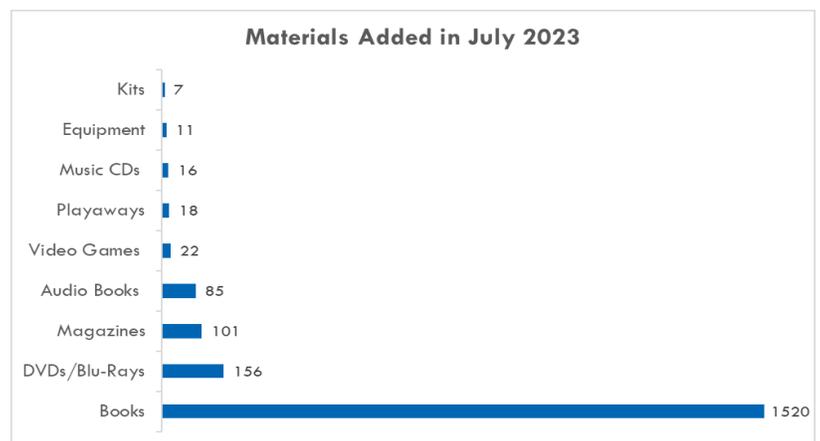
MM Staff completed 19.5 hours of CE.

MM staff withdrew 611 items.

APL patrons borrowed 164 items from other libraries through interlibrary loan.

- Average time patron had to wait for item to arrive through OCLC: 6.70 days.
- Average time patron had to wait for item to arrive through Find More Illinois: 5.30 days.

APL sent 230 items to other libraries through interlibrary loan.



# TEEN SERVICES – JULY 2023

## SNAPSHOT

In July we served 850 meals to children in the community as a site for the federal Summer Food Service Program. This is a significant increase from July of last year (578 meals), but still not as high as 2019 (1489 meals).

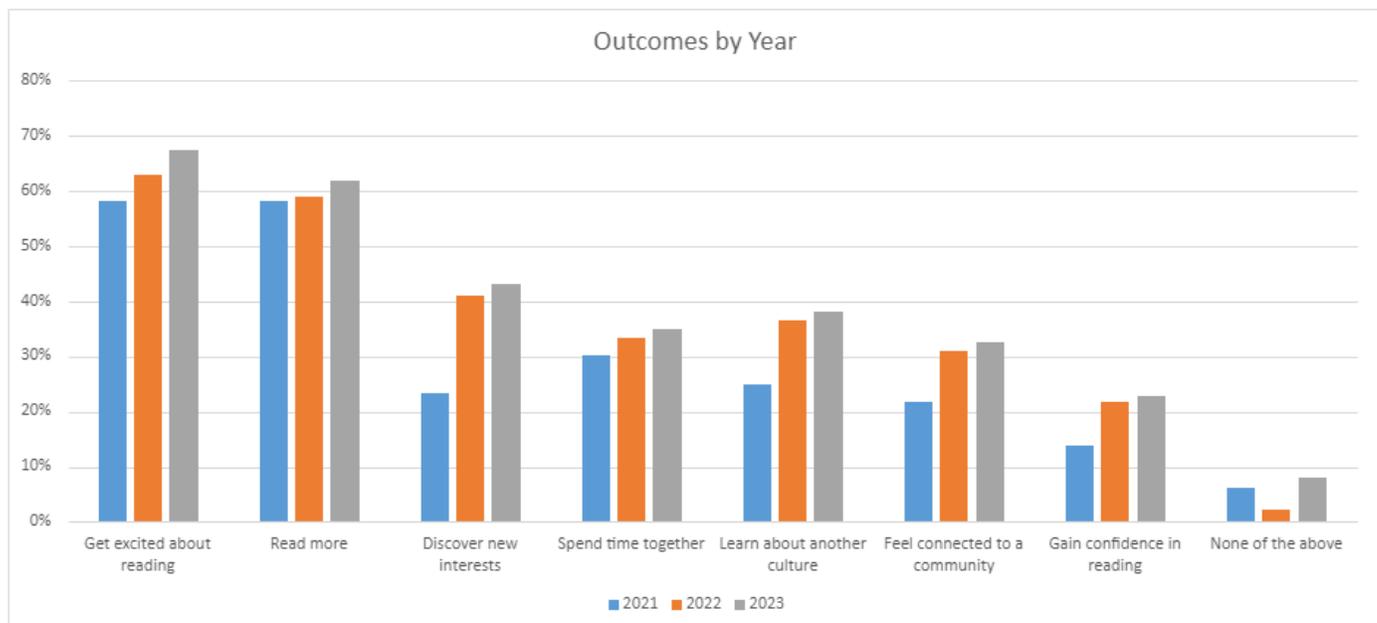
Teen volunteers gave 737 hours of service to the library. One mother at the lunch told Elizabeth that this was her first time visiting the library with her four children and she was so impressed with the volunteers' work ethic and customer service. She said they made her family feel welcome at the library.

## STATISTICS

This is the library's third year using a new model for Summer Reading. Each year we collect feedback from participants through online and paper surveys. The answers from participants show strong satisfaction with our new model. The number of participants who said they "loved" the program has been consistently high: 87% in 2021, 86% in 2022, and 89% in 2023. When combined with those that answered "It was okay," satisfaction was 97% in 2021 and 2022 and 99% this year. Dissatisfaction, participants that said they were "disappointed," has been consistently low: 3% in 2021, 2% in 2022, and 1% in 2023.

We also ask participants to tell us what impact the program has on them and their family. Each year, our strongest outcomes are in motivating readers. This year 61% of participants reported they "Read more" and 67% said our program made them "excited about reading." Over the three years we've run this style of program, we've also seen gains in the other outcomes we track. For example, the number of participants that said the program helped them "discover new interests," increased from 23% to 43%. Those that said our program helped them "learn about another country, culture, or experience" increased from 25% to 38%.

We also leave room for open-ended answers in our survey, asking participants what we can improve. This information is invaluable and helps us make changes to the program. We also hear lovely comments like this one from a teen reader: "I think that the summer reading program that was set for this summer was awesome for me and my sisters. The other fun extras in the tote bag really made me and my sisters excited to read the book we got, I don't know what could top such an amazing feeling."



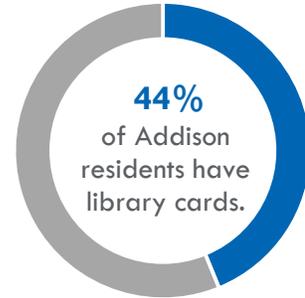
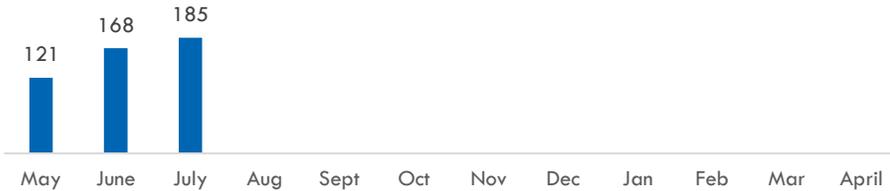
# June 2023 Library Usage Report



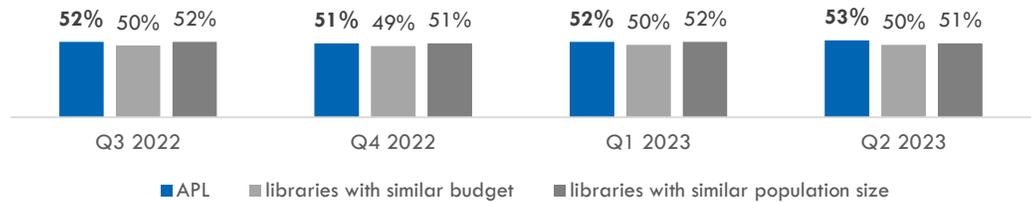
## Library Cards

168 new library cards were given out this month.

new library cards this fiscal year



percentage of new cardholders who signed up between 12 and 24 months ago and actively use the library

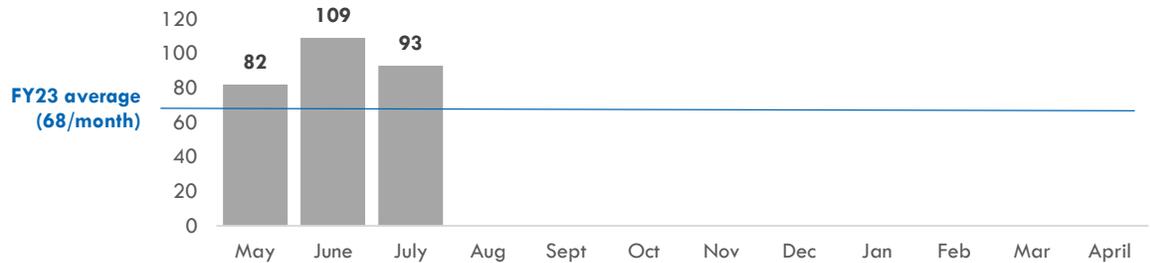


## Library Visits



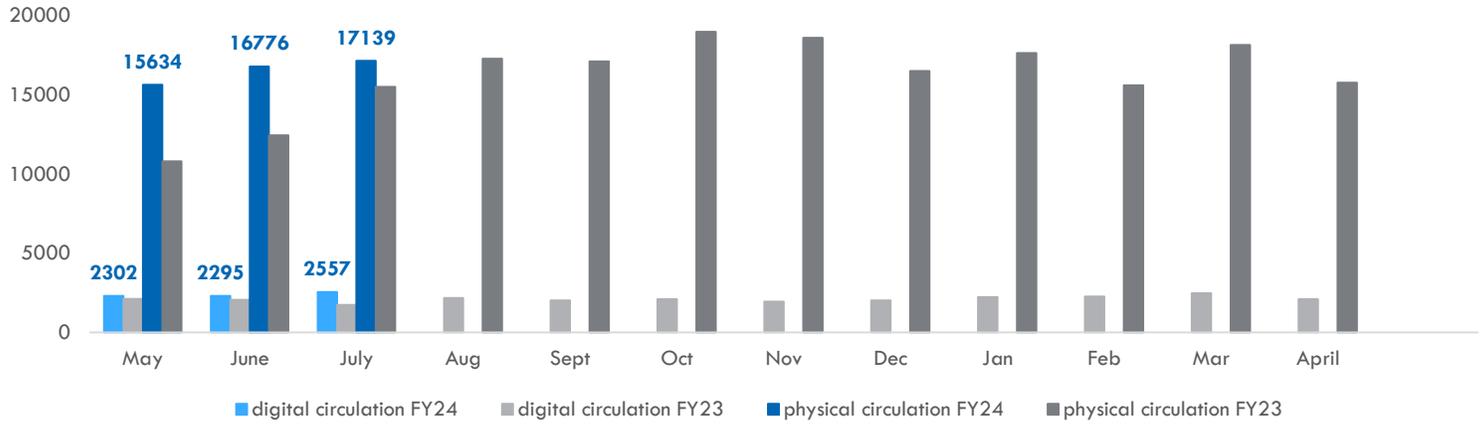
- room bookings  
2491
- computer sessions  
740
- wifi sessions  
7575

### total one-on-one appointments



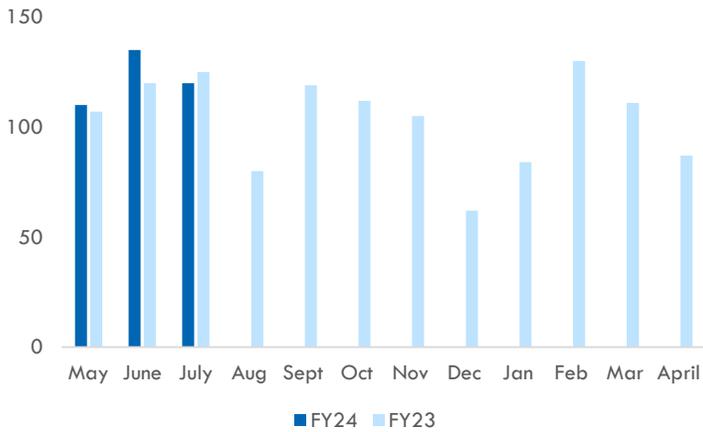
## Circulation

19071 total checkouts this month.

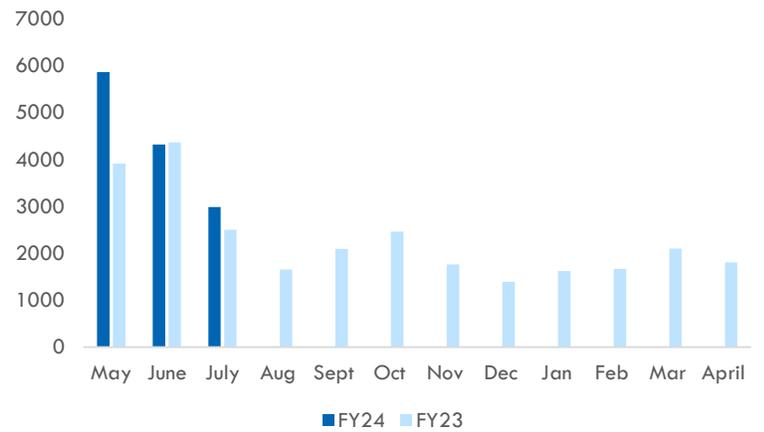


## Programs & Outreach

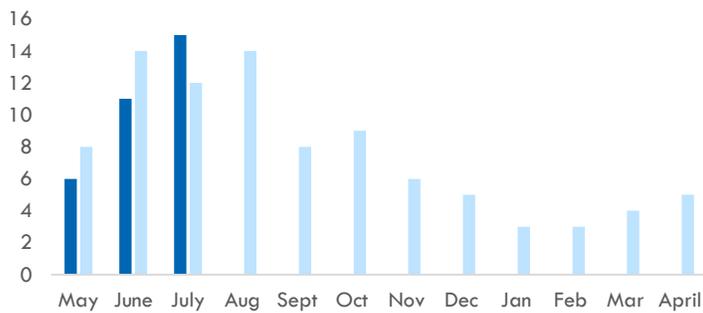
programs held



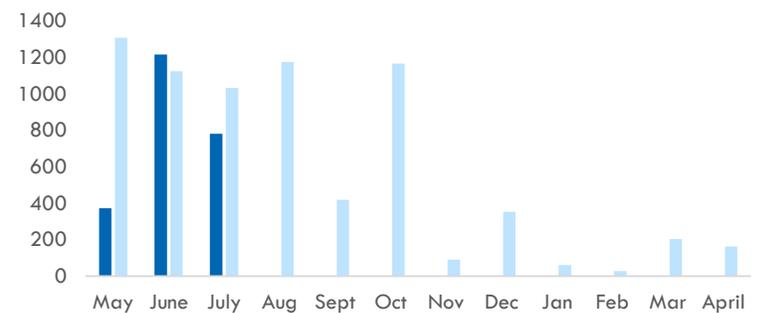
program attendees



outreach events held



people engaged at outreach events





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## 2021-2024 Strategic Initiatives

**Literacy**

**Patron Experience**

**Access + Equity**

**Sharing Our Story**

### **Ultimate Impacts:**

- Lifelong users that value the library.
- Patrons feel valued and respected.
- Library works for everyone.
- Library leads, reflects, supports, and serves our diverse community.

The Strategic Plan is scheduled to wrap-up at the end of this fiscal year. All activities are currently in progress. Some of the activities may extend beyond April 2024. A lot of what we're able to accomplish will depend on the building project timeline and scope.

# STRATEGIC PLAN REPORT, MAY - JULY 2023

## Access + Equity

### Activities in Progress

Activity	Progress	Expected Completion Date
Adult Services will review titles in the 970-979 range for the following content: LGBTQ+, BIPOC, and subjects /creators with disabilities. The audit will review both the creators and the content and include materials purchased within the past 3 years.	<ul style="list-style-type: none"> <li>Project is ongoing and on schedule to be completed on time.</li> </ul>	October 2023
Hire a consultant to review website for ADA compliance and improved accessibility; best practices will be documented (dependent on per capita grant)	<ul style="list-style-type: none"> <li>Audit report received in early July.</li> <li>Staff resolving issues we fix in-house.</li> <li>Next step is to use web consultants to resolve complicated coding issues.</li> </ul>	September 2023
Standardize a consistent bilingual social media presence by ensuring social media posts are available in English and Spanish.	<ul style="list-style-type: none"> <li>Plans are in motion for Library Card Sign Up Month to target "New to Addison" residents with "Welcome to the Neighborhood" postcards. These will tie into our "neighbor" LCSUM theme and showcase all of the benefits of having your library card.</li> </ul>	December 2023
Identify ways to engage with "New to Addison" residents.	<ul style="list-style-type: none"> <li>Plans are in motion for Library Card Sign Up Month to target "New to Addison" residents with "Welcome to the Neighborhood" postcards. These will tie into our "neighbor" LCSUM theme and showcase all of the benefits of having your library card</li> </ul>	December 2023
We will develop library-wide standards for programming using the newly developed EDISJ tools.	<ul style="list-style-type: none"> <li>Programing LLT has met and is working on a formal document listing best practices.</li> </ul>	October 2023
Library will identify ways for programs and services to be inclusive for non-English speakers.	<ul style="list-style-type: none"> <li>No progress</li> </ul>	April 2024
Create a community asset map.	<ul style="list-style-type: none"> <li>Community Engagement is reviewing the IMLS publication on 21st Century Skills to connect 4-5 skills to our strategic plan and prioritize those when creating the map.</li> </ul>	December 2023
The Library will identify a diverse list of local groups to market our community space and expand our equitable access to resources.	<ul style="list-style-type: none"> <li>Room bookings for: Hamdard and members of the APPLE collab who have not used our spaces previously</li> </ul>	December 2023

**No activities completed this quarter.**

**All Access + Equity activities are now in progress.**

# STRATEGIC PLAN REPORT, MAY - JULY 2023

## Sharing Our Story

### Activities in Progress

Activity	Progress	Expected Completion Date
Assess blog success (likes, shares, etc.) and recommend updates to content strategy.	<ul style="list-style-type: none"> <li>We have begun discussing how to better organize blog content so that website visitors can more easily read and navigate our blog stories, including: updated categories, audiences, and resized featured images. Developing a structured content strategy is still in progress. We have discovered how to add featured photos to blog post (and all APL) links so that sharing links on Facebook from our website looks more attractive and in turn leads to more likes and shares of our content.</li> </ul>	October 2023
Select new ways for promotion to share our stories; budgeted in FY23-24.	<ul style="list-style-type: none"> <li>Samantha is working with Community Engagement staff to develop stories for the blog about how we engage with our community at outreach events. At this time, the jumbo newsletter idea is out of our budget, but it is still something to consider for the future/alternatives. Samantha has also begun setting up the library's Spotify Ad Studio account. Ad campaigns include: eBooks and eAudiobooks, and if our budget allows, Library Card Sign Up Month.</li> </ul>	August 2023
Create an advocacy kit for partners relevant to their services with summary of APL services and how to use advocacy kit.	<ul style="list-style-type: none"> <li>No progress has been made on this activity.</li> </ul>	December 2023
Identify Library advocates and work with them intentionally on promoting the library.	<ul style="list-style-type: none"> <li>Staff has been working with our local business supporters to distribute newsletters for the May/June and July/August cycles. Local businesses who participated in the 2023 Summer Reading Program received a sign to show their participation and had the option of also receiving a giant poster to put up. Staff who visit these businesses have reported that the businesses are displaying this branding very prominently.</li> </ul>	December 2023

### Activities completed this quarter.

- Develop [statistics-dashboard that demonstrates community impact](#), success of APL.

All Sharing Our Story activities are now in progress.

# STRATEGIC PLAN REPORT, MAY - JULY 2023

## Patron Experience

### Activities in Progress

Activity	Progress	Expected Completion Date
Review job titles, job descriptions, roles, responsibilities, and organizational structure.	<ul style="list-style-type: none"> <li>Job descriptions are currently being updated with new job titles (along with the staff organizational chart), but we haven't gone on from there to reviewing roles or organizational structure.</li> </ul>	December 2023
Conduct a privacy audit and use findings to improve standards for confidentiality.	<ul style="list-style-type: none"> <li>Privacy Audit Committee has almost completed the Library Privacy Checklist Overview; patron privacy policy drafted for Board approval.</li> <li>Privacy Audit Committee has started the Library Privacy Checklist for Assistive Technology</li> </ul>	October 2023
Identify and participate in CE that helps us focus outward (like Harwood or OF/BY/FOR)	<ul style="list-style-type: none"> <li>Decided to not pursue the training since it coincided with the building project.</li> <li>Mary is attending a Harwood webinar.</li> </ul>	December 2023
Create ways for patrons to discover and access patron-created content; promote this content.	<ul style="list-style-type: none"> <li>No progress has been made on this activity</li> </ul>	December 2023
Identify methods, promote, and engage with the community on ways for them to share their stories (video, self-published print, etc.) including Board members on why they serve and how to become involved.	<ul style="list-style-type: none"> <li>The NLW2023 theme, <i>Sharing your story</i>, was used as a prompt for community members to share their library story. Once that promotion concluded, Samantha updated that webform to keep it relevant year-round.</li> </ul>	December 2023

### Activities Completed This Quarter

- Incorporate the Organizational Culture Statement into the interview and onboarding process.
- Assess the Organizational Culture Statement in a year; get feedback from staff on if they still agree with the statement; review any graphic design changes that need to happen.

**All Patron Experience activities are now in progress.**

# STRATEGIC PLAN REPORT, MAY - JULY 2023

## Literacy

### Activities in Progress

Activity	Progress	Expected Completion Date
Offer Spanish-speaking adults programs to strengthen pre-9th grade education skills in Spanish language in preparation for GED en español preparatory courses.	<ul style="list-style-type: none"> <li>This program will begin on September 12! Our semester long program will be taught by an Elmhurst University student (supervised by a professor) and utilizing a curriculum we are purchasing for the course.</li> </ul>	December 2023
Offer programs for children & teens that support heritage language skills	<ul style="list-style-type: none"> <li>TS is working on a new Spanish-language teen program called Manos a la Obra for Fall 2023.</li> <li>CS hosted Bilingual Stories &amp; Crafts in May and Learn Spanish with The Language Labs in July.</li> </ul>	December 2023
Increase patrons' information literacy skills	<ul style="list-style-type: none"> <li>CS has found that children are lacking basic computer skills that serve as the foundation of digital literacy. They held three programs for children that address these basic computer skills like creating documents, searching, or using a mouse.</li> <li>TS hosted a summer program featuring digital and information literacy skills.</li> </ul>	December 2024
Help residents understand the local education system (pre-k- h.s.) and the national education system (GED+)	<ul style="list-style-type: none"> <li>Staff have been planning for the Back to School Fair coming up on Aug. 12. Working with ARC and APPLE, Head of TS (Elizabeth) has met with a variety of community organizations who will be participating, organizing funding, school supply drop offs, and communicating with ASD4.</li> <li>In August, APPLE staff plan to visit two sessions of Baby &amp; Toddler Playtime to talk to parents and caregivers about services and educational options for their children. Louise has been corresponding with Mary Haley, who is reaching out to other APPLE partners to see if staff from other organizations (including MetroFamily Services and the Addison Early Learning Center) would also like to attend.</li> </ul>	October 2023
Assist patrons in achieving education and skills goals	<ul style="list-style-type: none"> <li>Ongoing programs: Tech Made Simple and COHS</li> <li>New programs: coming in September/October are pre-GED skills in Spanish course and two classes on FAFSA</li> <li>Business Services Specialist met with the teen volunteers in July to talk to them about incorporating their volunteer experience into job and college applications.</li> </ul>	December 2023

**Activities completed this quarter.**

- Offer adults a range of English-learning opportunities such as programs centering family literacy, short-term applicable skills classes, take home literacy kits and activities for the whole family.

**All Literacy activities are now in progress.**

## Mary Medjo Me Zengue

---

**From:** Patti Gebala  
**Sent:** Wednesday, July 19, 2023 6:58 PM  
**To:** Mary Medjo Me Zengue  
**Cc:** Brooke Sievers; Donna Quick; Gaby Tafolla  
**Subject:** FOL Meeting: July 19, 2023

Hi Mary,

The following are notes on this afternoon's meeting held in the Adults Programming Room @ 4:00PM:

- With seven members present, quorum achieved.
- The official treasurer's report as of June, 2023 balance on hand: \$11,676.20, with one funding request received. Lobby book sales for May through June were \$177.
- Membership Committee Report: Total members paid is incomplete due to renewal processing, however The Friends did add six new members since the last meeting.
- The Friends welcomed Lesley Cyrier, Head of Adult Services and Sara Lock, Adult Services Specialist for a presentation on the Career Online High School Diploma Program. The Friends were moved by the need of the program for Addison residents and approved \$4,380 for four scholarships as requested. A discussion ensued on possible ways The Friends could raise money to sponsor additional scholarships and it was agreed that everyone present would bring one new idea to share at the next meeting.
- Information on the APL Annual Report, the Rolling Reader Book Bike, Addison-Medinah Parade, SWAN transition in November and the building project status was shared.
- The Friends agreed to support APL and NEDSRA Christmas in July Outdoor Event on July 29<sup>th</sup> by supplying a bin of holiday books for the Rolling Reader Book Bike.
- The meeting adjourned at 5:07PM, next meeting of The Friends is Wednesday, September 20, 2023 at 4PM.

**Patti Gebala | Community Engagement Associate**



**ADDISON**  
PUBLIC LIBRARY

4 Friendship Plaza  
Addison, IL 60101  
[addisonlibrary.org](http://addisonlibrary.org)

SERVING OUR PUBLIC 4.0

# STANDARDS FOR ILLINOIS PUBLIC LIBRARIES

ILLINOIS LIBRARY ASSOCIATION 2020

*Serving Our Public 4.0*

*Standards for Illinois Public Libraries*

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

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# Introduction

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

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

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

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

# Acknowledgements

## Members of the Task Force

Betsy Adamowski, Wheaton Public Library, Co-Chair

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

Cristy Stuepegia, LaSalle Public Library, Co-Chair

Monica Cameron, Shelbyville Public Library

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Illinois Library Association Youth Services Forum

Illinois Library Association Young Adult Services Forum

Tiffany Nash and Dan Pohrte, Product Architecture + Design

# How to Use *Serving Our Public 4.0*

## Overview

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

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

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

## Core Standards

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

## Chapter Standards

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

## Checklists

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

# Chapter 1 (Core Standards)

## National Public Library Definition

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

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

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

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

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

## Introduction

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

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

*\*Illinois law does also recognize contractual libraries.*

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

## Illinois Public Library Core Standards

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

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



## Chapter 2 (Governance and Administration)

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

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

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

### Governance and Administration Standards

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

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

## Governance and Administration Checklist

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



## Chapter 3 (Personnel)

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

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

### Personnel Standards

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

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

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

## Personnel Checklist

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



## Chapter 4 (Access)

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

### Access Standards

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

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

## Access Checklist

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

# Chapter 5 (Building Infrastructure and Maintenance)

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

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

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

## Building Infrastructure and Maintenance Standards

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

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

### **Building Infrastructure and Maintenance Checklists**

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

# Chapter 6 (Safety)

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

## Safety Standards

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

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

## Safety Checklist

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

## Chapter 7 (Collection Management)

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

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

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

### Collection Management Standards

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

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

## Collection Management Checklist

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

## Collection Management

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



## Chapter 8 (System Member Responsibilities and Resource Sharing)

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

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

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

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

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

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

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

## System Member Responsibilities and Resource Sharing Standards

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

## System Member Responsibilities and Resource Sharing Checklist

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

## Chapter 9 (Public Services: Reference and Reader's Advisory Services)

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

### Reference Service

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

### Reference Service Standards

1. All basic services are available when the library is open. For the purpose of this document, basic services are circulation, reference, reader's advisory, and computer/Internet access.
2. The library has a board-approved reference service policy developed by reference staff and administration and it is reviewed biennially.
3. The library provides staff trained in reference service to meet the needs of patrons who have challenges with disabilities, language, and literacy.
4. The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
5. The library is aware of the importance of accuracy in reference service and relies on information sources of demonstrated currency and authority.
6. The library supports training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
7. The library provides easy access to accurate and up-to-date community information/resource files.
8. The library provides current issues of at least one community or local newspaper and retains hard copy or online back issues for a minimum of six months.
9. The library provides access to local ordinances or codes of all municipalities within its service boundaries.
10. The library provides access to local and state maps.
11. The library strives to provide access to the minutes of local government meetings. These include but are not limited to municipal (village, township, or city) and school board meetings.
12. The library provides voter information, including precinct boundaries and location of polling places.
13. The library provides information about local history and events.
14. The library will include at least one current reference resource for each subject area. Electronic resources may fulfill this requirement.

15. Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
16. Staff members are encouraged to attend at least one relevant continuing education event each year.
17. The library annually evaluates its reference service for accuracy, timeliness, staff friendliness, and patron ease.

## Reference Service Checklist

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

## **Reader's Advisory Service**

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

All Illinois public libraries should provide some sort of reader's advisory service to their patrons. This can be done formally with a separate designated service desk, through conversation with a librarian, or informally through conversations throughout the library such as at the circulation desk where library staff members interact with patrons as they are checking out and returning materials and are able to discuss these items with them, getting to know their preferences in the process. This can lead to suggestions of similar titles that the patrons may enjoy.

## **Reader's Advisory Service Standards**

1. All basic services are available when the library is open. For the purposes of this document, basic services are circulation and reference and reader's advisory services. If reference and reader's advisory services are provided to children and adults from two separate points, then the library provides adequate staffing at both locations all hours the library is open.
2. The library has competently trained staff that has thorough knowledge of popular authors and titles.
3. The library participates in interlibrary loan and resource sharing to help provide accurate and timely reader's advisory service.
4. The library is aware of the importance of quality in reader's advisory service and relies on information sources of demonstrated currency and authority.
5. Staff has access to a telephone and computer to receive and respond to requests for information and materials and to contact other agencies for information.
6. Staff members who are responsible for reader's advisory services should attempt to stay current with community events by participating in community organizations, clubs, or councils.
7. Staff members who are responsible for reader's advisory services should attempt to attend as many workshops, reading roundtables, or continuing education events as possible to stay current.
8. The library accepts and responds to reader's advisory requests received in person, on the phone, or electronically.
9. The library promotes and cultivates popular collections which are inclusive, representing all people and their actual experiences to provide an accurate portrayal of the diverse world in which we live.

## Reader's Advisory Service Checklist

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

## Chapter 10 (Programming)

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

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

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

### Programming Standards

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

## Programming Checklist

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

## Chapter 11 (Youth/Young Adult Services)

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

All Illinois public libraries should provide services to youth.

### Youth/Young Adult Services Standards

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

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

## Youth/Young Adult Services Checklist

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

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

## Chapter 12 (Technology)

Technology is ubiquitous and permeates most aspects of our lives, environments, and expectations. Libraries are challenged to cope with the integration of technology solutions for all library services as well as to plan for and assess the impact of technology based on users' expectations. Technology, however, is only a tool that is interwoven into all aspects of library services, programs, and operations. The significant keys that serve as the catalyst to unlock technology, the tool, include:

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

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

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

### Technology Standards

1. Based on local technology planning, the library ensures adequate technological access and maintains appropriate hardware/software that effectively accommodates both library operations and patron needs.
2. The library must have:
  - a telephone, with a listing in the phone book and via Internet search engine;
  - a telephone voice mail and/or answering machine;
  - a fax and/or scanner;
  - a photocopier;
  - effective Internet access, with sufficient capacity to meet the needs of both the staff and the public;
  - library and/or departmental email accounts for patron communication with the library (email must be read and responded to during library hours.)
  - an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
  - up-to-date computers with sufficient capacity to meet needs for staff and public access;

- up-to-date printers with sufficient capacity to meet needs for staff and public access;
  - up-to-date anti-virus protection and Internet security software installed on every library computer;
  - up-to-date Internet browsers, web applications, and plug-ins;
  - a valid email address, accessible via the library’s website, for the library administrator; and
  - a website that includes basic library information such as hours, location, contact, official name of library, and content required by the *Open Meetings Act*.
3. The library provides a sufficient number of patron-accessible workstations/devices on a per capita basis. The wait time for patron-accessible workstations/devices is minimal and does not exceed 15 to 30 minutes.
  4. The library annually evaluates and, if necessary, updates its Internet connectivity options for service impact and cost-effectiveness. Illinois libraries participate in the Illinois telecommunications network/backbone, i.e., the Illinois Century Network [www.illinois.net] when such participation is economically feasible.
  5. The library provides 24/7 remote access to library services and resources through:
    - a web-accessible library catalog;
    - *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
    - appropriate regional, state, national, and international bibliographic databases;
    - other authenticated electronic resources that are available for direct patron use; and
    - virtual reference service, instant or text messaging services, and/or library email account.
  6. The library staff must be:
    - computer literate;
    - trained to use and assist patrons in the use of electronic resources and materials; and,
    - accessible via phone, email, and/or through messaging services.
  7. The library provides or partners with other community agencies to offer its patrons instruction (workshops, classes) in the use of computers, email, productivity software, and the Internet.
  8. The library provides web links and access to regional and/or statewide initiatives including:
    - regional library system consortial web-based catalogs;
    - the CARLI academic library catalog (I-Share);
    - Illinois State Library-sponsored databases/e-resources;
    - other electronic collections as available; and
    - virtual reference service.
  9. As an equal partner in resource sharing, the library inputs and makes its collection holdings accessible for resource sharing within a regional, statewide, national, and/or international database.
  10. The library has a board-adopted Internet acceptable use policy that is reviewed annually.
  11. The library budgets for ongoing technology needs including but not limited to: hardware and software purchases, upgrades, ongoing maintenance, services, and connectivity.

12. The library maintains, troubleshoots, repairs, and replaces computer hardware and software. This ongoing maintenance is handled by trained library staff and/or via a contractual service agreement with an appropriate service provider.
13. The library develops and updates at regular intervals a long range/strategic plan for its future technology needs based on community needs and priorities. The plan includes the date of implementation, the planned review schedule, and addresses, at a minimum, the areas noted below as required in the School and Libraries Program of the Universal Service Fund [[www.universalservice.org/sl/applicants/step01/default.aspx](http://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/](http://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](http://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](http://www.ilga.gov/legislation/ilcs/ilcs.asp)

Illinois Statute or Topic	Legal Citation
<b>General Provisions</b>	
<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
<b>Elections</b>	
Election Code	10 ILCS 5/1-1
Campaign Finance Reporting	10 ILCS 5/10-6.1
<b>Executive Officers</b>	
<i>State Library Act</i>	15 ILCS 320/1
<i>Illinois Literacy Act</i>	15 ILCS 322/1
<b>Finance</b>	
<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
<b>Revenue</b>	
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
<b>Pensions</b>	
Illinois Municipal Retirement Fund (IMRF)	40 ILCS 5/7-171
<b>Local Government</b>	
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
<b>Municipalities</b>	
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
<b>Libraries</b>	
<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
<b>Public Health</b>	
<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
<b>Public Safety</b>	
<i>Firearm Concealed Carry Act</i>	430 ILCS 66/1
<b>Notices</b>	
<i>Notice by Publication Act</i>	715 ILCS 5/1
<i>Newspaper Legal Notice Act</i>	715 ILCS 10/1
<b>Criminal Offenses</b>	
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
<b>Civil Liabilities</b>	
<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
<b>Civil Immunities</b>	
<i>Local Government Employee Tort Immunity Act</i>	745 ILCS 10/1-101
<i>Employment Record Disclosure Act</i>	745 ILCS 46/1
<b>Property</b>	
<i>Right of Publicity Act</i>	765 ILCS 1075/1

<b>Human Rights</b>	
<i>Illinois Human Rights Act</i>	775 ILCS 5/1-101
<b>Business Transactions</b>	
<i>Personal Information Protection Act</i>	815 ILCS 530/5
<b>Employment</b>	
<i>Illinois Collective Bargaining Successor Employer Act</i>	820 ILSC 10/0.01
<i>Personnel Record Review Act</i>	820 ILCS 40/0.01
<i>Right to Privacy in the Workplace Act</i>	820 ILCS 55/1
<i>Employee Credit Privacy Act</i>	820 ILCS 70/1
<i>Minimum Wage Act</i>	820 ILCS 105/1
<i>Equal Pay Act</i>	820 ILCS 112/1
<i>Wage Payment and Collection Act</i>	820 ILCS 115/1
<i>Prevailing Wage Act</i>	820 ILCS 130/0.01
<i>One Day Rest in Seven Act</i>	820 ILCS 140/3
<i>School Visitation Rights Act</i>	820 ILCS 147
<i>Victims' Economic Security and Safety Act</i>	820 ILCS 180/1
<i>Workers' Compensation Act</i>	820 ILCS 305/1
<b>Military Related Acts</b>	
<i>Family Military Leave Act</i>	820 ILCS 151/1
<i>Military Leave of Absence Act</i>	5 ILCS 325/0.01
<i>Public Employee Armed Services Rights Act</i>	5 ILCS 330/1
<i>Service Member's Employment Tenure Act</i>	330 ILCS 60/1

## Appendix B (Records to Be Retained and Disposed)

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

For more information and forms, go to Illinois State Archives website at [www.cyberdriveillinois.com/departments/archives/records\\_management/home.html](http://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)

<b>POPULATION</b>	<b>MINIMUM</b>	<b>GROWING</b>	<b>ESTABLISHED</b>	<b>ADVANCED</b>
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.

<b>Materials:</b>	<b>Cost:</b>
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 _____	
<b>Automation:</b>	<b>Cost:</b>
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 _____	

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

<b><i>Staffing:</i></b>	<b><i>Cost:</i></b>
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](http://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](http://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](http://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](http://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](http://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/](http://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/](http://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](http://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](http://www.ila.org)

## ILCS

*Illinois Compiled Statutes*. [www.ilga.gov/legislation/ilcs/ilcs.asp](http://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](http://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](http://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/](http://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/](http://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](http://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](http://www.osha.gov)

**PLA**

Public Library Association, a division of the American Library Association. [www.pla.org](http://www.pla.org)

**Podcast**

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

**Premises Wiring**

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

**Reciprocal Borrowing**

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

## Referendum

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

## Remote Access

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

## Riser (Management)

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

## Router

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

## RSS Feeds

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

## Server

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

## Software

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

## Structured Cabling

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

## System Integrator (SI)

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

## TDD

Telecommunications Device for the Deaf. See TTY.

## TRS

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

## TTY

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

### United for Libraries/ALTAFF

Association for Library Trustees, Advocates, Friends and Foundations, a division of the American Library Association. [www.ala.org/united/](http://www.ala.org/united/)

### U.S.C.

United States Code. [www.gpoaccess.gov/uscode/index.html](http://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](http://www.wikipedia.org)

### Wire Management

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



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[www.ila.org](http://www.ila.org)

### Chapter 4 - Access Checklist

- The library provides the right amount of space of the right kind to meet the provisions of its long-range/strategic plan. *Our strategic plan was a key component of the planning process for the expansion and renovation of the library. The specific goals of the project were based on the 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. *We have identified some areas for improvement with accessibility that we have incorporated into the building project, including push button openings for restroom doors and furniture that will better accommodate wheel chairs.*
- 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. *Since we no longer have to share the parking lot with traffic court, we do have adequate and convenient parking most of the time. Thursday nights during the summer are a challenge, due to Rock 'n Wheels, but we no longer schedule any programming on those evenings for that reason.*
- 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.

## Chapter 5 – Building Infrastructure and Maintenance

### 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.

- ☑ 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.
- ☑ 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.]
- ☑ The library's attorney should review all contracts related to any construction project.
- ☑ Space planning should be based on a twenty-year population projection (including probable annexation) and desired improvements in services.
- ☑ The facility should provide the maximum possible flexibility for future changes in design, furnishings, and technology.
- ☑ Access to the internet through data/Wi-Fi and power should be available throughout the facility.
- ☑ All construction shall comply with federal, state, and local codes and regulations.
- ☑ 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.)
- ☑ 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.
- ☑ 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.

- ☑ 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.
- ☑ 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.

### **Ongoing Building Maintenance Checklist (Appendix K) –**

- ☑ 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. *Our building is open 7 days per week and we have a cleaning crew that comes after hours, 7 days per week.*
- ☑ Elevators should be maintained at least annually and should comply with applicable codes for safety. *We have maintenance inspections done quarterly on both elevators.*
- ☑ 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. *Our parking lots are owned and maintained by the Village. The Library did contribute 25% of the cost for resurfacing the lot last year.*
- ☑ 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. *Mowing on our property is taken care of by the Village, but our maintenance staff are responsible for maintaining shrubs, flowers, and other landscape planting.*
- ☑ 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. *Some of our carpeting is in desperate need of replacement (after 15 years of being open 7 days per week), and this is one area of focus for the renovation project.*

- ☑ Hard surface flooring should receive thorough cleaning and/or polishing once per year.
- ☑ Window cleaning should be performed at least once per year. Our maintenance staff rents a lift each year to clean all windows. They also use that time to inspect and repair window caulking and masonry as needed. It takes an entire week to get around to all four sides of the building. With the building expansion this may eventually be a service we need to outsource.
- ☑ Parking garages should be inspected and cleaned on an annual basis. Cleaning should include power washing to remove salt and other deposits. N/A
- ☑ Other unique features, such as fountains, fireplaces, indoor planters, etc. should also be maintained on an as-required basis.
- ☑ Emergence generators should be checked for proper operation every week, and serviced as required by manufacturer. N/A
- ☑ Snow removal should be performed on an as-needed basis (either self-performed or contracted). The Village takes care of plowing snow in our parking lot, but our staff takes care of clearing snow and ice on the sidewalks around our building. We have a snow/ice melt system (heated coils) under the pavement directly in front of the library's main entrance which works well except when there is a particularly heavy or deep snowfall.
- ☑ 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.  
As mentioned above, our parking lots are owned and maintained by the Village.
- ☑ 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** - The facility assessment report prepared for us by FQC four years ago is much more comprehensive than this checklist and has us prepared to maintain the building for the next 15+ years. Recommended maintenance in that report was broken down by what should be prioritized in the first 1-5 years after the report was published (in September 2019), what should be prioritized in 5-10 years, and what should be planned for in 10+ years. We will need to start planning for the 5–10-year priorities list with the next budget cycle.

\*Warranties and professional consultation should determine capital project items.

- Parking lot reconstruction (not routine sealing) N/A
- Re-roofing
- Window replacement
- HVAC equipment replacement - We replaced some of the computer components of our HVAC system two years ago and a boiler pump last year. More work will be needed soon as our system ages.
- Lighting replacements and upgrades - We have upgraded to LED lighting throughout the building.
- 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** - Again, the facility assessment report prepared for us by FQC in 2019 is much more comprehensive than this checklist and has us prepared to maintain the building for the next 15+ years. The

\*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 L Furnishings

### **Environmentally Friendly Components**

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

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Roof               | <input checked="" type="checkbox"/> Library façade repair or replacement |
| <input checked="" type="checkbox"/> Mechanical systems | <input checked="" type="checkbox"/> Lighting/LED                         |
| <input checked="" type="checkbox"/> Windows            | <input checked="" type="checkbox"/> Low-flow/water saving                |

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# Patron Confidentiality and Responsibilities

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Approved: June 21, 2022

## Patron Confidentiality

### Right to Privacy

The Addison Public Library is committed to protecting personal identifiable information. The Library will not collect or maintain personal identifiable information without consent. The Addison Public Library follows the [Library Records Confidentiality Act \(75 ILCS 70/1, 70/2\)](#). All records that share patron information like name, address, and phone number are kept private. Records will not be shared with law enforcement or another other patrons or non-Library-affiliated businesses. The Library does share current check outs and usage with a third-party vendor for marketing Library materials and services. will not share how patrons use the Library.

### Access to Personal Information

All library records are confidential and library records may only be disclosed to:

- library staff performing job duties.
- patrons providing identification.
- parents or guardians of children (under the age of 18 years) who have signed for the child's library card.
- law enforcement when a court order is provided.

Library staff must assist law enforcement and release records when:

- a court order is provided.
- law enforcement proves there is an emergency because someone may be hurt.

Staff may share patron information to law enforcement if staff:

- knows a patron is threatening to carry out a crime that affects Library staff, patrons, trustees, or property.
- sees a crime taking place or has information about the crime.

Patrons who ask for private information must show their library card or identification (ID). Parents or guardians who signed for the child's card may look at information about a child's record when they show ID.

In all other cases, the Library will not share patron information. Patrons may not look at computers, files, or records that might have this kind of information. Patrons who use third-party services and databases are subject to the privacy policies of those vendors. The Library uses Google Analytics on the Library's website to track user behavior. Website users are subject to Google Analytics' privacy policy.

Staff will not share patron information in voicemails or unsealed mail. Staff may send emails if the patron asks in writing to receive emails. The Library cannot be responsible for maintaining privacy in an email.

The Library Director or Person in Charge (PIC) should be contacted right away if a staff member:

- is approached with any kind of legal process that is related to the Library.
- is approached by law enforcement asking for patron information.

- is asked for patron information from someone who is not the patron.
- learns that patron information may relate to a crime (e.g., finding child sex abuse material on a computer).
- believes information has been or may be improperly shared.
- has any questions about the policy.

## **Information We Collect**

### **Personal information collected by the library:**

- name
- address
- telephone number
- email address
- date of birth
- library barcode card number
- library materials currently checked out or requested
- overdue materials (until returned)
- fine history
- electronic communications such as email, chat, and submitted online forms
- sign-up information for programs and events

## **Protecting Your Personal Information**

### **To protect your personal information the library will:**

- purge and shred outdated records.
- remove materials checked out from your account once returned.
- only keep a record of your reading history if you choose to turn on this feature through your online account.
- avoid keeping unnecessary records.

## **Patron Responsibilities**

Patrons are responsible for their library cards and all materials checked out on the card. They should report a change of address, phone number or email address. Patrons are responsible for returning materials, even if the patron did not receive an overdue notice from the Library.

Patrons should immediately report a lost or stolen library card to staff. Patrons are responsible for any items checked out on their unreported lost or stolen card. Business cardholders are responsible for updating the people who have permission to use the account.

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## Borrowing

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### Renewals

Addison Public Library items will be auto renewed if not returned by the original due date.

- Items are renewed for the same length of time as the original loan period.
- Items can be renewed a maximum of two times.
- The renewal period begins on the day the item is renewed **item's due date**.

COHS Chromebooks ~~shall~~ have unlimited renewals if the patron remains enrolled in the COHS program.

Items will not be renewed for patrons with billed items on their account.

The following items cannot be renewed:

- Items with holds on them.
- **Lucky Day titles items**
- Items from ~~other libraries~~ **outside the SWAN library consortium** need the owning library's approval.

### Holds

~~Only patrons with Addison Public Library cards may place holds. This excludes Reciprocal borrowers from outside the SWAN library consortium and teacher cardholders may not place holds.~~ Any items available for check out can have holds placed on them except for in-library use materials and the Lucky Day collection. ~~Library staff will make a reasonable effort to let patrons know when their hold is ready for pickup.~~ Patrons may select which **automated system they would like to be used to notify them when their hold is ready for pick-up.** Items not picked up within 7 days will be returned to the collection or given to the next person on the holds list. Only the person who placed the item on hold or their designee may pick up the item. **Reciprocal borrowers from outside the SWAN library consortium and teacher cardholders are limited to a maximum of 8 holds at one time.** Only Addison Public Library cardholders may place holds on Library of Things and New items.

### Interlibrary Loan Within the SWAN Library Consortium

Patrons can request items from within the SWAN library consortium. These items may be sent to a SWAN member library of their choice for the patron to pick up. Only the person who placed the reserve or their designee may pick up the items on hold. The Library follows the [Illinois Interlibrary Loan Code](#).

### Interlibrary Loan **Outside the SWAN Library Consortium**

**Addison Public Library cardholders** ~~patrons~~ can request items from other libraries. These items will be sent to the Addison Public Library for the patron to pick up. Only the person who placed the reserve or their designee may pick up the items on hold. This service is not available to **any** reciprocal borrowers or teacher cardholders. The Library follows the [Illinois Interlibrary Loan Code](#).

### Overdue Notices

Patrons can choose to receive notices via email, text, or phone messages or USPS . Overdue notices are sent by the SWAN library consortium out 7 days after the due date. Failure to receive a notice does not decrease the liability of the borrower.

## Returning Materials

- **Addison Library Materials**
  - Items checked out from the library may be returned to other libraries. The patron is responsible for the return and condition of the items.
- **Non-Addison Library Materials**
  - Items checked out from other libraries may be returned at the library. The patron is responsible for the return and condition of the items.

## Loan Periods

Item	Loan Period	Max Item Limits
Reference materials and newspapers	do not check out	
In-library-use laptops, tablets, and charging cables	due same day as checked out	
Lucky Day movies and new adult Blu-rays and DVDs movies	1 week	
New adult and teen books, Lucky Day books, new adult music CDs, Blu-rays and DVDs, Blu-ray and DVD box sets, video games, magazines, and Library of Things	2 weeks	Video games: 2 per library card Library of Things: 3 per library card
Books (exceptions listed above), audiobooks, Large Type books, music CDs, and kits (puppets, puzzles, games, etc.)	4 weeks	
Downloadable and streaming content	varies by platform	Check out limits, loan periods, and renewals vary by platform
COHS devices	3 months	1 per APL COHS participant

Most patrons can check out an unlimited number of up to 200 items and most items can be renewed twice as long as no holds are on the item. The exceptions are:

- Lucky Day items are limited to two books and two DVDs items per library card, no holds, no renewals. Lucky Day items are not available for homebound delivery.
- Library of Things items with Wi-Fi connections like hotspots and laptops are only available to patrons at least 18 years old.
- Teen Limited Access cardholders are limited to 1 charging cable + 3 physical items, no internet-enabled devices for use outside of the building.

- Teacher cardholders and reciprocal borrowers are restricted from interlibrary loan requests, remote access to databases, and checkouts of laptops, technology equipment, Library of Things, and downloadable/streaming content.

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## Fees

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### Damaged Items

Patrons are responsible for the items they check out. When an item is returned damaged, the patron will be charged to replace the item.

### Billed and Lost Items – Option 1 (blocks accounts at \$0.01 in fees/fines)

Patrons are billed for an item once the item is 42 days overdue. ~~Items more than 14 days overdue are billed.~~ The patron's account is blocked until the items are returned or paid in full. Patrons are charged the price listed in the item record. Items may be returned in acceptable condition after that date. Once the item has been returned or paid for, the account will be unblocked.

At ~~35~~ 60 or more days overdue, patron accounts are sent to a collection agency. An ~~\$11.65~~ A \$9.85 fee is added to account. Items in acceptable condition may still be returned. The collection agency fee is not refunded. Once the items have been returned or the bill has been paid in full, the account will be unblocked.

Blocked patron accounts are only blocked from checking out physical items. All other services, ~~and~~ online collections, and in-library use materials are available to them. Patron accounts are blocked when any fees or estimated fines are on their account.

The Library accepts payment for any account charges on SWAN patron accounts.

Materials checked out at other libraries are subject to the policies of that library which may include overdue fines.

### Billed and Lost Items – Option 2 (blocks accounts at \$10.00 in fees/fines, 1 item overdue for 21+ days)

Patrons are billed for an item once the item is 42 days overdue. ~~Items more than 14 days overdue are billed.~~ The patron's account is blocked until the items are returned or ~~paid in full~~ they owe less than \$10. Patrons are charged the price listed in the item record. Items may be returned in acceptable condition after that date. Once the item has been returned or ~~paid for~~ they owe less than \$10, the account will be unblocked.

At ~~35~~ 60 or more days overdue, patron accounts are sent to a collection agency. An ~~\$11.65~~ A \$9.85 fee is added to account. Items in acceptable condition may still be returned. The collection agency fee is not refunded. Once the item has been returned or ~~paid for~~ they owe less than \$10, the account will be unblocked.

Blocked patron accounts are only blocked from checking out physical items. All other services, ~~and~~ online collections, and in-library use materials are available to them.

Patron accounts are blocked when any of the following happen:

- \$10 or more in fees, bills, or estimated fines are on their account.
- 1 item or more is 21 days overdue.

The Library accepts payment for any account charges on SWAN patron accounts.

Materials checked out at other libraries are subject to the policies of that library which may include overdue fines.

## Options to Paying the Bill

The Library may accept a replacement copy of a lost or damaged item under the following conditions. All conditions must be met.

1. The lost or damaged item must be owned by the Addison Public Library.
2. The item must be the exact copy (matching the ISBN in the item record).
3. The item must be in unused condition or sealed (for audio visual materials).
4. The item must be replaced before it is 90 days overdue.

When possible, the Library will charge for separate parts or pieces such as a DVD case or a puzzle piece.

If individual parts or pieces cannot be replaced, the patron will be charged for the price listed in the item record.

Patrons can ask for a payment plan or volunteer opportunities to reduce the billed amount on Addison Public Library items.

## Nonresident Library Card Fees

State law says the Library must charge nonresidents to get a library card. However, Child nonresident cards are free for children whose home is at or below the USDA's income guidelines. Paperwork must be shown each year to confirm one qualifies for this type of card. The Library uses the tax bill method to determine fees for nonresidents to purchase a library card.

Homeowners pay: library tax rate x the equalized assessed valuation (found on the tax bill) = annual fee

If this is a new home and patrons do not have a tax bill, patrons need to show the selling value of the home. The equalized assessed valuation will be estimated at 1/3 of the selling price of the home.

Renters pay 15% of their monthly rent. Renters must show lease or letter from the property owner with rental fee.

Example:  $.15 \times \$1300 = \$195$  (the annual fee)

Renters who provide proof of qualification for Section 8 housing will be charged 15% of the amount they pay in monthly rent.

Example:  $.15 \times \$800$  (is what renter pays from a \$1300 lease) = \$120 (the annual fee)

Renters who pay nothing (rent is entirely subsidized) will be issued a library card at no charge.

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## Services

Approved: June 21, 2022

## Homebound Delivery

Patrons that are not physically able to come to the library for at least four weeks are able to have items delivered to their home. All materials are delivered to their door and are picked up

when they are due. This service is limited to Addison Residents and Nonresident cardholders. See Library Cards for definitions.

## Material Detection System

Guest Services staff may ask a patron to return to the Guest Services desk if the security gate alarm goes off. Guest Services staff need to identify the cause of the alarm. Staff will make sure that security is removed from all checked out items. If an item is not already checked out, staff will check out that item. Staff may ask the patron to pass through the security gates without their belongings.

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## Library Cards

Approved: June 21, 2022

### Addison Resident

#### **Adult**

Any person at least 18 years old who lives within the corporate limits of the Village of Addison.

#### **Child**

Any person under the age of 18 years old who lives within the corporate limits of the Village of Addison. Parental or guardian permission is required.

#### **Teen Limited Access Card**

An Addison resident in at least 6<sup>th</sup> grade, but younger than 18 years. Parental or guardian permission is not required.

### Nonresident

#### **Child Nonresident**

Any person under 18 years old who:

- does not live within the corporate limits of the Village of Addison
- does not live within the corporate limits of another library's service area
- does live closer to the Addison Public Library than a different public library.

The address will look like 12W345 Main Street.

Child nonresident cards are free for children whose home is at or below the USDA's income guidelines. Paperwork must be shown each year to confirm one qualifies for this type of card.

#### **Adult Nonresident**

Any person at least 18 years old who:

- does not live within the corporate limits of the Village of Addison
- does not live within the corporate limits of another library's service area
- does live closer to the Addison Public Library than a different public library.

The address will look like 12W345 Main Street.

#### **Nonresident Veteran with Disabilities**

There is no fee for veterans with a disability of at least 70%. A surviving spouse of a service member killed in the line of duty may apply. A surviving spouse of a veteran, who is qualified, is

also eligible to apply. A surviving spouse who remarries is not eligible to apply. Proof of eligibility is required.

### Business Owner

A business card can be obtained by those who own a business within the corporate limits of the Village of Addison.

### Property Owner

A property owner within the corporate limits of the Village of Addison may obtain a library card at no cost. Only one card is issued per property.

### Reciprocal Borrower from a SWAN Library Consortium Member

The Addison Public Library currently has reciprocal borrowing agreements with all SWAN member libraries. Reciprocal borrowers from a SWAN library must have a current library card from their home library and be eligible to check out materials from their home library.

### Local Use Only Cards

#### Teacher Card

The Addison Public Library and Addison School District 4 have an agreement to provide current teachers with library cards. These cards are valid for the current school year.

#### Reciprocal Borrower from Outside the SWAN Library Consortium

The Addison Public Library currently has reciprocal borrowing agreements with most public libraries in the State of Illinois, plus many academic libraries. Reciprocal borrowers must have a current library card from their home library, be eligible to check out materials from their home library, and their home library must be in Illinois and participate in reciprocal borrowing. Addison Public Library staff will verify the patron is eligible for reciprocal borrowing by annually contacting the patron's home library. The Library follows the SWAN library consortium's policy for creating and maintaining reciprocal borrower records.

### Address Verification

Addison resident library cards do not expire. An annual address check confirms patrons have a valid, Addison address. The Library may use a 3rd party vendor to verify patrons' addresses. Patrons' privileges will be suspended when their address cannot be verified. This includes mail sent by or on behalf of the Library and then returned to the Library sender. The patron must show a valid photo ID with their name and current proof of address to restore privileges.

### Lost Cards

Patrons may need to provide identification to get a replacement card. Once a card has been replaced, the original card is cancelled and can no longer be used at the Addison Public Library or any other library. Patrons should immediately report a lost or stolen library card; patrons are responsible for any items checked out on their unreported lost or stolen card.

### Using your library card and account access

Patrons can use their library card, a digital version of their library barcode, a photo ID, or provide an identifying piece of information to check out materials in the library. Only the patron whose name is on the library account can use the card. Staff only provide information about the

account to the card holder. Parents and guardians who signed for a child's card can access account information and use the child's library card.



## Homer Library Celebrates With Ribbon Cutting For Patio, Fountain



The library's new garden patio area and veteran's memorial fountain will be celebrated with a ribbon cutting on Aug. 12.

Andrea Earnest, Patch Staff  
Posted Fri, Aug 4, 2023 at 9:04 am CT

HOMER GLEN, IL — The Homer Township Library's new garden patio area and veteran's memorial fountain will be celebrated in a ribbon cutting at 10 a.m. on Aug. 12.

The fountain honors service members and creates a social and reading space, the library said.

Later this fall, there will also be a grand opening for all the library construction, which will be held when the north and west additions are finished.

[The project, which started in 2022](#), includes a youth services addition, community reading room addition, space renovations and outdoor additions.

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## La Grange Park library prepares for building project

Renovations will run from early August through May 2024

By Shaw Local News Network

July 31, 2023 at 5:30 pm CDT

The building project is about to start at the La Grange Park Public Library. The library plans to bring patrons the personalized service to which they are accustomed, according to a news release.

Staff is working and plans to open a temporary space to the public on Aug. 16. Here are the main logistics:

- The library, 555 N. La Grange Road, will be closed from Aug. 7 until about May 2024.
- Starting Aug. 16, patrons can visit the library's temporary location located at the First Baptist Church of La Grange, 21 N. Catherine Ave., La Grange.
- All due dates have been extended to Aug. 31. Do not return items to the La Grange Park Library between Aug. 7-15. If necessary, they may be returned to any neighboring library or to our temporary location beginning Aug. 16.

Visit the Building Project Page for regular updates or email questions at info@lplibrary.org.

Stay informed during the building project. The library will communicate with patrons in three ways:

- If you do not already receive our weekly eNews, it's easy to join. Sign up at lplibrary.org/newsletter. eNews is delivered via email each Friday at 10 a.m.
- The easiest way to stay informed is to sign up for text messages. The library will text the most important updates. Text LPPL to 8332634555 to opt in to text messages.
- The Building Project webpage will be updated as new information comes in. Check it regularly.

## **Holds During Closure**

Items can be picked up at Linda Sokol Francis Brookfield Library. In order to do so, you must change the pick up location via your SWAN account online or through the SWAN app. Linda Sokol Francis Brookfield Library is located at 3541 Park Ave., Brookfield.

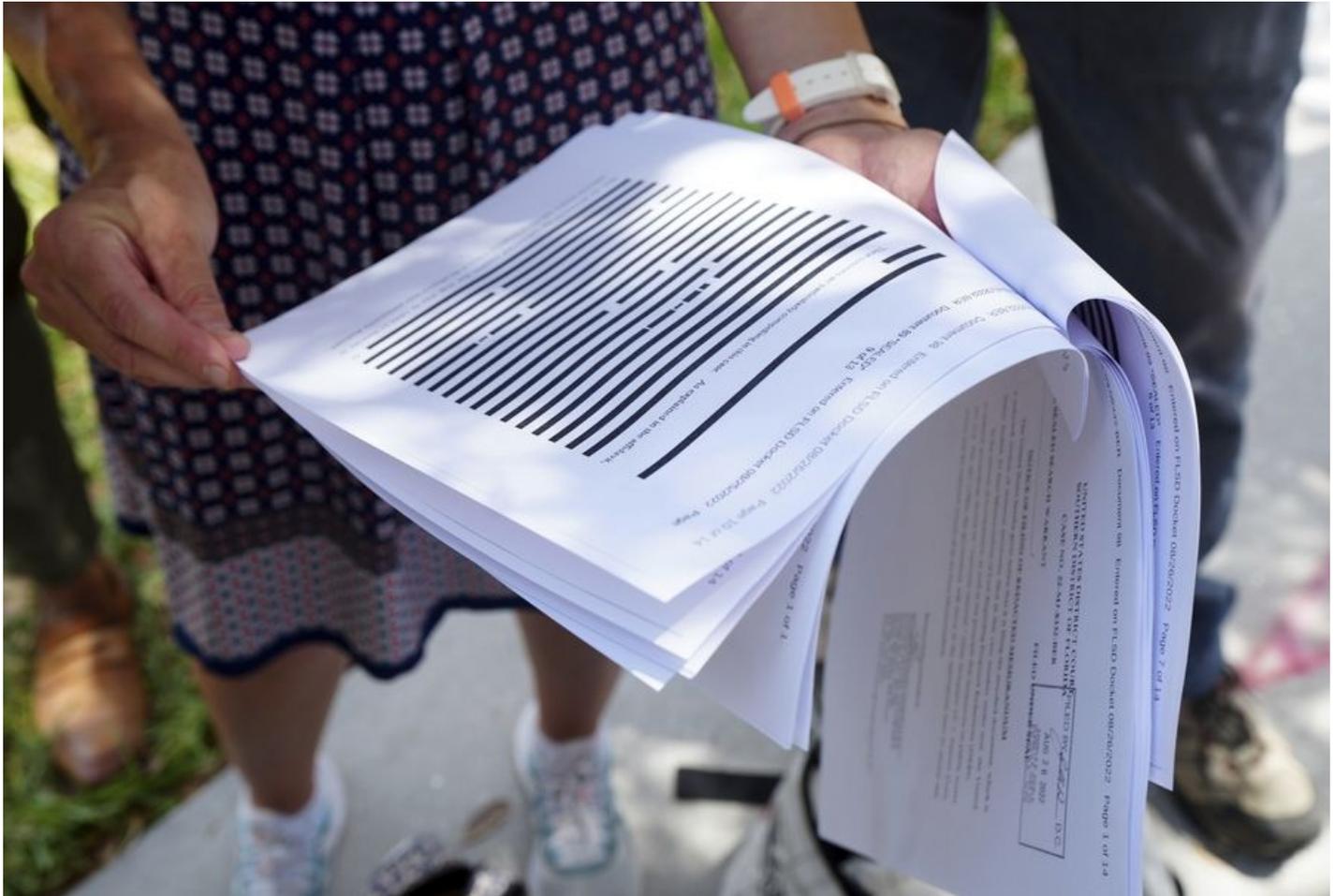
All active holds placed at La Grange Park Library will be suspended until Aug. 16 unless a different pick up location is set. Anything already in transit will still come to La Grange Park Library.

If you are unsure about the status of your holds, call the La Grange Park Library through Aug. 6 at 708-352-0100. If you need assistance with anything while the library is closed, email [info@lplibary.org](mailto:info@lplibary.org).

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# Daily Herald

Suburban Chicago's Information Source



The public access bureau in the Illinois attorney general's office is where citizens, media and others can seek help when a government agency denies requests for public information. (Associated Press File Photo/August 2022)



**Jake Griffin**

Updated 7/29/2023 5:25 PM

The number of requests for help from the Illinois attorney general's public access bureau ([https://foipac.ilag.gov/viewpdf.aspx?](https://foipac.ilag.gov/viewpdf.aspx?P=~/content/pdf/How%20to%20Submit%20a%20Request%20for%20Review.pdf)

[P=~/content/pdf/How%20to%20Submit%20a%20Request%20for%20Review.pdf](https://foipac.ilag.gov/viewpdf.aspx?P=~/content/pdf/How%20to%20Submit%20a%20Request%20for%20Review.pdf)) dropped last year to its lowest point in a decade.

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The office was also asked to look into an average of more than 360 accusations of Open Meetings Act violations each year.

Last year, the office reviewed 3,024 requests for public information that were denied and 342 Open Meetings Act violation complaints.

A spokeswoman for Illinois Attorney General Kwame Raoul said the public access bureau began offering webinars to public officials about complying with Freedom of Information Act requests and the state's Open Meetings Act "with the goal of reducing the likelihood of violations before they occur."

"Those have been quite popular, and collectively since September 2020, we have had several thousand attendees," said Raoul spokeswoman Jamey Dunn-Thomason.

Meanwhile, legal experts and government transparency advocates applaud the work of the PAC bureau, but they believe the office could do more to ensure timely and easy access to public information.

"The bones are there, but there's a lot that needs to be updated and optimized," said Jack Bentley, executive director of the Citizen Advocacy Center in Elmhurst (<https://www.citizenadvocacycenter.org/about.html>). "I'd start by increasing the budget and increasing the staff, because the biggest roadblock our constituents find to be concerning is the timeline and how long it takes to process these requests."

The PAC bureau is a staff of roughly a dozen lawyers and another half dozen or so in support roles. Bentley believes more bodies are needed for the office to handle the workload in a timelier fashion.

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Over the past decade, the bureau has issued an average of 15 binding opinions each year. That means that less than half of 1% of all complaints received by the PAC result in a decision that is enforceable in court.

"A binding opinion is valuable in two ways, because it sends a message and usually results in getting a faster response for your particular issue, but it also creates valuable precedent going forward," said Elizabeth Payne, legal director of the Chicago Alliance Against Sexual Exploitation (<https://www.caase.org/>), which received a binding opinion for one of its requests for review from the PAC in 2022 when a suburban police department denied a request for records it sought. "One of the things needed is more enforcement power by the PAC."

And while the PAC bureau maintains a website of all its binding opinions at [foiapac.ilag.gov](https://foiapac.ilag.gov) ([https://foiapac.ilag.gov/viewpdf.aspx?P=~/content/pdf/opinions/FOIA\\_Indexof\\_BindingOpinions.pdf](https://foiapac.ilag.gov/viewpdf.aspx?P=~/content/pdf/opinions/FOIA_Indexof_BindingOpinions.pdf)), it does not catalog the myriad nonbinding determinations made by the office each year.

"That's an easy fix for them, and it might help reduce the number of denials and requests for review," Bentley suggested.

The PAC office issued 14 binding opinions in 2022 ([https://foiapac.ilag.gov/viewpdf.aspx?P=~/content/pdf/2023\\_Public\\_Access\\_Counselor\\_Report.pdf](https://foiapac.ilag.gov/viewpdf.aspx?P=~/content/pdf/2023_Public_Access_Counselor_Report.pdf)), eight related to FOIA and six regarding open meeting issues, according to the bureau's annual report.

Don Craven, a Springfield attorney and president of the Illinois Press Association, said there are multiple reasons the PAC is seeing fewer requests for

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"And every once in a while people just get tired and don't pursue things like they might have used to," he said.

Illinois is home to more than 7,000 units of government, which requires that more than 7,000 public employees be trained on how to handle Freedom of Information Act requests and understand how to comply with the state's Open Meetings Act as well, another role the PAC bureau undertakes. But that also means you have that many possible individual interpretations of the state's public records law.

"Whether that's by design or an accident of history, the more layers of government there are, the more difficult it is to wade through," Bentley said. "And the PAC has an obligation to take on those challenges."

Despite its shortcomings, legal experts and transparency advocates remain grateful for the bureau's existence, something citizens in several other states don't enjoy.

"I'm so glad it exists," Payne said. "It's essential."

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(/news/)

## **American Library Association Responds to Montana State Library Commission's Decision to Withdraw Montana State Library's Membership**

For Immediate Release

Thu, 07/13/2023

### **Contact:**

Raymond Garcia

Communications Specialist

Communications and Marketing Office

cmomedia@ala.org (mailto:cmomedia@ala.org )

CHICAGO — The American Library Association (ALA) is a non-partisan, non-profit membership organization that develops, promotes, and improves library and information services and the profession of librarianship in order to enhance learning and ensure access to information for all. ALA has remained committed to this mission since its inception in 1876, serving people of all demographic backgrounds and ideologies and becoming a valuable resource for its members and the field at large.

The value placed on ensuring diversity in perspective and background is evident in ALA's democratic electoral process. ALA presidents are elected by its membership to serve a term of one year and make decisions facing the membership in concert with a 15-member elected executive board and a 131-member elected council. Operational decisions are made by ALA staff leadership working with a full range of committees and advisory groups.

One of the most significant benefits to membership is full access to ALA's standards for library services; continuing education and professional development opportunities; community of practice and subject matter experts; and funding sources, grants, scholarships, in-kind support, and resources that help to underwrite the delivery of programs and services for library users. ALA membership also provides benefits to state libraries, including access to timely library data; reports and white papers; benchmarking information and environmental scans; policy and advocacy support; technical assistance on accessing federal and state-level funding; technical assistance on issues related to broadband access and affordability, E-rates, ebooks and copyright; as well as discounts on job postings, product purchases, media subscriptions, and more.

Through ALA membership, the Montana State Library has been able to join resourceful ALA divisions, such as the Public Library Association (PLA), Core, and United for Libraries to get information specific to public libraries and library leadership. Joining these specialized groups is a benefit of ALA membership and provides tools, resources, and community specific to that type of library or role within the library.

In the last two years, ALA has awarded more than \$218,000 to 23 Montana libraries via program grants ranging from \$6,000 for Digital Literacy Training Workshops to \$35,000 from ALA's Library COVID Relief Fund. Most recently, ALA announced a \$10,000 grant to a Montana tribal college library. For its services to

the broader public, ALA has received numerous awards and recognition. This fall, ALA is slated to receive one of the nation's highest recognitions for its work in adult literacy, an area that the Montana Library Commission members cited as an area of priority during the July 11 hearing.

ALA membership is voluntary and contributes directly back to ALA's mission, with the largest portions of dues going directly into supporting professional development for library workers (40%), membership engagement (21%), and advocating for the preservation of library services (14%). Individual and institutional memberships serve to improve and expand the reach of school, academic, and public library services and learning; create an expansive and inclusive information ecosystem; and promote and raise the visibility of librarianship and library stewardship.

ALA is the leading organization advocating for state-level funding from the federal government through the Institute of Museum and Library Services' (IMLS) grants to states. Through ALA's efforts with its members, the Montana State Library has seen an increase of 24% from 2019 to 2023, resulting in \$1,428,817 in funds. The Montana State Library uses these federal dollars to provide communities with a variety of services and programs, including access to electronic databases, computer instruction, homework centers, summer reading programs, digitization of special collections, access to e-books and adaptive technology, bookmobile service, and development of outreach programs to the underserved.

Despite the decision in Montana this week, ALA remains committed to providing essential support, resources, and opportunities for every library and library worker in every state and territory across the nation to help them better serve their communities.

The Montana Library Association's response to the decision is available here (<https://www.mtlib.org/news/13226668>).

 (</news/feed/press-releases/rss.xml>)  
Subscribe  
(</news/feed/press-releases/rss.xml>)

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The Park Ridge Public Library has a telescope that patrons can check out as part of its "exploration library" collection. (*John Starks | Staff Photographer*)



**Jenny Whidden**

Posted 7/20/2023 5:30 AM

Libraries -- havens of free informational resources like books and computer access -- now are expanding their repertoire by lending out a few less traditional items.

Some libraries now are working toward being environmental stewards.

programming.

From telescopes to projectors, patrons at Park Ridge Public Library can check out novel items through its "exploration library."

"The idea behind that is to sort of try before you buy," said Laura Scott, the library's adult services manager. "It can also cut down on consumption -- someone can just use ours instead of having to purchase one."

The newest exploration item is a pro-grade thermal camera that can help homeowners find invisible holes in their energy efficiency. It also can help inspect electrical panels, find water damage and look for HVAC problems.

"One of the bedrocks of libraries is sharing resources," Scott said. "We share resources with many other libraries in our consortium, and if we don't own something, we can get it for you usually within a week. This is just a natural extension to try to expand that to more nontraditional items."

The FLIR ONE Pro smartphone camera, which goes for \$449.99 (<https://www.flir.com/products/flir-one-pro/?vertical=condition%20monitoring&segment=solutions>), was funded through the SWANCC grant.

The grant program offers around \$500 to schools and libraries looking to create or expand sustainability programming. Though the program has been around in schools for a decade, SWANCC expanded its application to libraries earlier this year.

Applications are accepted on a rolling basis.

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much better than I could guess what a patron in Evanston might be looking for in the library versus a patron in Palatine, for instance."

So far, Elk Grove and Park Ridge are the only libraries to receive grants.

Elk Grove Public Library used the funds to purchase a Brother sewing machine and mending kits to support its ongoing textile reuse efforts.

The library has eight existing sewing machines available for checkout or for use at the library. The machines support programming with the group Living Green in Elk Grove Village, whose patrons make reusable tote bags and cleaning cloths.

The items are upcycled from old fabrics and towels sourced for free from the village's Buy Nothing page on Facebook.

"People are really interested to learn how to sew and how to use the sewing machines not only for these kinds of projects that we've done, but then learning how to use them to mend their own clothes," said Nancy Broten-Munson, an Elk Grove librarian. "Our hope with the new sewing machine is that we'll be able to circulate that one for people to bring home and use."

Both libraries work with local environmental groups.

In Elk Grove, the library recently collaborated with The Friends of Cycling in Elk Grove to debut a new bike rack complete with an air pump and a "fix-it" station. In Park Ridge, the library puts on book clubs and other types of programming with groups like Go Green Park Ridge and the Park Ridge Garden Club.

"That's the important thing about libraries. We have people with all sorts of skill sets," said Rick Avalos, head of building and security services at Elk Grove.

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around the building.

"We definitely have been hearing a lot of good feedback from people who want to improve sustainability in general in the community. Being a part of that community, I want to make sure we're listening," he said. "Libraries in general are always receptive to when a community needs something."

- Jenny Whidden is a climate change and environment writer working with the Daily Herald through a partnership with Report For America supported by The Nature Conservancy. To help support her work with a tax-deductible donation, see [dailyherald.com/rfa](https://dailyherald.com/rfa).

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# Vending machine offering free Narcan, fentanyl test strips opens in Beloit Public Library

Jaymes Langrehr

Aug 7, 2023



BELOIT, Wis. -- People in Beloit now have an easy way to access a potentially life-saving resource.

A free Narcan vending machine was installed in the Beloit Public Library on Monday, Rock County health officials said. It's the county's second Narcan vending machine after one was installed at the Rock County Jail last December.

The county says it is hoping the machine helps curb an increase in overdose deaths this year. So far in 2023, 19 people have died of suspected overdoses, with 12 of those deaths happening in Beloit.

Rock County Health Officer Katrina Harwood says those are deaths that don't need to happen.

"Overdose deaths are preventable," Harwood said in a statement Monday evening announcing the new vending machine. "Each overdose death leaves a lasting impact on family members, friends, and communities."

The machine will allow a person to get the Narcan or fentanyl test strips from the machine without providing any money or identifying information. Users can, however, choose to participate in an anonymous survey asking for feedback about the service that takes about 30 seconds to complete.

The machine also provides instructions on how to use the Narcan and fentanyl test strips.

Before the machine was installed, the only way people in Beloit had access to Narcan or the fentanyl test strips was through prescriptions or appointments. Now they will be available at the library, which is open 62 hours every week and is accessible by bus.

The machine can be found inside the library gallery, near the front of the building, and will be open whenever the library is open. The publicly-accessible machine was made possible through a partnership with Vivent Health and the Beloit Public Library, which volunteered to house the machine, as well as a \$50,000 grant from the State of Wisconsin's Opioid Settlement Funds.

Date: 7/14/23

To: Mary Medjo Me Zengue, Director

From: Tracy Dietel

Contact: ctdietel@gmail.com  
219-669-3459

- Please follow-up with me
- Please keep my comment anonymous

Let us know how we've served you well, what we should try next, and where we stand to improve. We appreciate your feedback!

I cannot say enough good things about the APL. I worked with Sarah today on the Cricut and it was one of the best experiences I've ever had. Their way of explaining things ~~and~~ as well as willingness to further dialogue with us about other services was incredible. The APL is probably what I am most impressed with in Addison as a resident.

Thank you!

Date: 7/13/23

To: Mary Medjo Me Zengue, Director

From: Betty Z Salgado

Contact: bzsalgado72@gmail.com

- Please follow-up with me
- Please keep my comment anonymous

Let us know how we've served you well, what we should try next, and where we stand to improve. We appreciate your feedback!

A comment for the renovati.

Please separate the Quiet Study area from the meeting rooms. Meeting rooms are often used for full on business and phone calls versus actual quiet studying. If you could please separate the two areas it would be really good.

I've attempted to study here in a house... couldn't make calls

JUL 1 2023

Date:

To: Mary Medjo Me Zengue, Director

From: SUJATA OBEROI

Contact: 630-803-5517

- Please follow-up with me  
 Please keep my comment anonymous

Let us know how we've served you well, what we should try next, and where we stand to improve. We appreciate your feedback!

Sarah in the Creative Studio was very helpful and patient with my design artwork.

Sarah was very patient with my dumb questions.

A Big shout out to Sarah in the Creative Studio.

JUL 1 9 2023 2023

Date: 7/17/2023

To: Mary Medjo Me Zengue, Director

From: Xuechao Andon (Neelyx Labs)

Contact: xuechaoz88@gmail.com

- Please follow-up with me  
 Please keep my comment anonymous

Let us know how we've served you well, what we should try next, and where we stand to improve. We appreciate your feedback!

Shout out to Sarah for amazing assistance on my project. I printed 60 T-shirt using heat iron transfer, Sarah's patience and ~~del~~ paying attention to detail is such an incredible character. Sarah made my day and I'm certain she's the treasure gem at 'Creative Studio' here at Addison Library.

Neelyx Lab is a small laboratory that doesn't have big budget to spend on 'team marketing'. Creative studio made our long time awaited project become a reality! Great, clean and friendly staff at Addison Library. Such an incredible facility to the community.

Feel free to reach out for any reviews! Thanks!

Date: 7-27-23

To: Mary Medjo Me Zengue, Director

From:

Contact:

- Please follow-up with me  
 Please keep my comment anonymous

Let us know how we've served you well, what we should try next, and where we stand to improve. We appreciate your feedback!

The young man Christian was so nice  
+ helpful very patient I have  
no computer skills he basically  
did my resume for me the  
whole staff was so nice

They all deserve a raise

Date: 07/20/23

To: Mary Medjo Me Zengue, Director

From: Vincenza

Contact:

- Please follow-up with me  
 Please keep my comment anonymous

Let us know how we've served you well, what we should try next, and where we stand to improve. We appreciate your feedback!

Library on the 2nd floor is too noisy  
with pre-teen socializing and  
being loud, and children too  
Also, 2nd fl. front desk entertains  
conversations with adults at a  
high voice level instead of  
voices for inside a library.  
Difficult to work on projects in your  
Public computer era. Thank you.

AUG 02 2023

Date: 08/01/2023

To: Mary Medjo Me Zengue, Director

From: Theresa Job

Contact: 847-915-0762

- Please follow-up with me .  
 Please keep my comment anonymous

Let us know how we've served you well, what we should try next, and where we stand to improve. We appreciate your feedback!

Ms. Rosario was a God send to me today. I was very stressed walked into the library. Needed to complete few documents sent on "Google Docs" and print email Notarise all in an few hour. I was stressed. Ms. Rosario came to my rescue. Very patiently Very calm Very professional. Walked me through step by step and I was able to complete my assignment on time.

Thank you Ms. Rosario. I appreciate your help and patience with me.  
Theresa Job

Date: 7/31/23

To: Mary Medjo Me Zengue, Director

From:

Contact:

Betty Salgado  
(630) 577-2643  
bzsalgado72@gmail.com

- Please follow-up with me  
 Please keep my comment anonymous

Let us know how we've served you well, what we should try next, and where we stand to improve. We appreciate your feedback!

Mini masters was a great class!  
The girls learned so much about the artists they learned about, and we were able to learn about art techniques. I hope you continue classes like this next summer and in the future.

She was a phenomenal teacher so patient, kind, and fun!

Date: July 15 2023

To: Mary Medjo Me Zengue, Director

From:

Contact:

- Please follow-up with me  
 Please keep my comment anonymous

Let us know how we've served you well, what we should try next, and where we stand to improve. We appreciate your feedback!

Lucas - the 3rd time he helped me out. Very Nice Respectful and Calm - patients.

I asked him a few times to help me. I'm not computer literate

He was there for me.  
Very nice Gentleman.  
He deserves something nice in return.

Thanks  
Addison Library

JUL 1 9

Date: 7/14/23

To: Mary Medjo Me Zengue, Director

From:

Contact:

- Please follow-up with me  
 Please keep my comment anonymous

Let us know how we've served you well, what we should try next, and where we stand to improve. We appreciate your feedback!

Sarah in creative studio was so wonderful! Knowledgeable, creative & patient. Just attended Cricut Bag course & look forward to many more opportunities to learn from her!

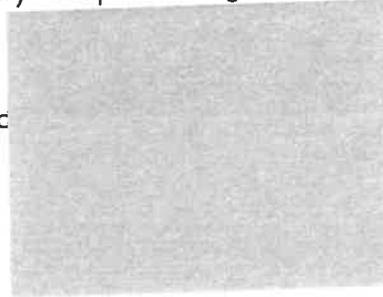
Your programming is wonderful!!  
Thank you

Date: 8-7-23

To: Mary Medjo Me Zengue, Director

From:

Contact:



Please follow-up with me

Please keep my comment anonymous

Let us know how we've served you well, what we should try next, and where we stand to improve. We appreciate your feedback!

NICK was very helpful.  
He showed me how to  
use the copy machine &  
print all of my copies.  
He is a great employee.

July 25, 2023

TO WHOM IT MAY CONCERN:

I AM WRITING THIS NOTE TO CONGRATULATE THE BOARD OF TRUSTEES OF THE  
ADDISON PUBLIC LIBRARY , FOR HAVING A WELL TRAINED STAFF.  
YOUR STAFF MEMBER PREFORMED AN OUT STANDING WORK EFFORT TO HELP  
PATRONS OF THE LIBRARY WITH THEIR REQUESTS. THEY SERVE PATRONS TO MORE SERVICES  
THAN I CAN LIST.

PLEASE KEEP UP THE GOOD WORK TO HELP SERVICE

YOUR PATRONS RECEIVE THE SERVICES YOU PROVIDE.

I WOULD LIKE TO PAY SPECIAE HONOR ON THREE OF YOUR STAFF FOR THE WORK THEY  
PERFORMED: JODIE, STEVE, AND SARA.

I THANK YOU FOR YOUR KIND ATTENTION TO THIS MATTER.

Richard A. Alfano