

DECATUR PUBLIC LIBRARY

247 EAST NORTH STREET • DECATUR, ILLINOIS 62523-1128 • (217) 428-6617

JAMES C. SEIDL, City Librarian



DECATUR PUBLIC LIBRARY BOARD OF TRUSTEES AGENDA

November 21, 1991 4:30 P.M.

- I. Call to Order - Dick Lockmiller, President
- II. Approval of Minutes
 - A. Meeting of October 17, 1991
- III. Communication from the Public
- IV. City Librarian's Report
- V. Reports of Committees
 - A. Personnel, Policy, and Public Relations Committee
 1. Meeting of November 8, 1991
 - B. Finance & Properties Committee
 1. Approval of bills for October 1991
 2. Approval of 1992 property tax levy (materials previously mailed)
 - C. Rolling Prairie
 1. Report on RPLS November Board meeting
 - D. Foundation
 1. No meeting
 - E. Friends of the Library
 1. Meeting of November 14, 1991
 - F. Long Range Plan Committee
 1. Meeting of October 21, 1991
- VI. Avenues to Excellence II
 - A. Chapter VI, Reference Service
- VII. Old Business
- VIII. New Business
- IX. Adjournment

DECATUR PUBLIC LIBRARY BOARD OF TRUSTEES
October 17, 1991

I. CALL TO ORDER

The meeting was called to order at 4:30 p.m. by Dick Lockmiller, President. Members present: Mr. Lockmiller, Barbara Ohlsen, Robert Smith, Erik Brechnitz, Stanley Sitton, and Patricia Williams. Members absent: Daniel Gaumer, Jerrodean Martin, and Robert Oakes. Staff present: James Seidl and Linda Humphreys. Others present: Owen Balding.

Mr. Brechnitz took the oath of office from Mr. Smith. Mr. Brechnitz was presented with a certificate of appointment from the City Council.

II. APPROVAL OF MINUTES

There were no corrections or additions to the September minutes; they stood approved as mailed.

III. COMMUNICATION FROM THE PUBLIC

Owen Balding addressed the Board on a variety of his concerns.

IV. CITY LIBRARIAN'S REPORT

The City Librarian's written report had been previously mailed.

Mr. Seidl reported that the rental collection now consists of about 50 books. There were 64 circulations in September, which equates to \$64 in revenue. For additional publicity, it was suggested that signs be added in the new book section noting that additional books are available in the rental collection. It was also suggested that another press release be issued after the collection has grown.

Mr. Seidl found that the TDD equipment can be purchased for \$240 and it does not require a separate telephone line. The Friends will be approached to fund the purchase.

The City is offering training for improved customer service. The fee is \$800 for training to be a facilitator for the classes or \$105 per employee to attend the training seminar. It was suggested that one management employee be sent to the \$105 class. That employee could then present the basics of the class to library staff.

V. REPORTS OF COMMITTEES

Mr. Lockmiller appointed Mr. Smith to serve on the Personnel, Policy, and Public Relations Committee and Mrs. Ohlsen to the Finance and Properties Committee. This is to ensure that the committees will have a quorum.

Personnel, Policy, and Public Relations Committee: The Committee met on October 7; the minutes were previously mailed. Mr. Sitton reported that Bryce Allen, University of Illinois Library School, attended the meeting. The Committee evaluated several sample Tables of Organization. Mr. Seidl and Robert Plotzke, Director of the Rolling Prairie Library System, have since developed two sample Tables. These tables will be presented to the Committee at the November 4 meeting.

The Committee also reviewed a proposal from Mr. Seidl to establish a policy for videotaping meetings. Mr. Sitton made a motion that the policy be approved as presented. The motion was seconded by Ms. Williams and unanimously carried.

The next item of business was a proposed 5% temporary pay increase for Grace Veach, Cataloger. Mrs. Veach assumed supervisory responsibility for the Catalog Department on May 1 when the Head Cataloger was laid off. After discussion, it was decided that this item should be referred to legal counsel; no action was taken.

Mr. Sitton made a motion to adjourn to closed session to consider information regarding the appointment, employment, or dismissal of an employee. The motion was seconded by Ms. Williams and unanimously carried on roll call vote. The Board went into closed session at 5:15 p.m. The meeting was re-convened at 5:36 p.m.

Finance and Properties Committee: Mr. Brechnitz made a motion to approve the bills. The motion was seconded by Mr. Sitton and unanimously carried on roll call vote.

The Committee met on October 9; the minutes were previously mailed. It was decided to delay action on the proposed levy request until next month.

Dave Johnston from the city Department of Budget & Technology is working with CLSI on a proposal for purchasing additional computer storage capacity. Funds for this proposal are included in the current year's budget as part of the \$124,000 in the capital expenditures budget in fund 21.

Rolling Prairie: Mr. Oakes was not present.

Foundation: Mr. Lockmiller reported that the Foundation has paid the architect's invoice for the Local History Room remodeling project.

Friends of the Library: The Friends did not meet this month. The book sale brought in \$1,550. Plans are for the Friends' store to open in mid-November.

Long Range Plan Committee: The minutes of the previous meeting were distributed. Mr. Sitton reported that the Committee should finish reviewing the plan in November.

VI. AVENUES TO EXCELLENCE II

Chapter V, Users and Usage, was reviewed.

VII. OLD BUSINESS

There was no old business.

VIII. NEW BUSINESS

The 1989-90 Illinois Public Library Statistics report from the University of Illinois Graduate School of Library and Information Science was previously mailed. There were no questions.

There was discussion about a patron usage survey. The staff from Budget and Technology has offered to do the survey for the Library, but they are not available until February.

Mr. Lockmiller made a motion to adjourn to closed session to consider information regarding the appointment, employment, or dismissal of an employee. The motion was seconded by Mr. Sitton and unanimously carried on roll call vote. The Board went into closed session at 6:05 p.m. The meeting was re-convened at 6:30 p.m.

IX. ADJOURNMENT

Mr. Lockmiller adjourned the meeting at 6:31 p.m.

Respectfully submitted,



Robert C. Smith, Secretary
Decatur Public Library Board of Trustees

City Librarian's Report October 1991

I. Statistics

Circulation for the month is up 3% (2,419 items) over October 1990. Twelve month circulation is also up 3% (22,347 items) over the previous 12 month period. Adult materials are up 8% for both the month and the 12 month period. Circulation from the adult paperback collection accounts for half of the adult circulation gain. Bookmobile 548 had a super month with 9,401 items checked out. This is a 17% (1333 items) gain over last October. School stops accounted for the greatest increase, up over 80% over last year.

Service statistics are up 9% (370 contacts) over October 1990. Twelve month service statistics are up 18% (7,307 contacts). Combining the lower level and main floor service desks has really improved our ability to provide service. Patrons are not confused about which desk to approach for help. With staff concentrated in one area of the floor, patrons can usually be served immediately. Our most pressing problem now is the reduction in staffing due to resignations. This has left frequent staffing shortages when employees are ill.

The number of patrons using the library increased slightly, up .5% (150 people) over October 1990. During the month, we recorded hourly the number of people leaving through the security gate. The busiest days are Monday, Tuesday, and Wednesday. We determined that patron traffic increases throughout the day with peaks from 12-1 p.m and 5-6 p.m.

II. BUDGET

Ninety-one percent of our 1991/92 revenue projection has been received. Property tax revenue is still \$115,000 short. The state per capita grant of \$83,885 also has not arrived. We are \$6,800 ahead of projections on fine and fees.

With half of the year completed, we have saved \$31,700, or 1.4% of the budget. We are overspent in advertising, auditing services, computer software, temporary personnel services, and materials to maintain auto equipment. This is offset by a savings in regular salaries, social security, and IMRF (pension). The materials budget is 63% spent. If we continue at this rate, I estimate that we will overspend this line item. Therefore, I have instructed the department heads to reduce spending to ensure that we spend only the allotted budget.

The brightest news regarding the budget came in memo from Jerry Bauer, Risk Manager. Health insurance costs will remain the same for next year. Fewer large claims and the 90/10 co-payment plan have enabled us to maintain the same rate we had last year.

III. COLLECTION DEVELOPMENT

During October, 152 rental books were checked out (compared to 64 in September). We started the month with 48 volumes and ended with 88. Each title circulated an average of just over twice per month. Patrons still have mixed opinions about the service. Large signs were placed in the new book area to encourage patrons to look at the rental collection materials.

The local history room was closed during the last week of October. Renovation of the room will begin the second week of November. Local history materials will be unavailable to the public during the construction. Newspaper articles and signs have helped to alert the public. Temporary shelving was installed near the elevator in the basement to house the 000's during the renovation. When construction is completed, the 000's will be relocated to east wall of the new local history room. I want to commend Mr. Richardson and his staff for their efforts in this project.

Books-on-tape will be available on the bookmobile in early November. Twenty-seven titles have been cataloged and are ready for circulation. Over the past few months the bookmobiles have added genre paperback titles (westerns, mysteries, and romance) to their collections. Adult circulation has increased slightly with the addition of the paperbacks.

IV. PERSONNEL

The American Library Association recently conducted an informal survey of 250 public and academic libraries. They reported that 42% of the libraries surveyed have had to reduce staffing levels in the past 12 months. Of the libraries facing staff reductions, 43% had to terminate, furlough, or reduce the hours of some employees. Eighty-five percent of the libraries experiencing reductions imposed some type of hiring freeze. Of all the libraries studied, 25% thought their funding would decrease next year.

The Adult Services Librarian position was advertised in the November 1 issue of Library Journal. Staffing will be extremely tight until we fill this position. I have shifted staff to cover the essential duties and used Manpower employees to help cover some of the service desk time.

Cynthia Foulke was hired as a part-time library assistant to fill the position left vacant when Sue Hemp resigned. Ms. Foulke is presently working on her Master in Library Science at the University of Illinois. She previously worked at Staley Library at Millikin University.

Katie Gross and Kellie Flynn attended the ILA/YSS workshop on managing children's services. On their way back, they stopped at the Bloomington Public Library and explored the children's and audiovisual departments. Several ideas that could be used here were noted. After looking at the JE collection in Bloomington, they especially appreciated the work of Janet Denton, children's page, in keeping our materials in alphabetical order.

Volunteers worked 255 hours in October. One of our youngest volunteers is Arthur Kok, a 12-year-old, works in the children's room two hours per week. He is making name tags and helping mark books. We are working with the City of Decatur and District 61 in placing two 14-year-old students for the next three weeks. The purpose of the program is to provide students with real life work experiences.

V. PUBLIC RELATIONS

The Library co-sponsored two "Meet The Candidates" meetings for District 61 candidates. WZD radio broadcasted one of the meetings. Attendance for the two meeting totaled 85.

The children's department conducted 22 programs in October: 16 storytimes (203 attended) and 6 lap-sits (119 attended). In addition, 12 groups visited the department during the month.

The Friends opened their store on Monday, November 11. Store hours are Monday, Wednesday, and Friday from 1:00 to 5:00 p.m. Sales have been averaging between \$80 and \$90 per day.

VI. EQUIPMENT

The American Disabilities Act requires organizations that provide services over the telephone to have TDD equipment. I recommend that we purchase a MINICOM IV TDD for \$250 from Schuerman Radio. The Friends of the Library decided not to purchase this equipment because it is required by law. (See attached.)

MINICOM IV TDD*

*Telecommunications Device for the Deaf



Portable TDD with printing option

Enjoy modern TDD features at an affordable price. Minicom IV is portable for travel, and reliable for all of your important telephone calls. The printer port gives you the option of using an external printer. The bright, tilted display and 4-rows of keys mean hours of comfortable use. And when you need to, you can easily replace the rechargeable batteries yourself. You'll love the rugged injection molded case that gives the already popular Minicom series a new standard of toughness, a new look, a new feel. Minicom IV — The modern TDD at an affordable price.

Features

- Affordable, easy to use
- Completely portable
- Easy-touch 4-row keyboard
- Printer port
- Rugged injection molded case
- Tilted 20 character display
- Rechargeable batteries
- One year warranty
- Dual Noise Isolation Receiver™
- Modern microcomputer design
- Options include heavy duty batteries, carrying case, dust cover and extended warranty.

ULTRA
TEC

MINICOM IV™

Portable

Telecommunications Device for the Deaf

Minicom IV is the modern TDD that makes telephone calling easy and enjoyable. The sleek compact design is perfect for travel and everyday use. You get a TDD with the quality you need at an affordable price. And because it's made with tough injection molded plastic, it's built to last.

And Minicom IV has the features you look for in a TDD. You can hook-up your Minicom IV to a full size printer and print your telephone calls. The bright 20 character display is tilted for comfortable viewing. And the 4-row keyboard is specially shaped for comfortable, easy typing.

The Dual Noise Isolation Receiver™ in the Minicom IV TDD means that room noises cause fewer problems. You get clear reception while your Minicom IV can "listen" better. The acoustic cups are also flexible to accommodate a variety of telephone handsets.

The rechargeable batteries in the Minicom IV are easy to change by snapping open the battery compartment door. Optional heavy duty batteries are also available. Other options include soft carrying case, dust cover and extended warranty.

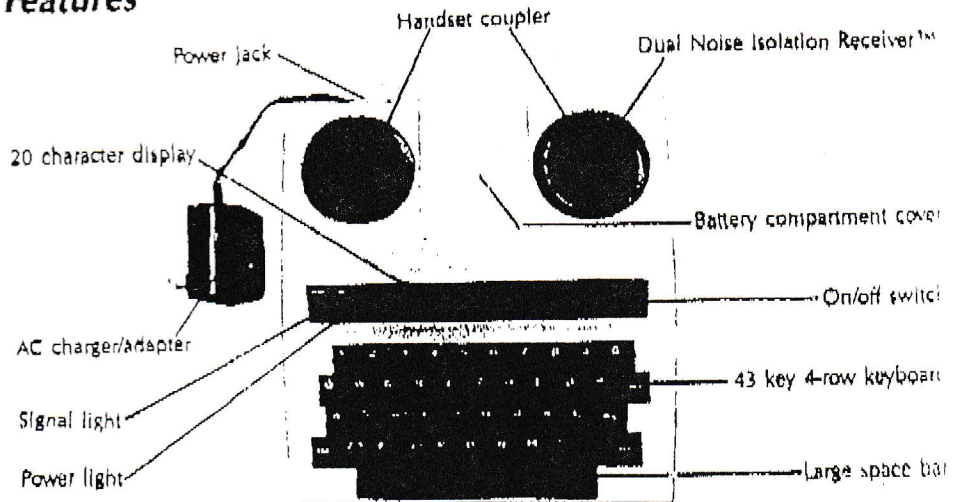
Minicom IV comes with a one year limited warranty. And it's built to last, for years of enjoyable telephone use.

Minicom IV is distributed by:



4442 Normandy Lane
Madison, Wisconsin 53719
(608) 273-0707 (Voice/FDD)

Features



Specifications for Minicom III and IV

Physical Dimensions

Size: 8.9" x 10" x 2.5"
(224mm x 254mm x 63.5mm)
Weight: 2.5 lbs. (1.1 kg)
(including batteries)

Power

AC charger/adaptor: 9VDC, 500ma
(Barrel is positive)
U.L. listed, CSA approved
NICad rechargeable batteries
(6 size AA)
Optional heavy duty NICad rechargeable
batteries available
(6 size sub-C)

Keyboard

Minicom III: 3-row keyboard, 33 keys
Minicom IV: 4-row keyboard, 43 keys
Typewriter style layout
Character set: A-Z, 0-9, Bksp, Rtrn, Space,
+ - ! \$ % ^ & * () _ { } ; : , .

Display

Bright 20 character display
Blue/green vacuum fluorescent
Character height 0.25" (6mm)
Bidirectional

Telecommunications

Baudot (TDD standard) code (45.5 Baud)
Coupler: Dual Noise Isolation Receiver™
Sensitivity: 67dB SPL (min)*
Output: 100 dB SPL (min)*

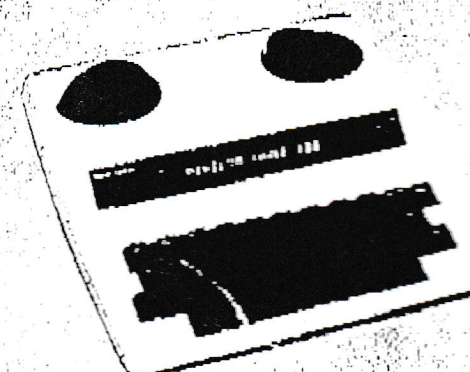
*Subject to changes in Communications Standards

Minicom IV Printer Port

Parallel interface pin assignments:

1 DATA STROBE	6 D4	11 GROUND
2 D0	7 D5	12 GROUND
3 D1	8 D6	13 GROUND
4 D2	9 D7	14 GROUND
5 D3	10 ACK	

MINICOM III



Features

- 3-row typewriter style keyboard
- Tilted 20-character display
- Rugged injection molded case
- Sleek new design
- Rechargeable batteries included
- AC charger/adaptor

STATISTICAL REPORT
October 1991

CIRCULATION

	<u>Adult</u>	<u>Youth</u>	<u>Juvenile</u>	<u>Total</u>	<u>12 mos. to Date</u>
Total books, 1991	32,696	2,020	28,527	63,243	694,355
Total books, 1990	31,428	2,216	26,363	60,007	676,441
AV materials, 1991	10,820			10,820	141,523
AV materials, 1990	11,637			11,637	137,090
Total circulation, 1991	43,516	2,020	28,527	74,063	835,878
Total circulation, 1990	43,065	2,216	26,363	71,644	813,531

Volumes purchased this 12 months to date: 16,231

Volumes purchased last 12 months to date: 14,710

TECHNICAL SERVICES

New book volumes added	1,557
New book titles added	854
AV titles added	124
Books withdrawn	1,155
Books mended	842
Gift books	1,375

FINANCIAL REPORT

	<u>Budgeted</u>	<u>YTD Expended 1991/92</u>	<u>YTD Expended 1990/91</u>	<u>Unexpended</u>
Personal Services	1,685,593	789,814	874,134	895,779
Operating	383,689	178,864	162,583	204,825
Capital & books	260,300	164,374	149,418	95,926

STAFF STRENGTH (through 11/15/91)

	<u>Previous month</u>	<u>Terminations</u>	<u>New staff</u>	<u>Present Strength</u>
Professional	9 + 1	1 [Apley]	0	8 + 1
Library Assistants	7 + 5	1 [Hemp]	1 [Foulke]	7 + 5
Clerical	17 + 8	0	1 [Heatherton]	18 + 8
Pages	4 + 6	0	0	4 + 6
Maintenance	3 + 1	0	0	3 + 1

CURRENT VACANCIES: 1/2 time Library Driver; 1/2 time T.S. Clerk I; Assistant Library Director; Audiovisual Librarian; Adult Services Librarian

COMPUTER DOWN-TIME FOR MONTH: 0

PATRONS REGISTERED: 471 adult + 44 youth + 44 juvenile = 559 total

PATRON CONTACTS: this 12 months to date: 47,323
last 12 months to date: 40,016

VOLUNTEERS: 76 volunteers worked 254.5 hours

Personnel, Policy, & Public Relations Committee

November 8, 1991 4:00 p.m.

The meeting was called to order at 4:01 p.m. by Chairman Stan Sitton. Members attending: Mr. Sitton, Barbara Ohlsen, Robert Oakes, Robert Smith, and Dick Lockmiller, ex-officio. Staff attending: Jim Seidl, Karen Anderson, Cathy Ritchie, and Jerald Merrick.

Mr. Seidl asked that agenda item three "Review flexible spending program for management staff" be discussed. Mr. Jerry Bauer, Risk Manager for the City, was introduced. The City is offering to its management staff and local 268 members participation on a voluntary basis in a cafeteria plan. Participants can contribute part of their salary into three accounts: dependent health care premiums, health care costs, and dependent care costs. These monies are not subject to taxes (income tax, state tax, IMRF, and FICA). Employees benefit from reduced taxes. The City/Library would benefit by saving the cost of IMRF and FICA on dollars paid into this program. Below is an example of a management staff member who pays dependent insurance coverage:

Dependent health care paid by employee	\$1615
Employee's savings on \$30,000 salary (Federal, State, FICA, IMRF) 30% saving	485
DPL savings on IMRF & FICA (20.18%)	323

Some negative aspects of the program include administrative fees, payment of health care bills before all the monies are collected, and lower income for employees who are near retirement. Mr. Bauer estimates an administrative cost of \$80 per employee. We estimate that the library savings will offset the administrative costs. There is a very remote possibility that we would have to pay a bill greater than what the employee had contributed to date. However, the bill could not be larger than what the employee had agreed to contribute. Employees will also be advised of the pros/cons to ensure that they understand how the program might affect their retirement benefits.

Mr. Bauer explained that the program is available on a yearly basis. Employees must sign up in early December to be eligible for 1992 participation. Library management staff members are eligible, but library staff members who are in the union must negotiate for this benefit. Mr. Oakes moved that the cafeteria plan be offered. Seconded by Mrs. Ohlsen. Motion approved.

The next item on the agenda was a review of the library organizational structure proposed by Mr. Plotzke and Mr. Seidl. Enclosure #1 is a memo from Mr. Seidl and two organizational charts. Each organizational chart has eight librarians, as compared to the present chart of eleven. Organizational charts

submitted by the staff ranged from eight to eleven professional positions.

The committee also discussed combining current departments and staffing problems. While children's and young adult departments are frequently combined in many libraries, we have these collections in two separate areas.

Another area of concern was automation. Should the library have an automation person? Where should the position be located in the table of organization? How will the position be used by the new director?

The committee decided to seek additional input from the staff concerning organizational chart number one. Mr. Seidl will meet with the staff, and the committee will review the staff input. The committee also wants to take into consideration the new director's ideas regarding the library's organization.

Mr. Lockmiller made a motion to adjourn to closed session to consider information regarding the appointment, employment, or dismissal of an employee. The motion was seconded by Mr. Smith and unanimously carried on roll call vote. The committee went into closed session at 5:05 p.m.

There was no further business. Mr. Sitton adjourned the meeting at 5:20 p.m.

Respectfully submitted,

James C. Seidl
City Librarian

MEMORANDUM

November 1, 1991

MEMO TO: Personnel, Policy, and Public Relations Committee
FROM: James C. Seidl
SUBJECT: Reorganization of the Library

At your October 7 meeting, you requested input from the staff regarding reorganizing the library's organization table. I met with the department heads on October 8 and asked for suggestions. We decided that each department should devise an organization table. Mr. Plotzke (director of Rolling Prairie Library System) and I would review the suggestions and develop two or three organization tables.

We received five organization tables from the staff. I noted many similarities among them. Mr. Plotzke and I met on October 17 and prepared two organization tables (see enclosure # 1 and 2.) Both tables have eight librarians (including the city librarian) which represent 15% of the proposed staffing of 54 FTEs.

We divided the staff into two major groups: information providers and support service staff. The information group represents the staff who serve the public's informational needs. They include adult services (adult services and audiovisual), youth (children's and young adult), extension (bookmobiles, station libraries, and volunteers), and reference (reference, BIC, and local history). Both staff suggestions and our review suggest that a supervisor for this area is necessary. The information group represents half of the staff. Both organization tables have the same breakdown for the information area.

An organizational question that could not be answered was the effect of combining previously separate areas such as adult and audiovisual together. While they serve the same population and work from the same desk area, the collections are completely different. Another area of concern was the combining of the young adult area with the juvenile area. Many libraries combine these two areas. However, since our young adult area is in a separate location from the children's area, it seems appropriate for young adult services to be combined with adult services. This increases the adult services area and the responsibilities of that librarian. The adult service area could be organized so

that the supervisor of the information group has responsibility for part of the adult service area. Example: the Information supervisor would be responsible for adult non-fiction material, while the adult service librarian would be responsible for fiction and audiovisual materials. Reference and extension areas are easily defined service areas.

In the support personnel staff, the two major divisions are circulation and technical services. In plan #1 both areas are independent and each has librarian as the supervisor. Included in the organization is an automation person who reports to the director. He/she would be responsible for selection, operation, and training requirements of the on-line circulation system and all personal computers used by the library. In plan #2, an automation librarian is responsible for the operation of circulation and technical services areas. Circulation however, would be supervised by clerks for its daily operational needs with general supervision by the automation librarian. Technical services would continue to be supervised by a librarian. The technical service librarian will also report to the automation librarian.

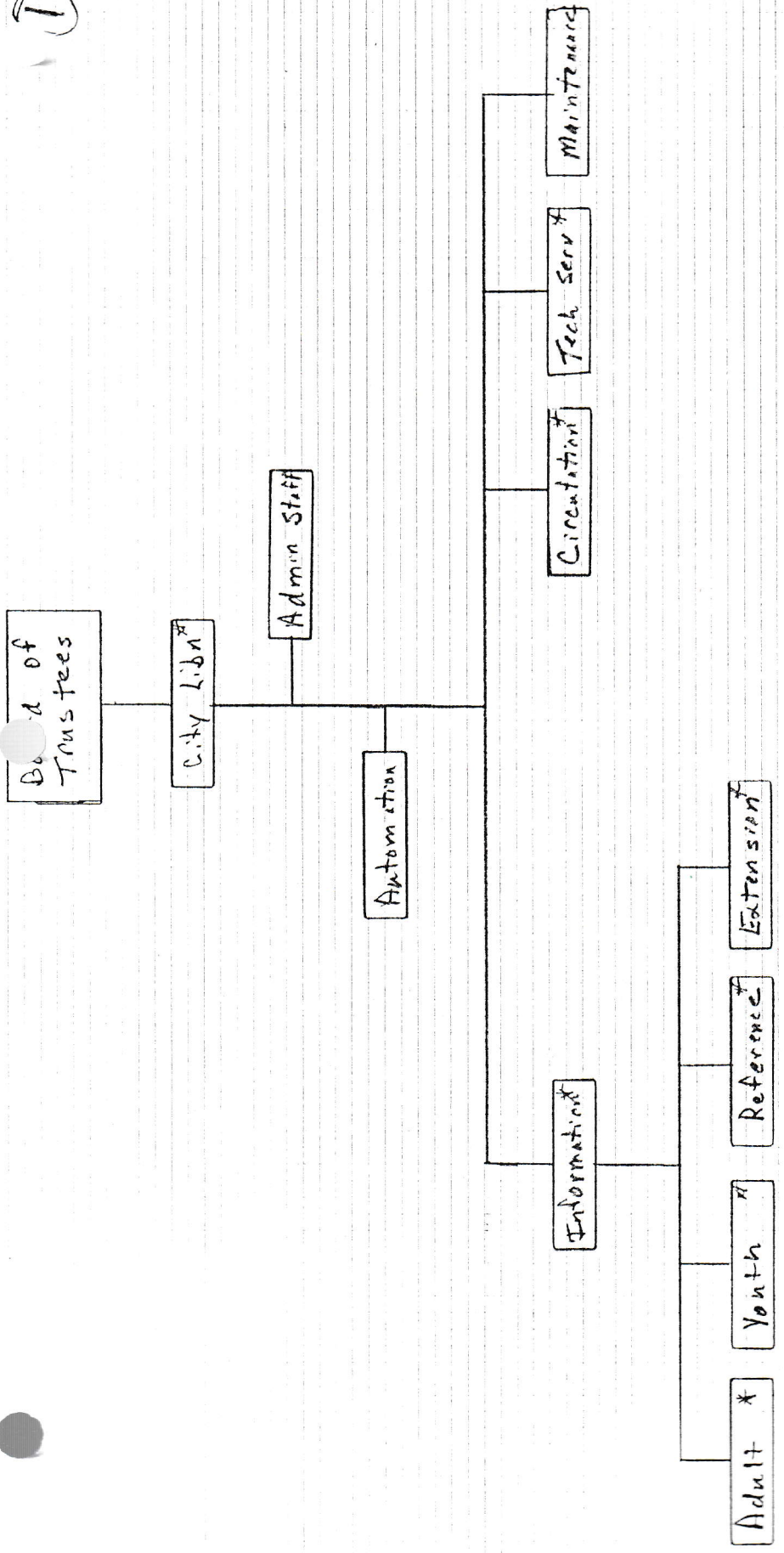
Maintenance is a separate area in both plans. Also separate is the administrative staff. Both staffs report to the city librarian.

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1



Adult = Adult Services & Audio Visual

Youth = Juvenile & Young Adult


Ref. = Reference, RIC, Local History

Ext = Bookmobile, Volunteers, & Station Libraries

8 Professional partners



FSA

 *Flexible*

Spending

Account

Employee Guide

The Flexible Spending Account: Helping You Pay Your Share

Do you usually pay part of your yearly medical expenses out of your own pocket? Are regular payments for dependent care part of your budget? If you answered "yes" to either or both of these questions, you should consider using your new benefit — the Flexible Spending Account (FSA).

What can the FSA do for you? The FSA will allow employees to pay out-of-pocket medical and dependent care expenses with before-tax dollars. And, paying your expenses this way will lower taxable income.

How Does A Flexible Spending Account Work?

In the past, you've had to pay for your out-of-pocket medical expenses and your dependent care expenses with after-tax dollars — that is, with money that you've paid taxes on first.

With an FSA, you can voluntarily set aside money for medical care and dependent care expenses. The money you elect to deposit into the FSA is automatically deducted from your gross pay before federal, state and Social Security taxes are withheld.

Your FSA deposits are not considered a part of current taxable income and, therefore, do not appear on your W-2 form. Since your taxable income is reduced, so are your annual taxes.

The Flexible Spending Account is made up of two parts — the Medical Care FSA and the Dependent Care FSA. You can participate in one part or both or not participate at all — it's entirely up to you.

Using The Medical Care FSA

Even the best medical care plan cannot cover all expenses, such as deductibles,

co-insurance payments and other expenses that are not considered reimbursable expenses under your current group coverage.

Now, you can use the Medical Care FSA to reimburse you for a wide variety of eligible medical, dental and vision care expenses that are not paid or reimbursed by other benefit programs you may have.

Some eligible medical and vision care expenses include:

- Deductibles
- Co-insurance
- Charges over the usual and customary amount
- Eye exams, glasses, and contact lenses
- Prescription drugs
- Physical exams
- Well-baby care
- Childhood immunization

Some eligible dental expenses include:

- Deductibles
- Orthodontic services
- Co-insurance
- Lab fees
- Co-payments

To illustrate how the Medical Care FSA works, let's look at sample employee John Doe and how he can take advantage of the FSA to help pay for his son's unreimbursable orthodontia work with tax-free dollars. Let's assume that John is married, his annual income is \$25,000, claims three exemptions, and his out-of-pocket expenses for his son's orthodontia work are \$1,000.

Now let's compare the difference if John pays his share of the orthodontia work with and without the new Medical Care FSA.

Example:Without the Medical Care FSA:

\$25,000 Salary
 - 4,876 Federal, State & Social Security
 Taxes

\$20,124 Net Income
 - 1,000 Orthodontia Expense

\$19,124 John's Take-Home Pay

With the Medical Care FSA

\$25,000 Salary
 - 1,000 FSA Deferral
 \$24,000 Taxable Income
 - 4,631 Federal, State & Social Security
 Taxes

\$19,369 John's Take-Home Pay

\$ 245 Tax Savings

As you can see, the Medical Care FSA offers John quite a dollars-and-cents advantage. John pays for his son's orthodontia expenses with tax-free dollars and increases his take-home pay by \$245! While this example only covers one type of reimbursable expense, there are many situations where the Medical Care FSA makes your dollars go farther and work harder.

Using the Dependent Care FSA

In addition to the Medical Care FSA, you also have the ability to pay for dependent and child care expenses with before-tax dollars. By using the Dependent Care FSA, you are reimbursed for dependent and child care expenses that help you and your spouse work outside the home. This part of the Flexible Spending Account gives you the same advantage of using tax-free dollars to pay expenses, so your costs are less. With the right planning, you can pay dependent care expenses in a tax-advantageous way.

An eligible dependent is defined as:

- Children under age 13; or

- A dependent or spouse of any age who is physically or mentally incapable of self-care.

Some eligible expenses include:

- Costs of a day-care center (day-care centers that care for more than six children must be state-licensed.);
- Services inside or outside your home, but not by an individual you claim as a dependent for income tax purposes;
- After-school care; and
- Nursery school expenses.

The total amount you can deposit into the Dependent Care FSA cannot exceed the lesser of \$5,000 (\$2,500 for a married person filing separately) or spouse's earned income. If your spouse does not work, you cannot participate in the Dependent Care FSA.

When you use the Dependent Care FSA to pay for dependent or child care expenses, you cannot claim these same expenses as a tax credit for federal income tax purposes. You can obtain Internal Revenue Service Publication 503 for more information on tax credits to determine which is the best way for you to pay dependent care expenses.

Generally, a single parent with an annual income of \$18,000 or more will benefit from using the Dependent Care FSA. If you are married, you should consider the combined income of both you and your spouse. In general, the FSA would be more advantageous to couples with a combined income of \$28,000 or more. However, your personal financial situation will determine if the FSA is right for you. You also may want to consult with your tax advisor before deciding to participate in the Dependent Care FSA.

To illustrate how the Dependent Care FSA can work, let's see how sample employee Jane Doe, a single, working parent, stretches her dollars by using the Dependent Care FSA.

to pay for day care. The cost of care for Jane's daughter is \$300 per month.

Example:

Without the Dependent Care FSA

\$22,000 Annual Salary
– 4,685 Federal, State & Social Security Taxes
\$17,315 Net Income
– 3,600 Annual Dependent Care Expense
\$13,715 Jane's Take-Home Pay

With the Dependent Care FSA

\$22,000 Annual Salary
– 3,600 Annual Dependent Care Expense
\$18,400 Taxable Income
– 3,820 Federal, State & Social Security Taxes
\$14,580 Jane's Take-Home Pay
\$ 865 Tax Savings

By using the Dependent Care FSA, Jane saves \$865.00 per year. That's quite a difference.

Making Your FSA Deposit Election

In order to make full use of the tax advantages offered by the Flexible Spending Account, it's important for you to estimate your expenses carefully in advance. Taking the time to estimate your expenses is especially important because the Internal Revenue Service has stated that any unused money left in your FSA at the end of the year must be forfeited.

Although the IRS regulations regarding forfeitures are strict, the before-tax advantages of the FSA can be substantial. It's worth your time to calculate your medical and dependent care expenses for the upcoming year.

Also, once you elect how much to deposit in your FSA for the year, you cannot change

the amount of your deposit because of changes in your medical or dependent care expenses. In some FSAs you may start or stop participating in the Flexible Spending Account if there is a change in your family status during the year. Acceptable changes include: marriage, divorce, death of your spouse or child, birth or adoption of a child, or termination or commencement of employment of your spouse.

Filing A Claim

You may file a claim at any time during the calendar year for eligible expenses incurred during that year. In order to qualify for reimbursement, you submit an FSA claim form and third party statement showing the date and amount of the expense, the service provided and by whom. Acceptable third party statements are receipts signed by babysitters or other providers of dependent care as well as medical invoices or bills. Please note: new IRS rules require you to report on your tax return the Tax Identification Number (usually the Social Security number) of anyone you pay to care for your dependents. Your FSA will then reimburse you for all eligible expenses in tax-free dollars.

Under a health care FSA, you are entitled to reimbursement for the full amount of your annual deferral at any time during the year.

Designed To Meet Your Needs

Spend some time evaluating your medical and dependent care needs. Since dependent and child care expenses are usually predictable, this deposit decision should be easy to calculate. Your medical care needs should be carefully assessed by using last year's expenses. Use the Flexible Spending Account Worksheet to help you determine the best deposit decision. With your new FSA, the right planning now can mean significant tax savings throughout the year.

Fort Dearborn Life Insurance Company
233 N. Michigan Avenue
Chicago, Illinois 60601

FSA-8-1189

Premium Conversion Option

The Concept

In the past, you paid for all or a part of annual medical disability and/or group term insurance premiums out of your own pocket with after-tax dollars. That is, with money that you've paid taxes on first. But now you should consider using this new benefit — the **Premium Conversion Option**; an option to allow you to pay your share of eligible insurance premiums with tax-free dollars.

Saving With the Premium Conversion Option

You can save money by paying for these premiums with before-tax dollars by electing to reduce your salary in the amount of the cost you currently pay for one or more of the following eligible insurance premiums.

Eligible insurance premiums include:

- Medical and/or Dental
- Short-Term Disability*
- Long-Term Disability*
- Group-Term Life — up to \$50,000 of coverage

Upon election of this **Premium Conversion Plan** you can pay these premiums through convenient payroll deductions with tax-free dollars. That is, your premium is deducted from your pay check before federal, state and Social Security taxes are withheld. And that means it costs you less to pay for your share of the premiums.

An FDL representative will explain to you how your paycheck will be affected by using pre-tax dollars for the Premium Conversion Option. The illustrated examples that follow are designed to improve your understanding of how the Premium Conversion Option works.

Monthly Salary Illustrations

Married Employee

Three Federal Exemptions

Annual Salary	\$35,000
Monthly Salary	2,917
Benefit Expense	100

	Without Premium Conversion	With Premium Conversion
Monthly Salary	\$2,917	\$2,917
Pre-Tax Dollars	-0-	100
Taxable Gross	2,917	2,817
Taxes	610	588
Benefit Expense	100	-0-
Net Pay	2,207	2,229

Monthly Tax

Savings \$22.00

Single Employee

One Withholding Allowance

Annual Salary	\$20,000
Monthly Salary	1,667
Benefit Expense	30

	Without Premium Conversion	With Premium Conversion
Monthly Salary	\$1,667	\$1,667
Pre-Tax Dollars	-0-	30
Taxable Gross	1,667	1,637
Taxes	376	367
Benefit Expense	30	-0-
Net Pay	1,261	1,270

Monthly Tax

Savings \$9.00

This salary illustration is based on a 2.5 percent state income tax rate.

*Adverse tax liability usually accrues to the employee upon payment of benefits.

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This salary illustration is based on a 2.5 percent state income tax rate.

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CITY OF DECATUR, ILL. BILLS AND PAYROLLS

DECATUR PUBLIC LIBRARY

DATE OF REQUEST	VENDOR	CHECK NUMBER	CHECK DATE	DESCRIPTION	AMOUNT
10/01/91	BAKER & TAYLOR CO	47651	10/01/91	BOOKS-MAIN ADULT	172.74
10/01/91	BAKER & TAYLOR CO	47651	10/01/91	BOOKS-MAIN YOUTH	60.68
10/01/91	BAKER & TAYLOR CO	47651	10/01/91	BOOKS-MAIN JUVENILE	99.75
10/01/91	BAKER & TAYLOR CO	47651	10/01/91	BOOKS-MAIN REFERENCE	777.71
10/01/91	BAKER & TAYLOR CO	47652	10/01/91	BOOKS-MAIN ADULT	185.59
10/01/91	BAKER & TAYLOR CO	47652	10/01/91	BOOKS-MAIN YOUTH	87.54
10/01/91	BAKER & TAYLOR CO	47652	10/01/91	BOOKS-MAIN JUVENILE	1,572.14
10/01/91	BAKER & TAYLOR CO	47652	10/01/91	BOOKS-MAIN REFERENCE	264.41
10/01/91	BAKER & TAYLOR CO	47652	10/01/91	BOOKS-EXTENSION JUVENILE	475.88
10/01/91	BAKER & TAYLOR CO	47657	10/01/91	TRAINING SCHOOL	46.38
10/02/91	ANDERSON, KAREN	47670	10/02/91	CONFERENCES AND OTHER TRAVEL	7.25
10/02/91	IRLASS-PETTY CASH	47670	10/02/91	MATERIALS TO MAINT BLDGS	14.59
10/02/91	IRLASS-PETTY CASH	47671	10/02/91	OFFICE SUPPLIES	12.69
10/02/91	IRLASS-PETTY CASH	47671	10/02/91	EMPLOYEE RECOGNITION SUPPLIES	34.05
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	TRAINING SCHOOL	192.16
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	MOTOR VEHICLE-INSURANCE	254.08
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	PROPERTY INSURANCE	55.58
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	1,182.08
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	425.00
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	55.15
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	21.59
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	282.70
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	159.84
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	317.85
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	2,407.00
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	19.75
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	1,279.60
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	2,967.79
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	40.00
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	900.93
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	8,967.29
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	4.29
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	10.51
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	30.30
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	2.95
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	365.92
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	47.22
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	165.64
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	135.00
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	385.59
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	96.00
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	96.00
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	612.83
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	144.00
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	96.00
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	13.29
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	34.90
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	0.52
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	32.50
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	172.50
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	1,939.00
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	2,932.46
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	80.26
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	480.27
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	480.95
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	4,262.53
10/02/91	IRLASS-PETTY CASH	47672	10/02/91	GENERAL LIABILITY INSURANCE	1.23

FOR PERIOD ENDING 10/31/91

DATE OF REQUEST	VENDOR	CHECK NUMBER	CHECK DATE	DESCRIPTION	AMOUNT
10/29/91	TREAS-PETTY CASH	48096	10/29/91	POSTAGE	10.15
10/29/91	TREAS-PETTY CASH	48096	10/29/91	MATERIAL TO MAINT BLDGS	31.75
10/29/91	TREAS-PETTY CASH	48096	10/29/91	MATERIAL TO MAINT AUTO EQUIP	9.95
10/15/91	AMER LIBRARY ASSN	48110	10/31/91	BOOKS-MAIN JUVENILE	22.50
10/21/91	AIR CLEAR FILTER SERVICE	48114	10/31/91	MATERIAL TO MAINT AUTO EQUIP	36.00
10/17/91	AXLUM INFORMATION RESOURCES	48115	10/31/91	MATERIAL TO MAINT AUTO EQUIP	161.10
10/15/91	BAKER & TAYLOR CO	48121	10/31/91	BOOKS-MAIN REFERENCE	119.65
10/11/91	BAKER & TAYLOR CO	48133	10/31/91	BOOKS-MAIN ADULT	510.15
10/14/91	BAKER & TAYLOR CO	48133	10/31/91	BOOKS-MAIN YOUTH	64.42
10/14/91	BAKER & TAYLOR CO	48133	10/31/91	BOOKS-MAIN JUVENILE	89.05
10/28/91	BAKER & TAYLOR CO	48133	10/31/91	BOOKS-MAIN REFERENCE	545.20
10/14/91	BAKER & TAYLOR CO	48133	10/31/91	BOOKS-EXTENSION JUVENILE	34.42
10/14/91	BAKER & TAYLOR CO	48134	10/31/91	BOOKS-MAIN ADULT	1,639.45
10/14/91	BAKER & TAYLOR CO	48134	10/31/91	BOOKS-MAIN YOUTH	13.08
10/14/91	BAKER & TAYLOR CO	48134	10/31/91	BOOKS-MAIN JUVENILE	11.07
10/14/91	BAKER & TAYLOR CO	48134	10/31/91	BOOKS-MAIN REFERENCE	15.57
10/14/91	BAKER & TAYLOR CO	48134	10/31/91	BOOKS-EXTENSION ADULT	599.95
10/14/91	BAKER & TAYLOR CO	48134	10/31/91	BOOKS-EXTENSION JUVENILE	222.02
10/14/91	BAKER & TAYLOR CO	48135	10/31/91	BOOKS-MAIN ADULT	366.83
10/14/91	BAKER & TAYLOR CO	48135	10/31/91	BOOKS-MAIN YOUTH	78.88
10/17/91	BAKER & TAYLOR CO	48135	10/31/91	BOOKS-MAIN JUVENILE	284.44
10/17/91	BAKER & TAYLOR CO	48135	10/31/91	BOOKS-MAIN REFERENCE	49.95
10/17/91	BAKER & TAYLOR CO	48135	10/31/91	BOOKS-EXTENSION ADULT	105.46
10/17/91	BAKER & TAYLOR CO	48135	10/31/91	BOOKS-EXTENSION JUVENILE	95.02
10/14/91	BAKER & TAYLOR CO	48135	10/31/91	AV-CASSETTES	6.00
10/17/91	BAKER & TAYLOR CO	48135	10/31/91	AV-VIDEOS	612.25
10/28/91	BAKER & TAYLOR CO	48136	10/31/91	BOOKS-MAIN ADULT	1,543.82
10/17/91	BAKER & TAYLOR CO	48136	10/31/91	BOOKS-MAIN YOUTH	16.02
10/17/91	BAKER & TAYLOR CO	48136	10/31/91	BOOKS-MAIN JUVENILE	92.87
10/17/91	BAKER & TAYLOR CO	48136	10/31/91	BOOKS-MAIN REFERENCE	213.13
10/17/91	BAKER & TAYLOR CO	48136	10/31/91	BOOKS-EXTENSION ADULT	202.44
10/17/91	BAKER & TAYLOR CO	48136	10/31/91	BOOKS-EXTENSION JUVENILE	1.54
10/17/91	BAKER & TAYLOR CO	48136	10/31/91	AV-CASSETTES	46.77
10/28/91	BAKER & TAYLOR CO	48137	10/31/91	BOOKS-MAIN ADULT	1,450.27
10/28/91	BAKER & TAYLOR CO	48137	10/31/91	BOOKS-MAIN YOUTH	11.15
10/28/91	BAKER & TAYLOR CO	48137	10/31/91	BOOKS-MAIN JUVENILE	17.59
10/28/91	BAKER & TAYLOR CO	48137	10/31/91	BOOKS-MAIN REFERENCE	474.25
10/28/91	BAKER & TAYLOR CO	48137	10/31/91	BOOKS-EXTENSION ADULT	58.74
10/28/91	BAKER & TAYLOR CO	48137	10/31/91	BOOKS-EXTENSION JUVENILE	7.61
10/28/91	BAKER & TAYLOR CO	48137	10/31/91	AV-VIDEOS	44.88
10/31/91	BAKER & TAYLOR CO	48138	10/31/91	BOOKS-MAIN ADULT	1,172.02
10/31/91	BAKER & TAYLOR CO	48138	10/31/91	BOOKS-MAIN YOUTH	141.75
10/31/91	BAKER & TAYLOR CO	48138	10/31/91	BOOKS-MAIN JUVENILE	41.14
10/31/91	BAKER & TAYLOR CO	48138	10/31/91	BOOKS-MAIN REFERENCE	321.13
10/31/91	BAKER & TAYLOR CO	48138	10/31/91	BOOKS-EXTENSION ADULT	250.50
10/31/91	BAKER & TAYLOR CO	48139	10/31/91	BOOKS-MAIN JUVENILE	118.24
10/31/91	BAKER & TAYLOR CO	48139	10/31/91	BOOKS-MAIN REFERENCE	135.02
10/31/91	BAKER & TAYLOR CO	48139	10/31/91	BOOKS-EXTENSION ADULT	41.32
10/31/91	BAKER & TAYLOR CO	48151	10/31/91	SERV TO MAINT AUTO EQUIPMENT	30.00
10/31/91	BAKER & TAYLOR CO	48152	10/31/91	OFFICE SUPPLIES	37.09
10/31/91	BAKER & TAYLOR CO	48154	10/31/91	MAGAZINES-MAIN ADULT	177.30
10/31/91	BAKER & TAYLOR CO	48154	10/31/91	AV-CASSETTES	157.30
10/31/91	BAKER & TAYLOR CO	48157	10/31/91	BOOKS-MAIN REFERENCE	50.77
10/31/91	BAKER & TAYLOR CO	48160	10/31/91	OFFICE SUPPLIES	80.16
10/31/91	BAKER & TAYLOR CO	48160	10/31/91	OTHER PROFESSIONAL SERVICES	32.00
10/31/91	BAKER & TAYLOR CO	48160	10/31/91	RENTAL SERVICES	2,425.83
10/31/91	BAKER & TAYLOR CO	48171	10/31/91	RENTAL EQUIPMENT	270.00
10/31/91	BAKER & TAYLOR CO	48172	10/31/91	SERV TO MAINT OFFICE EQUIP	130.03
10/31/91	BAKER & TAYLOR CO	48181	10/31/91	BOOKS-MAIN JUVENILE	23.05
10/31/91	BAKER & TAYLOR CO	48182	10/31/91	BOOKS-MAIN REFERENCE	41.45
10/31/91	BAKER & TAYLOR CO	48200	10/31/91	MATERIAL TO MAINT AUTO EQUIP	615.00
10/31/91	BAKER & TAYLOR CO	48200	10/31/91	BOOKS-MAIN REFERENCE	27.29
10/31/91	BAKER & TAYLOR CO	48210	10/31/91	BOOKS-MAIN REFERENCE	21.27
10/31/91	BAKER & TAYLOR CO	48210	10/31/91	BOOKS-MAIN REFERENCE	60.00
10/31/91	BAKER & TAYLOR CO	48210	10/31/91	MAGAZINES-MAIN ADULT	40.00
10/31/91	BAKER & TAYLOR CO	48210	10/31/91	OTHER PROFESSIONAL SERVICES	40.00

CITY OF DECATUR, ILL. BILLS AND PAYROLLS

FOR PERIOD ENDING 10/31/91

DATE OF REQUEST	VENDOR	CHECK NUMBER	CHECK DATE	DESCRIPTION	AMOUNT
10/14/91	EVANS MARKETING GROUP	48320	10/31/91	BOOKS-MAIN REFERENCE	32.50
10/17/91	FACTS ON FILE	48321	10/31/91	BOOKS-MAIN REFERENCE	148.93
10/20/91	GAYLORD BROS	48324	10/31/91	OFFICE SUPPLIES	247.85
10/24/91	GEN S LLIVE & CO	48346	10/31/91	AUDITING SERVICES	1,400.00
10/15/91	MEMPHIS COUNTY LIBRARY	20.00	10/31/91	BOOKS-MAIN ADULT	20.00
10/16/91	WILSON CO	517.20	10/31/91	BOOKS-MAIN ADULT	517.20
10/15/91	H W WILSON CO	48255	10/31/91	BOOKS-MAIN ADULT	139.00
10/15/91	H W WILSON CO	48255	10/31/91	BOOKS-MAIN ADULT	47.00
10/15/91	H W WILSON CO	48255	10/31/91	BOOKS-MAIN ADULT	85.00
10/15/91	H W WILSON CO	48255	10/31/91	BOOKS-MAIN ADULT	685.00
10/15/91	HUGHES, WAYNE	96.00	10/31/91	OTHER PROFESSIONAL SERVICES	96.00
10/15/91	HULL, ROBERT	50.00	10/31/91	TELEPHONE	50.00
10/30/91	IL BELL TELEPHONE CO	48256	10/31/91	TELEPHONE	54.93
10/30/91	IL POWER CO	8772.00	10/31/91	ELECTRICITY	8772.00
10/30/91	INTEGRAL COMPUTER CENTER	1,111.00	10/31/91	ELECTRIC MACHINERY AND EQUIPMENT	1,111.00
10/30/91	INGRAM	447.68	10/31/91	AV-CASSETTES	447.68
10/30/91	INC. BUSINESS PRODUCTS	83.45	10/31/91	BOOKS-MAIN REFERENCE	83.45
10/16/91	ILLINI SUPPLY CO	83.14	10/31/91	MATERIALS TO MAINT BLDGS	83.14
10/30/91	IL STATE LIBRARY	403.84	10/31/91	PRINTING AND BINDING	403.84
10/30/91	IL STATE LIBRARY	77.00	10/31/91	SERV TO MAINT OFFICE EQUIP	77.00
10/30/91	IL STATE LIBRARY	439.92	10/31/91	TELEPHONE	439.92
10/30/91	IL STATE LIBRARY	42.03	10/31/91	POSTAGE	42.03
10/30/91	IL STATE LIBRARY	1,066.81	10/31/91	RENTAL-EQUIPMENT	1,066.81
10/21/91	ILLINOIS SANITARY SUPPLY, INC	31.46	10/31/91	JANITORIAL SUPPLIES	31.46
10/21/91	JAN SAN SUPPLY CO., INC	48282	10/31/91	JANITORIAL SUPPLIES	48282
10/31/91	JOHN CURLEY & ASSOCIATES	173.72	10/31/91	BOOKS-MAIN ADULT	173.72
10/31/91	KIS MERCHANTISE MARK	33.24	10/31/91	OFFICE SUPPLIES	33.24
10/29/91	LAWYERS CO-OPERATIVE PUBL	123.00	10/31/91	BOOKS-MAIN REFERENCE	123.00
10/29/91	POPPERS BUSINESS SYSTEMS	298.00	10/31/91	SERV TO MAINT OFFICE EQUIP	298.00
10/31/91	MICROAGE COMPUTER CENTER	65.00	10/31/91	OFFICE MACHINERY AND EQUIPMENT	65.00
10/21/91	MICROAGE COMPUTER CENTER	325.00	10/31/91	BOOKS-MAIN REFERENCE	325.00
10/15/91	MARKETING TOOL ALERT	39.95	10/31/91	TEMP-PERSONNEL SERVICES	39.95
10/17/91	MANPOWER	1,022.30	10/31/91	BOOKS-MAIN ADULT	1,022.30
10/17/91	MAIL ARCHIVES & RECORDS BUILDERS	32.00	10/31/91	BOOKS-MAIN ADULT	32.00
10/17/91	MAIL ASSOC. OF HOME BUILDERS	19.00	10/31/91	AV-VIDEOCASSETTES	19.00
10/17/91	POPULAR SUBSCRIPTION SERVA.	69.19	10/31/91	MAG/PAPERS--MAIN ADULT	69.19
10/17/91	POPULAR SUBSCRIPTION SERVA.	102.85	10/31/91	MAG/PAPERS--MAIN ADULT	102.85
10/17/91	POPULAR SUBSCRIPTION SERVA.	14,782.09	10/31/91	MAG/PAPERS--MAIN ADULT	14,782.09
10/17/91	POPULAR SUBSCRIPTION SERVA.	621.42	10/31/91	MAG/PAPERS--MAIN ADULT	621.42
10/17/91	POPULAR SUBSCRIPTION SERVA.	765.37	10/31/91	MAG/PAPERS--MAIN ADULT	765.37
10/17/91	POPULAR SUBSCRIPTION SERVA.	6,800.46	10/31/91	MAG/PAPERS--MAIN ADULT	6,800.46
10/17/91	POPULAR SUBSCRIPTION SERVA.	2,225.22	10/31/91	MAG/PAPERS--MAIN ADULT	2,225.22
10/17/91	POPULAR SUBSCRIPTION SERVA.	147.92	10/31/91	MAG/PAPERS--MAIN ADULT	147.92
10/17/91	POPULAR SUBSCRIPTION SERVA.	252.12	10/31/91	MAG/PAPERS--MAIN ADULT	252.12
10/17/91	POPULAR SUBSCRIPTION SERVA.	374.02	10/31/91	MAG/PAPERS--MAIN ADULT	374.02
10/20/91	K R BUNKER	1,082.14	10/31/91	MATERIAL TO MAINT AUTO EQUIP	1,082.14
10/20/91	K R BUNKER	480.64	10/31/91	BOOKS-MAIN ADULT	480.64
10/20/91	K R BUNKER	748.02	10/31/91	BOOKS-MAIN ADULT	748.02
10/20/91	K R BUNKER	89.23	10/31/91	BOOKS-MAIN ADULT	89.23
10/20/91	K R BUNKER	59.43	10/31/91	BOOKS-MAIN ADULT	59.43
10/20/91	K R BUNKER	208.53	10/31/91	BOOKS-MAIN ADULT	208.53
10/20/91	K R BUNKER	99.00	10/31/91	BOOKS-MAIN ADULT	99.00
10/20/91	K R BUNKER	150.00	10/31/91	BOOKS-MAIN ADULT	150.00
10/20/91	K R BUNKER	76.00	10/31/91	BOOKS-MAIN ADULT	76.00
10/20/91	K R BUNKER	145.00	10/31/91	BOOKS-MAIN ADULT	145.00
10/20/91	K R BUNKER	510.37	10/31/91	BOOKS-MAIN ADULT	510.37
10/20/91	K R BUNKER	179.68	10/31/91	BOOKS-MAIN ADULT	179.68
10/20/91	K R BUNKER	2,252.70	10/31/91	BOOKS-MAIN ADULT	2,252.70
10/20/91	K R BUNKER	71.00	10/31/91	BOOKS-MAIN ADULT	71.00

OB CD	DESCRIPTION	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBERANCE	UNENCUMBERED BALANCE	PERCENT COMPLETED
090	SALARIES & WAGES	1,286,708	76,649.98	533,042.79	643,353	753,664.21	.00	753,664.21	41.4
092	REGULAR SALARIES	0	4,461.00	19,865.75	0	19,865.75	.00	19,865.75	
094	HOLIDAYS	0	0.00	815.00	0	815.00	.00	815.00	
096	OTHER LEAVE WITH PAY	0	2,224.87	11,186.55	0	11,186.55	.00	11,186.55	
098	SICK TIME	0	7,701.63	45,231.52	0	45,231.52	.00	45,231.52	
098	VACATION TIME	0	0.00	0.00	0	0.00	.00	0.00	
		1,286,708	91,037.48	610,242.61	643,353	676,465.39	.00	676,465.39	47.4
		1,286,708	91,037.48	610,242.61	643,353	676,465.39	.00	676,465.39	47.4
	PERSONAL SERVICES								
101	OVERTIME	0	0.00	15.07	0	15.07	.00	15.07	
102	TEMPORARY SALARIES	25,704	1,260.59	8,036.70	12,852	17,667.30	.00	17,667.30	31.3
104	RETIREMENT-IMRF	261,624	17,552.44	117,685.44	130,812	143,938.56	.00	143,938.56	45.0
111	GROUP LIFE INSURANCE	1,134	79.00	536.00	567	598.00	.00	598.00	47.3
112	HOSPITAL AND MEDICAL INSURANCE	84,462	5,920.27	39,781.61	42,231	44,680.39	.00	44,680.39	47.1
114	WORKERS COMPENSATION	2,391	1,771.32	11,971.68	11,695	11,419.32	.00	11,419.32	51.2
115	SERVICE RECOGNITION	2,570	117.50	1,545.00	1,284	1,025.00	.00	1,025.00	60.1
		398,885	26,701.12	179,571.50	199,441	219,313.50	.00	219,313.50	45.0
	CONTRACTUAL SERVICES								
201	ADVERTISING AND BINDING	2,700	0.00	2,550.51	1,350	1,43.49	.00	1,43.49	94.7
202	PRINTING AND BUILDINGS	10,000	403.64	4,402.05	4,999	5,597.95	.00	5,597.95	45.5
210	SERV TO MAINT IMPROVEMENTS	11,000	5.00	1,345.00	5,499	9,654.94	.00	9,654.94	15.0
211	SERV TO MAINT AUTO EQUIP	200	0.00	0.00	0	200.00	.00	200.00	
212	SERV TO MAINT OFFICE EQUIP	3,500	30.00	1,096.77	1,749	2,403.23	.00	2,403.23	54.6
213	ELECTRICITY	10,500	412.00	2,878.38	3,250	7,621.82	.00	7,621.82	44.4
221	GAS	70,000	8,423.64	38,607.61	34,999	31,392.39	.00	31,392.39	55.2
223	TELEPHONE	11,000	533.15	2,330.53	5,499	8,669.47	.00	8,669.47	21.2
233	WATER	20,000	1,298.64	7,984.11	10,099	12,215.89	.00	12,215.89	39.5
234	AUDITING SERVICES	9,500	0.00	452.64	474	497.36	.00	497.36	47.6
238	TRAINING SCHOOL	1,300	241.54	1,202.54	649	100.00	.00	100.00	107.7
240	CONFERENCES AND OTHER TRAVE	3,965	46.88	1,334.76	1,982	2,762.46	.00	2,762.46	30.3
241	POSTAGE	14,500	834.91	5,817.52	7,249	8,682.48	.00	8,682.48	40.1
245	COMPUTER SOFTWARE EXPENSE	500	69.95	1,609.49	249	1,109.49	.00	1,109.49	321.9
271	TEMP PER PERSONNEL SERVICES	8,750	4,610.90	16,833.86	4,374	8,083.86	.00	8,083.86	192.5
272	TUITION REIMBURSEMENT	1,500	0.00	378.00	750	1,122.00	.00	1,122.00	25.2
280	OTHER PROFESSIONAL SERVICES	41,400	3,008.57	14,837.73	20,700	26,562.27	.00	26,562.27	35.8
284	PROFESSIONAL MEMBERSHIP FEE	4,250	2,425.85	14,012.12	17,159	19,487.88	.00	19,487.88	27.2
286	RENTAL - P EQUIPMENT	34,400	1,082.70	9,667.65	8,499	7,332.05	.00	7,332.05	43.3
289	RENTAL - EQUIPMENT	17,000	0.00	0.00	0	0.00	.00	0.00	56.9
		268,746	24,347.37	129,792.63	134,358	138,953.37	3,551.36	135,402.01	49.6
	COMMODITIES								
310	GASOLINE	3,500	385.99	1,154.39	1,749	2,345.61	.00	2,345.61	33.0
312	JANITORIAL SUPPLIES	3,500	397.98	4,232.28	1,749	1,076.72	.00	1,076.72	69.2
320	MATERIALS TO MAINT BLDGS	12,000	170.22	3,206.82	6,000	8,493.18	.00	8,493.18	29.2
337	MATERIAL TO MAINT AUTO EQUI	3,000	940.28	2,859.05	1,500	140.95	280.01	1,39.06	104.6
345	OFFICE SUPPLIES	30,000	1,057.90	9,859.71	15,000	20,140.25	.00	17,677.12	41.1
357	EMPLOYE RECOGNITION SUPPLI	200	64.35	169.48	99	30.52	.00	30.52	84.7
		52,200	2,976.72	19,972.73	26,097	32,227.27	2,743.18	29,484.09	43.5
	OTHER CHARGES								
400	CONTINGENT FEES	10,000	3,252.00	3,252.00	4,999	6,748.00	.00	6,748.00	32.5
415	TRAVEL TO GENERAL FUND	28,884	2,407.00	14,442.00	14,442	1,524.52	.00	1,524.52	50.0
418	MOTOR VEHICLE INSURANCE	3,049	254.08	1,524.48	1,524	237.52	.00	237.52	50.0
421	PROPERTY INSURANCE	475	39.58	237.48	237	7,092.52	.00	7,092.52	50.0
		14,185	1,182.08	7,092.48	7,092	7,092.52	.00	7,092.52	50.0

OB CD	DESCRIPTION	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBERANC	UNENCUMBERED BALANCE	PRCNT COMM
423	GENERAL LIABILITY INSURANCE	5,100	425.00	2,550.00	2,550	2,550.00	.00	2,550.00	50.0
499	SMALL CAPITAL ITEMS	1,050	.00	.00	525	1,050.00	.00	1,050.00	
		62,743	7,559.74	29,098.44	31,369	33,644.56	.00	33,644.56	46.4
OTHER CHARGES									
CAPITAL OUTLAY									
515	OFFICE MACHINERY AND EQUIP	10,800	2,043.00	7,371.98	5,400	3,428.02	.00	3,428.02	68.3
		10,800	2,043.00	7,371.98	5,400	3,428.02	.00	3,428.02	68.3
CAPITAL OUTLAY									
801	BOOKS-MAIN ADULT	81,500	8,788.23	56,113.60	40,749	25,386.40	13,029.03	12,357.37	84.8
802	BOOKS-MAIN YOUTH	5,800	401.99	3,214.97	2,899	2,585.03	665.41	1,919.62	66.9
803	BOOKS-MAIN JUVENILE	29,400	2,589.03	19,377.46	14,700	10,022.54	3,099.71	6,922.83	76.5
804	BOOKS-MAIN REFERENCE	46,800	3,970.78	20,643.28	23,400	26,156.72	7,724.26	18,432.46	60.6
805	BOOKS-PROFESSIONAL	3,120	460.64	837.87	1,560	2,282.13	569.64	1,712.49	45.1
821	BOOKS-EXTENSION ADULT	15,600	2,683.66	9,914.71	7,800	5,685.29	2,501.53	3,183.76	79.6
822	BOOKS-EXTENSION YOUTH	970	690.22	132.64	4,350	3,500.72	495.84	3,004.88	65.5
823	BOOKS-EXTENSION JUVENILE	8,700	69.19	5,199.23	2,374	3,987.57	286.92	3,700.65	22.1
830	AV-PHONODICS	4,750	668.25	3,199.57	2,985	2,770.43	2,107.61	662.82	88.9
831	AV-CASSETTES	5,970	743.59	9,609.57	7,924	6,240.43	2,934.57	3,305.86	79.1
841	MAG/PAPERS-MAIN ADULT	17,116	15,086.09	15,500.31	8,557	1,615.69	35.90	1,579.79	90.8
842	MAG/PAPERS-MAIN YOUTH	1,166	848.37	621.42	438	255.58	.00	255.58	70.9
843	MAG/PAPERS-MAIN JUVENILE	8,017	7,251.78	7,769.67	582	309.63	.00	309.63	73.4
844	MAG/PAPERS-MAIN REFERENCE	845	7,251.78	615.48	4,008	247.33	.00	247.33	96.9
845	MAG/PAPERS-MAIN PROFESSIONAL	2,874	2,263.25	2,237.07	1,437	316.52	.00	316.52	66.0
848	MAG/PAPERS-EXTEN ADULT	148	147.62	147.62	1,473	639.93	.00	639.93	77.7
849	MAG/PAPERS-EXTEN JUVENILE	210	252.12	252.12	105	42.12	.00	42.12	59.7
		249,500	48,132.89	157,002.44	124,740	92,497.56	33,519.13	58,978.43	76.4
** DIVISION TOTAL **									
		2,329,582	202,798.32	1,133,052.33	1,164,758	1,196,529.67	39,813.67	1,156,716.00	50.3

OB CD	DESCRIPTION	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBERANC	UNENCUMBERED BALANCE	PRCT CCMM
900	EXPENDITURES	12,000	877.93	1,938.17	6,000	10,061.83	1,690.11	8,371.72	30.2
**	DIVISION TOTAL **	12,000	877.93	1,938.17	6,000	10,061.83	1,690.11	8,371.72	30.2
**	DIVISION TOTAL **	12,000	877.93	1,938.17	6,000	10,061.83	1,690.11	8,371.72	30.2

OB CD	DESCRIPTION	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBERANC	UNENCUMBERED BALANCE	PRCT CCMM
900	EXPENDITURES	11,450	.00	.00	5,724	11,450.00	.00	11,450.00	
**	DIVISION TOTAL **	11,450	.00	.00	5,724	11,450.00	.00	11,450.00	
**	DIVISION TOTAL **	11,450	.00	.00	5,724	11,450.00	.00	11,450.00	

OB CD	DESCRIPTION	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBERANC	UNENCUMBERED BALANCE	PRCT CCMM
900	EXPENDITURES	2,500	.00	289.00	1,249	2,211.00	.00	2,211.00	11.6
**	DIVISION TOTAL **	2,500	.00	289.00	1,249	2,211.00	.00	2,211.00	11.6
**	DIVISION TOTAL **	2,500	.00	289.00	1,249	2,211.00	.00	2,211.00	11.6

ACCT. NO.	DESCRIPTION	MONTHLY ACTUAL	Y-T-D ESTIMATE	Y-T-D ACTUAL	ANNUAL BUDGET	UNREALIZED BALANCE	% REAL
FUND BALANCE							
30001-000	BEGINNING FUND BALANCE	.00	202,570.00	211,800.31	141,306.00	70,494.31-	149
TOTAL		.00	202,570.00	211,800.31	141,306.00	70,494.31-	149
TAXES							
30100-107	PROPERTY TAX-LIBRARY	820,000.00	967,567.50	1,820,000.00	1,935,135.00	115,135.00	94
TOTAL		820,000.00	967,567.50	1,820,000.00	1,935,135.00	115,135.00	94
INTER GOVERNMENTAL REVENUE							
30200-104	REPLACEMENT TAX	25,647.99	60,000.00	72,500.09	120,000.00	47,499.91	60
30200-107	STATE GRANTS OR OTHER	6,791.39	49,000.00	47,995.39	98,000.00	50,004.61	49
TOTAL		32,439.38	109,000.00	120,495.48	218,000.00	97,504.52	55
FINES AND FEES							
30500-509	LIBRARY FINES AND FEES	5,020.20	25,000.00	31,831.46	50,000.00	18,168.54	63
30500-510	LIBRARY NON-RESIDENT FEES	245.00	2,000.00	1,944.00	4,000.00	2,056.00	48
30500-511	LIBRARY LOST AND DAMAGED BOOKS	185.34	2,000.00	2,370.13	4,000.00	1,629.87	59
30500-514	VERIFAX	250.25	350.00	976.85	700.00	276.85-	139
30500-515	RESERVES	315.60	2,1750.00	1,996.08	5,500.00	3,503.92	36
TOTAL		6,016.39	32,100.00	39,118.52	64,200.00	25,081.48	60
TRANSFERS FROM							
30600-702	TRANSFER FROM GENERAL FUND	.00	5,000.00	.00	10,000.00	10,000.00	
TOTAL		.00	5,000.00	.00	10,000.00	10,000.00	
INVESTMENT INCOME							
30700-101	INVESTMENT INTEREST	4,868.45	16,500.00	14,505.47	33,000.00	18,494.53	44
TOTAL		4,868.45	16,500.00	14,505.47	33,000.00	18,494.53	44
OTHER INCOME							
30800-805	CONTRIBUTIONS AND DONATIONS	.00	500.00	1,151.09	1,000.00	151.09-	115
30800-899	MISCELLANEOUS INCOME	136.40	4,000.00	866.77	9,000.00	7,133.23	10
TOTAL		136.40	4,500.00	2,017.86	9,000.00	6,982.14	22
FUND TOTAL		863,460.62	1,337,237.50	2,207,937.64	2,410,641.00	202,703.36	91

ACCT. NO.	DESCRIPTION	MONTHLY ACTUAL	Y-T-D ESTIMATE	Y-T-D ACTUAL	ANNUAL BUDGET	UNREALIZED BALANCE	% REAL
FUND 21							
LIBRARY CAPITAL							
TRANSFERS FROM							
30600-702	TRANSFER FROM GENERAL FUND	.00	62,000.00	.00	124,000.00	124,000.00	
TOTAL		.00	62,000.00	.00	124,000.00	124,000.00	
FUND TOTAL		.00	62,000.00	.00	124,000.00	124,000.00	

LONG RANGE PLAN COMMITTEE
October 21, 1991

The meeting was called to order by Stan Sitton at 3:40 p.m. Members present were Frankye Morgan, Marylou Dwyer, Grace Veach, Shirley Apley and Dick Lockmiller. Members absent were Bob Plotzke and Terry Smith.

The minutes of the previous meeting were approved with the following correction. Goal IV. Objective C. Action Steps 1. Delete need more space. Add move them apart further but need to address the worn spots in the carpet.

Discussion, evaluation, and revision was done on the following goals, objectives, and action steps.

Goal IV. To improve accessibility and design of facilities for optimal public service.

Objective C: Renovate the Main Library's interior, in order to make it more attractive and functional, by FY 1994.

Action Steps:

2. By FY 1990, using grant funds, Administration will purchase a FAX machine for use by library staff and patrons. Done, however, FAX machine is not available for patron use due to legislative tax collection/reporting services. Many alternative FAX locations are available.

3. In FY 1991, Maintenance Staff will install new carpeting for those areas that need it. Not done due to fiscal constraints. Board is looking at a replacement fund for the next 1-5 years.

4. In FY 1992, Administration and designated staff will develop plan to increase staff and patron visibility in all public areas. Some improvements have been made but no plan has been developed.

5. In FY 1991, Administration and designated staff will design an improved signage system for the building. Addressed by Quality Circle 1 (QC1) which developed recommendations. Recommendations have not been reported as quality circle activities were discontinued due to fiscal constraints. Need to formalize recommendations and present reviews. How do we prompt acquisition of additional library street signs?

6. In FY 1991, using grant funds, Administration will purchase a TDD (Telecommunications Decoding Device) for communication with deaf persons in our area. Mandated that this be installed by January 1992; procurement activities are being implemented.

7. In FY 1992, Board and Administration will hire an architect or consultant to design a Building Plan, looking at the library's

needs for future growth and space requirements. Have not budgeted for this activity.

8. Based on the Building Plan mentioned in #7 above, goals for possible renovation of the Main Library will be established in 1992, which could include:

f) Shelving areas, particularly periodical storage shelving. Seeking funding for this through the replacement fund (see action step #3).

Objective D: Continue to modernize the appearance of the bookmobiles, in order to make them more attractive and functional, by FY 1992.

Action Steps:

1. Administration and Extension Librarian or designated staff will explore the options for repainting or redesigning the bookmobile exteriors, by FY 1991. One bookmobile was repainted.

Objective E: Purchase generator(s) for both bookmobiles by FY 1992, to allow for more flexibility in scheduling and the promotion of library service.

Action Steps:

1. Extension Librarian will investigate cost of generator systems for both bookmobiles, and submit cost information to Administration by July of 1991. Done.

2. Based on cost information and feasibility, generator(s) will be considered for purchase in May of 1992, with installation during the summer of 1992. Seeking funding through replacement fund (see Objective C, action step #3).

Objective F: Develop a Disaster Plan for library materials by FY 1992, in compliance with the Illinois State Library requirements.

Action Steps:

1. Administration will form a Disaster Plan Committee by FY 1991. An individual has been named to address this issue. The committee may want to coordinate efforts with the Macon County Disaster Coordinator.

This completed the tasks set forth by the Committee. Mr. Sitton thanked the committee members for their participation and dedication to revising the Long Range Plan. A recommendation was made that the City Librarian make periodical statements about the Long Range Plan to the Board members at their monthly meetings

(similar to those of Avenues to Excellence). Meeting adjourned at 4:35 p.m. The next review of the Long Range Plan will be in the Spring of 1993.

VI. REFERENCE SERVICE

All persons served by the public library have a right to reference service provided by the local library, the regional library system, and the statewide network, ILLINET. The local library shall provide accurate information and skilled guidance in the use of its recorded information sources as well as its community resources, library system, and ILLINET. The local library's emphasis on reference service shall be determined in its choice of roles, but whenever a library is providing information it shall do so by utilizing the most effective, rapid means of communication, relying on both on-site and off-site communication sources.

1. All requests for information shall be answered or a referral initiated within one working day of receipt.

<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____
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2. Within two working days of receipt of a reference question the local library shall report to the library user on the status of his or her question. (This is necessary when the status was not indicated upon receipt of the question.)

<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____
--------------------------------	--------------------------------	--------------------------------	--------------------------------

3. On site and telephone reference shall be provided to all age groups all hours the library is open.

<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____
--------------------------------	--------------------------------	--------------------------------	--------------------------------

Reference: Output Measures

The following output measures capture the perceptions of librarians and users and are therefore subjective assessments of the accuracy and thoroughness of the reference service given. When possible, librarians should participate in system or state supported evaluations of the quality of reference service through the use of sample reference questions. Whether administered obtrusively (with staff knowledge) or "unobtrusively" (without staff "knowledge) the anonymity of the performance of specific staff members should be protected. These reference quality measures should not be used as a means of evaluating specific staff members.

4. The Librarian's Perception of Reference Fill Rate
 Every three years libraries shall determine the number of reference transactions successfully completed in proportion to the total number of reference transactions. The procedures outlined in the ALA/PLA Output Measures for Public Libraries (1987) should be followed when calculating this measure. The completion rate refers only to the percentage of time a library provides, from its own resources, the information patrons want within the same working day.

Minimum 60% Percentile comparisons (Optional): _____ 50th _____ 75th _____ 90th

<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____
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5. The User Perception of Reference Fill Rate

Libraries shall determine this during the same sampling periods as the "Librarians Perception of Reference Fill Rate." (Every 3 years.)

Minimum 50%

_____ _____ _____ _____ _____

6. Reference Transactions Per Capita

Once a year Libraries shall determine the average number of reference questions asked by each member of the community during the year. The definitions and procedures outlined in the ALA/PLA Output Measures for Public Libraries (1987) should be followed when calculating this measure.

Minimum .5 Percentile comparisons (Optional): _____ 50th _____ 75th _____ 90th

_____ _____ _____ _____ _____

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FOR FURTHER READING

Reference and Information Services: A Reader for Today. Metuchen, NJ: Scarecrow Press, 1986.

Riechel, Rosemarie. Improving Telephone Information and Reference Service in Public Libraries. Hamden, CONN: Library Professional Publications, 1987.