#### DECATUR PUBLIC LIBRARY BOARD OF TRUSTEES Thursday, December 19, 2002 @ 4:30 p.m. AGENDA

- I. Call to order -Sherri Arnold, President
- II. Approval of minutes
  - a. Regular meeting of November 21, 2002
- III. Communication from the public
  - a. Consortium concerns
- IV. City Librarian's report
- V. Reports of committees
  - a. Personnel. Policy & Public Relations Committee
    - i. Meeting of December 5, 2002
  - b. Finance and Properties Committee
    - i. Approval of bills for November 2002
    - ii. Meeting of December 3, 2002
  - c. Rolling Prairie Library System
    - i. Report on December meeting
  - d. Friends of the Library
    - i. Meeting of December 12, 2002
  - e. Foundation
    - i. No meeting
- VI. Serving Our Public: Standards for Illinois Public Libraries
  - a. Chapter V. Reference. Reader's Advisory, and Bibliographic Instruction
- VII. Old business
- VIII. New business
- IX. Adjournment

#### DECATUR PUBLIC LIBRARY BOARD OF TRUSTEES November 21, 2002

#### I. CALL TO ORDER

Sherri Arnold, President, called the meeting to order at 4:30 p.m. Members present: Mrs. Arnold, Ty Cocagne, Carol Craig, Garry Davis, Sally Krigbaum, and Linda Rowden. Absent: Patricia Greanias, Eugene King, and Phil Wise. Staff present: Lee Ann Fisher and Linda Humphreys. Others present: Pat McDaniel.

#### II. APPROVAL OF MINUTES

Ms. Craig made a motion to approve the minutes of October 17, 2002, as mailed. The motion was seconded by Mrs. Krigbaum and unanimously approved.

#### III. COMMUNICATION FROM THE PUBLIC

No one from the public addressed the Board.

#### IV. CITY LIBRARIAN'S REPORT

The City Librarian's written report was previously mailed.

The inspector for Traveler's Insurance who writes city property insurance inspected the building today. The boiler inspector will inspect the new boilers next week.

There has been no offer for the library's pick-up truck because of its color. The consensus was to re-advertise and accept the best offer received.

The new bookmobile will be in the Christmas parade on Saturday. A ribbon cutting with Representative Curry is scheduled for December 12.

Ms. Fisher reported on the cost of ALA and ILA memberships as well as directories for all trustees. The consensus was that the library will provide a membership to each organization for the president only.

The library has applied for a grant to host a traveling Lincoln display. Only 40 applications will be approved for the United States. Ms. Fisher commended Sandi and her staff for an outstanding job on the application.

The concrete pad for the new book drop was poured.

#### V. REPORTS OF COMMITTEES

Personnel, Policy, and Public Relations Committee: The committee met November 7, 2002. The committee reviewed updated job descriptions for Head of Technical Division, Acquisitions Supervisor, and Processing Supervisor. Ms. Craig made a motion to approve the descriptions as submitted. The motion was seconded by Mr. Cocagne and unanimously approved. The committee also reviewed a revised Software Use Policy and a new Computer Use Policy. Ms. Craig stated that it will be a condition of employment for staff to review and sign-off on both policies. She made a motion to approve the policies as presented. The motion was seconded by Mrs. Rowden and unanimously approved. The committee reviewed the meeting room policy regarding Sunday hours. This was tabled pending further information from the building division. Holiday hours for Christmas Eve were discussed. Ms. Craig made a motion to close the library at 4 p.m. on Christmas Eve. The motion was seconded by Mrs. Krigbaum and unanimously approved. This item will be reviewed each year. The library will also close at 4 p.m. on New Year's Eve.

**Finance and Properties Committee:** Mr. Cocagne made a motion to approve the October bills. The motion was seconded by Ms. Craig and unanimously carried on roll call vote. The committee met November 5, 2002. Mr. Cocagne made a motion to approve a loan payment of \$29,531.25 to the City of Decatur on December 1, 2002. The motion was seconded by Ms. Craig and unanimously approved on roll call vote.

**Rolling Prairie Library System:** Mrs. Greanias was not present to report. Ms. Fisher reported that she was looking at ways to reduce the annual charge for the consortium.

**Friends of the Library:** Mr. Cocagne made a motion to appoint Linda Rowden to represent the Library Board on the Friends Board. The motion was seconded by Mr. Davis and unanimously approved.

**Foundation:** The Foundation Board of Directors did not meet. Mrs. Krigbaum made a motion to appoint David Weber to the Foundation Board of Directors. The motion was seconded by Mr. Cocagne and unanimously approved.

#### VI. SERVING OUR PUBLIC: STANDARDS FOR ILLINOIS PUBLIC LIBRARIES

Chapter IV, Collection Management, was reviewed.

#### VII. OLD BUSINESS

There was no old business.

#### VIII. NEW BUSINESS

Mr. Cocagne made a motion to adjourn to closed executive session to discuss a legal agreement with Cardwell Companies. The motion was seconded by Ms. Craig and unanimously approved

on roll call vote. The Board went into executive session at 5:25 p.m. The meeting was reconvened at 5:35 p.m. Ms. Craig made a motion to give notice to Cardwell Companies of the Board's intention to terminate the agreement dated February 1998 between Cardwell Companies and the Library Board of Trustees for the lease and management of property at 130 N. Franklin Street effective December 2, 2002. The motion was seconded by Mr. Cocagne and unanimously approved on roll call vote. Ms. Fisher will contact Mr. Cardwell regarding this situation, which will be confirmed by letter.

Ms. Fisher presented statistics on reciprocal borrowing. She provided documentation that Lincoln Library in Springfield is reserving new books for their patrons through some type of batch process. In several instances, this is sending Decatur's new books to Springfield for 100 – 150 of their library users before they are available to Decatur library users. Mrs. Rowden made a motion to stop new materials from going to Springfield until the situation is resolved. The motion was seconded by Ms. Craig and unanimously approved. Ms. Fisher will contact Mr. Plotzke and the director of Lincoln Library regarding this situation.

The library will host an open house on December 10.

#### IX. ADJOURNMENT

Mrs. Arnold adjourned the meeting at 6:10 p.m.

Respectfully submitted,

**Linda Humphreys**Linda Humphreys, Office Manager

## CITY LIBRARIAN'S REPORT December 13, 2002 DECATUR PUBLIC LIBRARY BOARD OF TRUSTEES

ADMINISTRATION: The library participated in the Christmas parade on November 23<sup>rd.</sup> We decorated the new bookmobile and seven of us walked and threw candy. The reference desks have been moved to face the front entrance. We have received many positive comments from the patrons and staff. The open house was a huge success on December 10<sup>th</sup>. I have already reserved a spot on the calendar for next year. We also had a nice picture in the paper the next day. The dedication of the bookmobiles was on December 12<sup>th</sup>, with Julie Curry making remarks. Matt has made my office wireless. I graduated from the Decatur Leadership Institute on November 14<sup>th</sup>, no more early morning classes! Also joined and attended the DLI Alumni Association and annual Board Meeting. In addition to my regular meetings, I attended the RPLS advisory committee meeting and a workshop on "GIS: Geographical Information Systems and Libraries" at RPLS. I will be on vacation from December 21-January 6.

GATES COMPUTER LAB: The new computer classes are full and getting rave reviews. We are doing an exit survey with each class and will be using the information to improve and plan new classes.

SIRSI: Attended the Governing Board meeting on the 5<sup>th</sup> and called a Policy Committee meeting. At the Policy meeting our issues with Springfield were discussed during the lengthy and sometimes heated meeting, the two Lincoln Library representatives left the meeting before anything could be resolved. There will be a meeting on the 18<sup>th</sup> when hopefully feelings won't be running so high, that we can work with them and several other libraries to work out our differences. I will have a report at the Board Meeting.

FRIENDS: The new deluxe drive-up book drop the Friends purchased has been installed. We have not had time to really promote it yet, but plan to do so in the near future. It is located in the medium at the Prairie Street exit. The Friends helped with the Open House and Bookmobile Dedication refreshments. They also replaced our small 6-foot skinny tree with a 9-foot fuller tree with lights and decorations. This year we received \$14,181.19 in assistance from the Friends for special projects and equipment.

FOUNDATION: The letters are bringing in donations every day from \$15 to \$500. Currently we have received about \$2,835. We have received the boiler bill and that \$89,600 will need to be paid out of the Foundation when Larry signs off on the completion of the project.

STAFF: Rochelle Ungerman started the  $21^{st}$  as  $\frac{1}{2}$  time Library Clerk in Circulation. Other vacancies have been posted.

ADULT DIVISION: The new arrangement of the Reference and Main Desk created a much more visible presence for our staff. The Computer Assistance Desk was also relocated. All of the older bound issues of periodicals have been moved into the storage area. Now we are looking at the Reference collection to see if any of those titles can be stored to free up more room. We will not know the status of the "Forever Free" grant I showed you at our last meeting, until sometime in March 2003. Dayle worked on a special project to print and organize the Sanborn Maps. Had a nice article in the H & R about "Teen Read Week" and the things that are happening in that area. New shelving has been added to the AV area for phase I of its change. It will be after the first of the year before we make any more changes to this area. Several staff attended workshops and all professional librarians received Workplace Violence Prevention training. Sandi planned and organized our Open House and we are looking at ways to enhance it next year.

#### CITY LIBRARIAN'S REPORT

December 13, 2002 Page 2

BUILDING DIVISION: The new boilers went into service November 1<sup>st</sup>. We are still fine tuning them. New heat exchangers for the humidifiers have been installed and are working fine. We have winterized everything and are ready for bad weather. The new 4x4 is in service and the old one has been sold. Lots of moving around, rearranging and assisting with sitting up for library events have kept this department busy.

CHILDREN'S DEPARTMENT: This department is working one position short. Circulation and reference statistics are up from 2000; we don't have any for 2001 due to the conversion. Twelve groups visited the library bringing in 200; there were 16 programs with 270 people attending and Katie spoke to several groups outside the building.

CIRCULATION DIVISION: The system is once again stable with no recent downtimes. The group e-mail test is continuing. We are still collecting statistic on the send-list and holds and with the restriction on Lincoln Library a daily list is now more manageable. The department is fully staffed for the first time in 6 months.

EXTENSION: The bookmobiles are running well and were dedicated to service this week. Scott is working on the Spring schedule that will move school stops to Tuesday-Thursday as they are usually off on Monday or Friday. This schedule will also include an ADM lunch stop and several new daycares including the Y. The new bookmobile was a success in the parade and we will plan to do it again next year. Scott is teaching the "Internet for Seniors" class and planned the bookmobile dedication. Lee received her Level IV cataloging certification.

SYSTEMS ADMINISTRATION: Matt is working on getting my wireless office compatible with all the different technologies I use. My old computer has been placed at the Interns desk in reference to help solve some of their problems running the VAN. The new web page is ready to launch. The department has been busy keeping the equipment up and running. The Computer Use Policy and Software Use Policy have been distributed to staff and need to be signed and returned by December 23<sup>rd</sup>.

TECHNICAL DIVISION: This department is running one position short. Monica and Susan have both received their Level I cataloging certification. We have about a two-month backlog of materials. Those items in demand are being rush through. Withdrawing materials has picked up as the AD readies the collection for the move. Several staff attended meetings and workshops during the month. Steve has been appointed Chair of the Acquisitions Task Force for the new system and assisted in writing the RFP.

Respectfully submitted.

Lee Ann Fisher
Lee Ann Fisher

City Librarian
December 13, 2002

#### Personnel, Policy and Public Relations Committee December 5, 2002

Carol Craig called the meeting to order at 4:45 p.m. Members present: Ms. Craig, Garry Davis, Sally Krigbaum, and Sherri Arnold. Absent: Linda Rowden. Staff present: Lee Ann Fisher and Linda Humphreys.

<u>Discussion about grievances</u>: Ms. Fisher reported on the status of two grievances filed by the union.

Meeting room policy: Ms. Fisher said that she discussed with Mr. Harris the possibility of renting the meeting rooms on Sundays when the library is open. He said that he had two people working on Saturdays that could set up as needed, but asked for a minimum two week notice, and a 72-hour notice on changes. Mrs. Arnold made a motion to recommend approval of revising the meeting room policy to reflect these changes. The motion was seconded by Mrs. Krigbaum and unanimously approved.

<u>Fees for reserves</u>: Ms. Fisher said that library users who reserve materials are currently charged a 25-cent fee when they check out their reserved item. This was instituted back when staff placed the reserves for the users and the fee initially covered the cost of mailing the post card for notification. Now library users place most of their own holds, and notifications will soon be made by e-mail. Ms. Humphreys estimated that the fee brings in a maximum of \$1,500 per year. Mr. Davis made a motion to recommend that the fee be dropped. The motion was seconded by Mrs. Arnold and unanimously approved.

Consortium concerns: Ms. Fisher reported that she attended a governing board meeting and a policy meeting of the users group, which hadn't met since June. The meeting did not go well, and a mediation team was appointed to resolve the issues between DPL and Lincoln Library. Ms. Fisher was asked to lift the ban on sending items to Springfield. The request was denied. Ms. Fisher asked Lincoln Library why they were not paying bills owed to DPL for items their patrons did not return. The director of Lincoln Library said that she would look into it. A shortcut was discovered to bypass long lists of reserves. Consortium concerns will be addressed at the next board meeting.

There was no other business.

The meeting was adjourned at 5:20 p.m.

Respectfully submitted.

Linda Humphreys
Linda Humphreys, Office Manager

#### STATEMENT OF POLICY FOR USE OF MEETING ROOMS

- 1. The Decatur Public Library welcomes the use of its meeting rooms by organizations engaged in religious. charitable, scientific, literary, or educational activities.
- 2. Meetings must be free and open to the public. Meeting rooms are not available for private parties. There shall be no solicitation for donations or selling of products or services at the meetings.
- 3. Requests for use of a meeting room must be made at least one week but not more than one year prior to the meeting date. Requests for use of the meeting rooms on Sundays must be made two weeks prior to the meeting date and a 72 hour notice is required for set-up changes. The request should be submitted on the form provided by the Library. Meeting rooms can be booked tentatively by phone, but the completed application must be received within three (3) working days. Payment must be made three (3) working days before the meeting or by purchase order with prior approval, or the booking will be cancelled.
- 4. Meeting rooms are normally available from Monday through Friday from 9 a.m. until 9 p.m., and Saturday from 9 a.m. until 5:30 p.m. and Sunday from 1 until 5 p.m. Special arrangements can may be made for using the rooms earlier or later than the times listed. The charge for rental of the J. Elizabeth Madden Auditorium (seats 150) is \$50 for up to four hours. The charge for rental of the A.E. Staley Jr. Manufacturing Company Conference Room (seats 25) is \$30 for up to four hours. The Board Room (seats 15) is available from 9 a.m. until 4 p.m. Monday through Friday. The charge for rental of the Board Room is \$20 for up to four hours.
- 5. Organizations may rent Library meeting rooms as many as twelve times per calendar year.
- If food or beverages are served, the organization using the room is responsible for clean
  up. A \$25 cleaning fee will be charged if the room is not left clean. Alcoholic beverages
  and smoking are prohibited in the Library.
- 7. The Library is not responsible for personal belongings left in the meeting rooms.
- 8. Free on-site parking is available.
- 9. An organization not abiding by the regulations and policies governing the use of the meeting rooms may lose their privilege of use in the future.

## Finance and Properties Committee December 3, 2002

Mr. Cocagne called the meeting to order at 4:30 p.m. Members present: Mr. Cocagne, Pat Greanias, Phil Wise and Sherri Arnold. Absent: Eugene King. Staff present: Linda Humphreys and Lee Ann Fisher.

<u>Bills and payroll</u>: The bills for November 2002 were presented and reviewed. Ms. Fisher reported that the library's pick-up truck sold for \$3,250. She also said that the library had already received \$1.540 in donations from the letters that the Foundation sent out last week.

Management benefits for 2003/04: The plan presented was year two of a three-year plan to bring library management benefits in line with city management benefits. Ms. Fisher recommended that the life insurance, service recognition, and tuition reimbursement all be increased to match the city benefits beginning in May 2003. She also presented a pay plan that would match all levels except level 5 of the city pay plan. The consensus was to recommend the plan for approval as presented.

There was no other business.

The meeting was adjourned at 5:15 p.m.

Respectfully submitted,

Linda Humphreys
Linda Humphreys, Office Manager

### Decatur Public Library Proposed Management Pay Plan 2003/04

3% Increase	e			
Level 1	Min 22,699	<u>Max</u> 33,275		
Level 2	26.480	38,853		
Level 3	30,683	45,607		
Level 4	34,560	51,519		
Level 5	40,504	60,452	affects 3 people	\$1,118
Level 6	48,863	72,905		
Level 7	62,830	87,550		
			Real Cost	\$3,540
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T 1 1	Min	Max		
Level 1	22,765	33,372		
Level 2	26,557	38,966		
Level 3 Level 4	30,772	45,740		
Level 4 Level 5	34,660 40.622	51,669	60	
Level 5	49,006	60,628	affects 3 people	\$1,298
Level 7	63.013	73,118 87,805		
LCVCI /	05,015	67,803	Real Cost	\$3,894
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City Librari	an's Proposal			
	Min	<u>Max</u>		
Level 1	24,038	37,260	affects 1 person	\$ 849
Level 2	28,846	44,712	affects 1 ½ person	1,033
Level 3	33,950	54,319	affects 1 person	3,050
Level 4	40,740	65,184		
Level 5	42,374	78,220	affects 4 people	10,324
Level 6	58,665	93,864		
Level 7	63,313	104,468	D 10	
			Real Cost	\$15,256

# Comprehensive Benefit Comparison Decatur Public Library/City of Decatur

	City Management	Library Management	Annual additional cost to provide
Dependent health insurance	PPO plan - \$0 CMM plan - \$37.85 bi-wk.	PPO plan - \$38.08/bi-weekly CMM plan - \$59.54/bi-wk.	\$7,921 \$34,321
Dental insurance	Employee pays full cost	Employee pays full cost	
Life insurance	\$5,000 policy plus an amount equal to annual salary	\$5,000 policy	\$1,962
Service recognition	1-9 years service = \$5/yr. 10-14 years = \$10/yr. 15-19 years = \$20/yr. 20-24 years = \$30/yr. 25+ years = \$50/yr. (paid on anniversary date)	3-9 years = \$5/yr. 10-14 = \$10/yr. 15-19 = \$15/y. 20-24 = \$20/yr. 25+ = \$40/yr.	\$1,130
tuition reimbursement	up to \$1000 per fiscal year	up to \$850 per fiscal year	no one now in school
vacation	1 year - 3 weeks 10 years - 4 weeks 20 years - 5 weeks	1 year - 5 weeks (librarians) 1 year - 2 weeks 8 years - 3 weeks 15 years - 4 weeks 20 years - 5 weeks	+6 weeks (Craven, Harris, Hendricks, Robinson, Terrell, Wilkerson)
physicals	up to \$275 every 2 years for a physical exam	Up to \$100 per year	\$750
sick time	10 days per year on hire; then 1 day per month	5 days on hire; then 1 day per month	

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TOTAL

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DECATUR PUBLIC LIBRARY	PERIOD EN	ENDING 20021130				
ACCT. DESCRIPTION	MONTHLY	ESTIMATE	YCTUBL	BUDGET	UNREALIZED REAL	
FUND BALANCE						
30001-000 BEGINNING FUND BALANCE	00.	186,801.41	403,307,58	320,231.00	83,076.58-	125
TOTAL	00.	186,801.41	403+307-58	320,231.00	83,076,58-	125
TAXES						
30100-107 PROPURTY TAX-LIBRARY	00.	1,614,506.25	2,622,506,74	2,767,725,00	145,218.26	46
LOTAL	.00	1,414,506,25	2 + 622 + 506 - 74	2 + 767 + 725 + 00	145,218,26	9.6
INTER COVERNMENTAL REVENUE						
30200-104 REPLACEMENT TAX	21.4 M	140,000,00	85,155,49 1,800,00	240,000.00	154,844.51	35
TOTAL	384.12	195,944,00	86,955,49	335,904.00	248,948.51	25
FINES AND FURS						
30500-509 LINKARY FIRES AND FEES 30500-510 LINKARY NON-RESIDINT FEES 30500-511 LINKARY NON-RESIDINT FEES 30500-514 COPTES 4 MISC. 30500-515 MILTING RUDH FEES	3,250 2055,92 2055,92 3338,00 330,00	29,166.66 393,75 3,500,00 7,000,00	24,346,58 2,618,62 9,574,86 5,590,00	50,000 6,000 12,000 12,000 12,000	25,653,42 418,62 3,381,38 2,425,14 6,420,00	4M4C4 88860
TUTAL	5,049,98	47,060.41	42,376,44	80,675,00	38,298,56	52
TRANSFERS FRUM						
30600-752 TRANS FR WALMART TIF 30600-756 TR FROM FUNDS 19.21,35	00	3,500,00	19,544,00	6,000.000	19,544.09	
TOTAL	00.	3,500,00	19,544,09	6,000,00	13,544,09-	325
INVESTMENT INCOM!						
30700-101 INVESTMENT INTEREST	1,574.16	11,665,66	7,783.63	20,000,00	12,216.37	38
TOTAL	1,574.16	11,665,66	7,783.63	20,000,00	12,216,37	38
OTHER INCOME						
30800-805 CONTRINUTIONS AND DUMATIONS 30800-646 LEASE OF LIBRARY PROPERTY 30800-899 MISCELLANEOUS INCOME	6,666.56	7,583.33 23,333.33 11,666.66	26,666.54	13,000,00 40,000,00 20,000,00	13,000,00 13,333,36 17,050,39	56 14
TOTAL	6,773,71	42,583,32	29,616.25	73,000,00	43,383,75	40
FUND TOTAL	13,781.97	2,102,062,05	3,212,090,22	3,603,535.00	391,444.78	89

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	X.	EPORT OF EXPEND	REPORT OF EXPENDITURES TO BUDGET FY		2002-2003			
41000 LEASE EXPENSES				FUND	FUND 20 DECATUR PUBLIC LIBRARY	JBLIC LIBRARY	11/30/2002	202
CD DESCRIPTION	ANNUAL BUDGET	EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBRANCE	UNENCUMBERED PRCNT BALANCE	NW OO
CONTRACTUAL SERVICES								
231 ELECTRICITY 280 OTHER PROFESSIONAL SERVICES	5,575	46	2,322,20	3,252	3,252,80	00	3,252,80 4	41.7
		44.44	2,583.86	17,835	27,991.14	00	27,991.14	8.5
OTHER CHARGES								
409 PRINCIPAL PAYMENTS 410 INTEREST EXPENSE	21,875		7,656.25	12,760	14,218,75	00	14,218,75 35.0	55
	2	1	29,531.25	17,226	-25-	00	.25-100.0	0.0
** DIVISION TOTAL **	60,106	50.566.67	32,115.11	35,061	27,990.39	00.	27,990.89 53.4	53.4

GLA3030 FUND 92	REVENUE	REVENUE REPORTATUR FY 20	2002-2003		PAGE	20
PUBLIC LIBRARY-TRUSTS	PERIOD END	PERIOD ENDING 20021130				
ACCT. DESCRIPTION	MONTHLY	ESTIMATE	YCTOD	ANNUA L BUDGE T	UNREALIZED REAL BALANCE	
FUND BALANCE						
30001-921 BEG FUND BAL-CANTONI 30001-922 BEG FUND BAL-MEYER 30001-923 BEG FUND BAL-BRIGGES 30001-924 BEG FUND BAL-BRIGGES	0000	70,562.91 152,558.58 3,292.33 2,670.83	119+420-58 270+334-15 3+317-90	120 +965 -00 261 + 529 -00 5 + 644 -00 4 + 594 -00	1,5544,42 8,805,15- 2,356,10	98 503 8
TOTAL	* 00	22.9.093.65	393,072,63	392,732,00	340.63-	100
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FUTAL	421.00	0,516.65	3,780,99	14,600,00	10,819,01	25
OTHER INCOME						
SOBOO-ADS CONTRIBUTIONS AND DONATIONS	343.72	2,041,66	2,045,86	3,500.00	1,454.14	58
TOTAL	343.72	2,041.66	2,045,86	3,500.00	1,454,14	58
FUND TOTAL	764.72	239,651,96	398,899.48	410,832,00	11,932,52	26

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## Chapter V Reference, Reader's Advisory, and Bibliographic Instruction

Quality reference service is the provision of information or material within a time frame, at a level and in a format that is satisfactory for the patron.

Reference service is the provision of information in response to a patron's question.

Reader's advisory service is guidance in selecting material appropriate to a specific patron's desires and needs.

**Bibliographic instruction** is service provided in response to a request by a patron either for the individual or for a group to learn how to use one or more of the library's resources.

All Illinois public libraries should provide or contract to provide professional reference service for their patrons. For purposes of this document *professional reference service* refers to reference service provided by a person holding an MLS degree from an ALA-accredited program.

Because so many Illinois public libraries serve sparsely populated communities and as a result, often lack the funding to hire a full-time qualified librarian, other approaches, such as the following, may be required.

mergers of several small libraries or library services

consortiums of several small libraries with one central reference library

seem reference service with an 800 number

Minois State Library reference service with an 800 number

commacts between small libraries and larger libraries for reference service

shared qualified librarians, with several small libraries pooling funds to employ and share a qualified librarian who would handle collection management, train staff, and provide back-up reference service and perhaps function as a circuit librarian by working suitable hours at each site

cooperative collection development in which the purchase of specific reference works is assigned to each library in the group

cooperative hours of service, with a group of libraries coordinating their hours of reference service to provide their combined patrons with access to reference service for a greater number of hours in number of Illinois public libraries already provide late-night reference service using this approach.)

#### Applicable Core Standards

Core 1. The library provides uniformly gracious and friendly service to all library users.

Core 12. The fibrary has a board-approved mission statement, a long-range plan, a disaster prevention and recovery plan, and policies. Such policies include but are not limited to the following topics: personnel: reference; use of the library's materials, services, and facilities, including use of the library for

exhibits and meetings; and collection management. Illinois statutory law specifically requires the board to establish and review at least biennially a written policy for the selection of library materials (as part of the library's collection management policy) and the use of library materials and facilities [75 ILL. COMP. STAT. ANN. 5/4-7.2 or 75 ILL. COMP. STAT. ANN. 16 30-60]. All library policies are in compliance with state and federal laws. See appendix 2.2)

- The library adopts and adheres to the principles set forth in the American Library Association's Library Bill of Rights and other ALA intellectual freedom statements and interpretations. (See appendices 2.4-2.6 for ALA Library Bill of Rights and other ALA intellectual freedom statements.)
- Core 18. The library adopts and adheres to the ALA Code of Ethics. (See appendix 2.7 for Code of Ethics.)
- Core 19. The library is a member of an Illinois multitype library system and participates in resource sharing through interlibrary loan and reciprocal borrowing.
- The library has a telephone, telefacsimile machine, photocopier, and computer with modem. The library provides telephone service to its patrons with hearing disabilities through a TTY (teletypewriter), TDD Telecommunications Devices for the Deaf) or a voice relay provided by the telephone company.
- Core 21. The library provides access to ILLINET Online.
- Core 26. The library provides or develops a formal agreement with another agency approvide reference service to the community.

#### Supplemental Standards

- All basic services are available when the library is open. For the purpose of this
  document, basic services are circulation and reference and reader's advisory. If
  reference and reader's advisory are provided to children and adults from two
  separate points, then the library provides adequate staffing at both locations at all
  hours the library is open.
- The library has a board-approved reference service policy developed by reference staff and administration. See appendix 5.1 for a model reference service policy.)
- The reference service policy is reviewed every three years.
- The library participates in system-provided backup reference, 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 provides easy access to an accurate and up-to-date community information/resource file.

- 7. The library provides current issues of at least one community or local newspaper and recains backfiles for a minimum of six months.
- 8. 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.
- 11. The library provides voter information, including precinct boundaries and location of polling places.
- 12. The library provides information about local history and events.
- The library has telephone books for the local calling area and any other frequently requested areas.
- 14. The library has all materials included in the list of basic reference materials. See appendix 5.2.)
- 15. Staff have access to a telephone to receive and respond to requests for information and materials and to contact other agencies for information.

#### Evaluating Reference Service

Although reservice is one of the most difficult areas of library service to measure, the exercise of examining and attempting to evaluate reference service heightens the librarian's amareness of what comprises quality reference service, increases the librarian's sensitivity to patron needs, and stimulates efforts to improve. (See appendix 5.3 for evaluation methods.)

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