DECATUR PUBLIC LIBRARY BOARD OF TRUSTEES AGENDA January 16, 1992 4:30 P.M.

- I. Call to Order Dick Lockmiller, President
- II. Approval of Minutes
 - A. Meeting of December 19, 1991
- III. Communication from the Public
- IV. City Librarian's Report
 - A. Introduction of Joan Bauer
- V. Reports of Committees
 - A. Personnel, Policy, and Public Relations Committee
 - 1. Meeting of January 6, 1992
 - B. Finance & Properties Committee
 - 1. Approval of bills for December 1991
 - 2. City Council Meeting on February 24, 1992
 - C. Rolling Prairie
 - 1. Report on RPLS January Board meeting
 - D. Foundation
 - 1. No Meeting
 - 2. Grand Opening of New Local History Room
 - E. Friends of the Library
 - 1. Meeting of January 9, 1992
 - F. Long Ramge Plan Committee
 - 1. Review completed -- Presentation of Report
 - G. Interview Committee
 - Meeting of January 13, 1992

DPL Board of Trustees Agenda - January 16, 1992 Page 2

VI. Avenues to Excellence II

A. Chapter VIII, Materials

VII. Old Business

A. Patron Usage Survey

VIII. New Business

IX. Adjournment

DECATUR PUBLIC LIBRARY BOARD OF TRUSTEES December 19, 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, Daniel Gaumer, Jerrodean Martin, Robert Oakes, Stanley Sitton, and Patricia Williams. Members absent: Robert Smith and Erik Brechnitz. Staff present: James Seidl, Linda Humphreys, Margaret Sommerfeldt, Jerald Merrick, James Kupish, and Cathy Ritchie.

II. APPROVAL OF MINUTES

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

III. COMMUNICATION FROM THE PUBLIC

No one from the public was present.

IV. CITY LIBRARIAN'S REPORT

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

The Library has received all but \$4,000 in property tax revenue. The per capita grant check from the state still has not arrived.

Mr. Seidl interviewed five candidates for the Adult Services Librarian position. A decision should be made in the next week.

V. REPORTS OF COMMITTEES

Personnel, Policy, and Public Relations Committee: The committee met today at 4:00 p.m. in closed session for a grievance hearing.

Finance and Properties Committee: There is an error in the Illinois Power bill, which should be corrected by next month. Mr. Oakes made a motion to approve the November bills. The motion was seconded by Mrs. Martin and unanimously carried on roll call vote.

The City Council has approved the library's levy request of \$1,955,000.

At a recent budget meeting, city officials announced that they are drastically cutting their travel budget in 1992/93. City staff will only be allowed to attend conferences if they are on a Board and their attendance at a meeting is mandatory. The general consensus was that the library should also curtail travel, including ALA and ILA conferences. These cuts will be reflected in the budget proposal.

For travel expenses for candidates interviewing for library positions, Mr. Seidl reported that he has observed that the standard reimbursement is one-half of the applicant's total expense or \$300, whichever is less.

The library budget will be reviewed at the February 24 City Council meeting.

Polling Prairie: Mr. Oakes attended the December meeting. Directors of the 18 systems will meet January 8, 9 and 10 to discuss the state system reorganization. Representatives from all FPLS member libraries will meet January 7 from 9 a.m. until noon at discuss this. Mr. Lockmiller will be attending.

Foundation: Mr. Lockmiller reported that the Foundation money was moved from the checking account to a CD account at First National Bank. A grand opening for the Local History Room is being planned for February 12. The Foundation received \$2500 from the Economic Development Foundation to purchase the Dun's Million Dollar Disc for the Business Information Center. The Friends of the Library will be donating \$5,000 to the Foundation on January 1992.

Friends of the Library: No meeting.

Long Range Plan Committee: Mr. Sitton reported that the committee has completed their review of the plan. It will be presented to the Board next month.

WI AVENUES TO EXCELLENCE II

Chapter VII, Personnel, was reviewed.

Lockmiller will check with Linda Love to see when the Department of Budget & Technology can conduct a user survey for the library.

WII. OLD BUSINESS

There was no old business.

VIII. NEW BUSINESS

Mr. Lockmiller read and accepted a letter of resignation from Mr. Seidl. The Board presented Mr. Seidl with a briefcase and thanked him for everything he has done for the library. Mr. Seidl's resignation is effective January 21 and his last working day will be January 3.

Ms. Williams 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 Mrs. Martin and unanimously carried on roll call vote. The Board went into closed session at 5:15 p.m. The meeting was re-convened at 5:35 p.m.

Mr. Cakes made a motion to name Jerald Merrick as Interim City Librarian from January 3, 1992 through March 31, 1992 (unless a new City Librarian is hired before that time) at a 10% pay increase above his regular salary. The motion was seconded by Mrs. Martin and unanimously approved on roll call vote.

There have been no negotiation meetings because Mr. Taylor has been ill.

IX. ADJOURNMENT

Mr. Lockmiller adjourned the meeting at 5:45 p.m.

Respectfully submitted,

Robert C. Smith, Secretary

Decatur Public Library Board of Trustees

City Librarian's Report December 1991

I. STATISTICS

Total library circulation for the month was up 4.2% (2,184 items) from December 1990. Twelve month circulation is up 2.6% (20,693 items) over the previous 12 month period.

There were 191 circulations in December for the McNaughton rental collection, compared to 170 in November and 152 in October. Staffing constraints have prevented an aggressive public relations campaign for this collection.

Adult materials were up for the seventh month in a row (12.8% for the month and 8.6% for the 12 month period). Circulation of children's materials was up 7.5%. Young Adult circulation was up 6.4% compared to last December. The Extension Department circulation dropped 10.2% compared to December 1990. Steve Serber, Extension Librarian, attributed the drop to school stops closing due to the flu and the general holiday slowdown seen at the schools. Total audiovisual circulation for the main library was down .5% for the month and up .2% for the 12 month period. Videos, however, showed a 7% increase over last December.

Service statistics are up 18.5% (527 contacts) over December 1990 and up 15.5% (6,357 contacts) for the 12 month period.

26,281 people used the library this month, up 7.3% (1,782 people) over December 1990.

II. BUDGET

Ninety-seven percent of the 1991/92 revenue projection is now received. The balance of the property tax revenue arrived in December. We are still waiting for the state per capita grant check.

Total expenditures are 64.7% of the total budget. The materials budget is 90.4% spent or encumbered. The materials budget will soon be over 100% spent or encumbered in order to allow for orders placed but not received by April 30, 1992.

III. COLLECTION DEVELOPMENT

The Cooperative Collection Management Project meetings have continued. Cathy Ritchie, Young Adult Librarian, is now coordinating this project. The next meeting will be January 15. The Illimois State Library requires that libraries adopt a cooperative collection development plan to be eligible for

the per capita grant. The plan must be completed by July 15, 1992.

Dun's <u>Million Dollar Disc</u> on CD ROM arrived last week. The Chamber of Commerce donated \$2,500 to the Library Foundation to pay for this service.

The Catalog Department finished barcoding the reference collection with the help of volunteers Walt Babcock and Ann Seidman. In January, the staff hopes to barcode the Business Information Center materials and the local history materials. The timetable will depend on how soon the local history materials become available.

IV. PERSONNEL

James C. Seidl, City Librarian, resigned to accept a position as Director of the Woodlands Library Cooperative in Michigan. His last working day was January 3, however, he will be on vacation status through January 21, 1992. Mr. Seidl began with the DPL in 1975 and was appointed as City Librarian in 1986. Jerald Merrick, Reference Librarian, is serving as Interim City Librarian until a new City Librarian is hired.

Betty Trebacz, half-time Library Clerk I in the Circulation Department, retired on January 8, 1992. She had been with the library for 19 years.

Joan Bauer has accepted the Adult Services Librarian position and will begin work January 16. Mrs. Bauer lives in Decatur and has been working at the Bloomington Public Library.

Karen Penn, librarian at Eisenhower High School, has been hired as a part-time temporary library assistant.

The half-time Library Driver position in the Extension Department was advertised in December. Interviews were held on January 10 and Mr. Serber hopes to have a new person soon. There has not been a permanent employee in this position since Lois Carter moved up to Bookmobile Clerk-Driver in February 1991.

W. PUBLIC RELATIONS

Ms. Ritchie gave a book talk on December 10 to a monthly ladies social/cultural group connected with the AAUW.

The Children's Department staff held 8 storytimes which were attended by 104 and 6 lap-sits which were attended by 40. The staff also hosted 7 group visits.

Babies & Books: A Joyous Beginning, written by Claudia Quigg and Children's Librarian Katie Gross, was listed in the November issue of the Wilson Library Bulletin.

VI. AUTOMATION

The circulation computer was upgraded the week of December 9. A one gigabyte hard drive was added as well as a tape back-up drive. Increased computer speed and memory were achieved. Total down time was 19 hours.

The database has been copied and sent to CLSI for retrospective conversion and authority control. Early predictions are that it may be back by mid-February. While it is gone, no items can be withdrawn and no changes can be made to records already in the database. New records can still be added, however.

Catalog staff received training on the Cataloging Microenhancer on December 9. This will allow staff to cut down on searching and to make more efficient use of non-prime time after the M300 computer is replaced. The city has placed an order for the new computer.

VII. MISCELLANEOUS

The contractors finished work on the new Local History Room. Staff are moving library materials back into the room. The tentative date for re-opening the room is January 20. The grand opening will be held later.

Labor negotiation meetings are scheduled for January 15, 22 and 29 at 2:00 p.m. December meetings were cancelled because Jack Taylor had the flu.

STATISTICAL REPORT December 1991

Tolumn purchased this 12 months to date: 15,541
Tolumn purchased last 12 months to date: 15,577

TECHNICAL SERVICES

New book volumes added	1,046
New book titles added	622
AV titles added	56
Books withdrawn	425
Books mended	940
Gift books	1,191

FINANCIAL REPORT

	Budgeted	YTD Expended 1991/92	YTD Expended 1990/91	Unexpended
Personal Services Operating Capital & books	1,685,593	1,021,398	1,131,218	664,195
	383,689	245,269	216,735	138,420
	260,300	205,834	204,681	54,466

STAFF STRENGTH (through 1/10/92)

	Previous month	Terminations	New staff	Present Strength
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les	7 + 5	0	0	7 + 5
	18 + 8	1 [Trebacz]	0	18 + 7
	4 + 6	0	0	4 + 6
	3 + 1	0	0	3 + 1

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

DOWN-TIME FOR MONTH: 19 hours for planned shut-down for upgrade

REGISTERED: 212 adult + 29 youth + 32 juvenile = 273 total

Last 12 months to date: 47,713

WILLINTEERS: 73 wolumnteers worked 222.5 hours

Personnel, Policy, and Public Relations Committee January 6, 1992

Starley Sitton, Chairman, called the meeting to order at 4:57 p.m. in the Library Board Room. Members present: Mr. Sitton, Patricia Williams, Barbara Ohlsen, and Robert Cakes. Absent: Robert Smith and Richard Lockmiller. Staff present: Jerald Merrick and Linda Humphreys.

Sitton reported that he has received 14 resumes for the City Librarian position, and roughly half of them are from Illinois.

Er. Sitton said that the library's search committee should consist of 6-9 people to should choose 3-5 candidates to be interviewed by an interview committee. The search committee will consist of 3-4 trustees, a professional librarian from outside the library, and a personnel specialist. The interview committee will consist of the search committee plus a professional staff librarian and a representative from the Friends of the Library.

Liter discussion, the selection committee was named as follows: Stan Sitton, Chairman, Richard Lockmiller, Robert Oakes, Barbara Ohlsen, David Zindel (Librarian at Richland Community College), and Sheila Witts-Mannweiler (ADM-personnel). Mr. Sitton will contact Mr. Zindel and Mrs. Witts-Mannweiler to see if they are willing to serve on the committee.

The interview committee will include the selection committee plus Grace Veach (tataloger) and Edith Rossiter (former Board member and President of the Friends of the Library).

The selection committee will select the candidates to be interviewed and the finalist. The interview committee will prepare the interview questions and conduct the interviews.

The City Librarian's job description was reviewed and determined to be current and accurate.

The committee members discussed the qualifications for the City Librarian position and decided that the ideal candidate will have administrative experience as a library director or assistant director of the public library or system. He should possess experience in budgeting, automation, and labor negotiations. Previous work with the Friends of the Library, a Foundation, and grants would also be helpful. "People skills" and excellent communications skills are essential. The selection committee should also look at how active the candidate has been in his/her community.

In final stages, the candidate will be introduced to a local real estate professional.

The interview committee will meet Monday, January 13 at 5:00 p.m. to develop questions for the interviews.

There was no further business. The meeting was adjourned at 6:30 p.m.

Respectfully submitted,

Jerald Merrick

Interim City Librarian

Decatur Public Library Circulation Statistics December 1991

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O 101AL	115,135.00	1,290,090,00	1,935,135,00	1,935,135.00	00.	100	23
SQSQQ=100 REFERENCE OR CITED	5,144.97	80,000,00	78,093.77	120,000.00	41,906.23	65	30(-)
LOTA	5,144.97	333.	126,089.16	218,000.00	91,910.84	57	<u></u>
0 2 3	5.017.79	33,333,33	42,352.82	50.000.05	7,647.18	84	386
30500-510 INTARY MORPHERS IDENT FEES	315.00	2,666.66	2,933.30	4,000.00	1,066.70	73	3
2	691.61	3,666.66	3,054.33	5,500.00	2,445.67	222	(C)*
OTAL	6,353.37	42,799.97	52,056.15	64,200.00	12,143.85	81	77
FRANSF 30600-	00•	6,666.66	00•	10,000,00	10,000.00		9 :
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30700-101 INVESTMENT INTEREST	3,616.33	22,000,00	22,145.71	3	10,854,29	0	34(
TOTA1	3,616.33	22,000.00	22,145.71	33,000.00	10,854.29	67	35
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30800-805 CONTRIBUTIONS AND DONATIONS 30800-899 MISCILLAUFOUS INCOME	711.44	5,333.33	1,929,53	8,000.00	7,058.30	111	
TOTAL	44.769	66.666.5	2,831,23	00.000.6	6,168.77	31	64
FUND TOTAL	130,947.11	1,715,459.95	2,350,057,56	2,410,641.00	60,583.44	16	.,),,,
GLA3030 FUND 21	CITY REVENUE	OF DECATUR FY	1991-92		PAGE	15	
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	<u> </u>	DESCRIPTION SALARIES & WAGES	BUDGET	EXPENDITURES	YEAR-TO-DATE EXPENDITURES	V-T-D BUDGET	UNEXPENDED	NCUMBERANC	UNENCUMBERED PRCNT BALANCE COMM	4 0 L B
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GLA3010 40000 LIBRARY CAPITAL EXPENDITURES	REPORT OF EXPENDITU	J F D E C A T U R IDITURES TO BUDGET	FY 1991-92 FUND	21 LIBRARY	CAPITAL	PAGE 12/3:	64 1/91
DESC RIPTION BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBERANC	UNENCUMBERED PI BALANCE	COMM
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		C	82.666	4	8.700.00	115,300.00	7.0

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Y CAPITAL	ENCUMBERANC	8,300.00	8,360.00		340.00	340.00	8,700.00
21 LIBRARY CAPITAL	UNEXPENDED BALANCE	6,000.00	71,000.00		53,000.00	53,000.00	124,000.00
FY 1991-92 FUND	Y-1-0 BUDGET	43,333	47,333		35,333	35,333	82,666
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GLA3010 40000 LIBRARY CAPITAL EXPENDITURES	OB DESCRIPTION	247 COMPUTER SOFTWARE EXPENSE 280 OTHER PROFESSIONAL SERVICES		CAPITAL GUTLAY	HIS OFFICE MACHINERY AND EQUIPM		** DIVISION TOTAL **
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2	25	DL SCRIPTION EXPENDITURES	ANNUAL BUDGET	EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBERANC	UNENCUMBERED PRCNI BALANCE COMM	
0	006	EX PENDITURES	12,000	2,176.50	4,663.73	8,000	7,336.27	2,346.15	4,990.12 58.4	
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0	80 03	2 1	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	BA BA	ENCUMBERANC	UNENCUMBER BALANCE	
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4 5 5 .	CCD	DESCRIPTION EXPENDITURES	ANNUAL	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBERANC	UNENCUMBERED PRCAT	1 5 0 7 0
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DECATUR PUBLIC LIBRARY LONG RANGE PLAN, 1989-1994 1991 REVIEW

1991 REVIEW COMMITTEE

Stanley Sitton, Chairman Shirley Apley Mary Lou Dwyer Frankye Morgan Robert Plotzke Grace Veach

DECATUR PUBLIC LIBRARY LONG RANGE PLAN, 1989-1994 Reviewed October 1991

- I. GOAL: To provide adequate staffing, improve staff development and personnel administration.
 - A. Objective: Provide adequate staffing by FY 1993.

Action Steps:

- Department managers and administration will review and make recommendations for library staffing requirements on an annual basis. Staffing priorities include:
 - a. Forty additional Library Assistant hours, Children's Dept., FY 1991.
 - b. Twenty additional Library Assistant hours, Reference Dept., FY 1991.
 - c. Retain 40-hour Librarian, Business Information Center (if outside funding permits), FY 1991.
 - d. Twenty additional Page hours, FY 1991.
 - e. Twenty additional hours of Security Guard coverage, FY 1991.
 - f. Twenty additional clerical hours, Reference Dept., FY 1992.
 - g. Twenty additional clerical hours, Adult Services Dept., FY 1992.
 - h. Twenty additional Page hours, FY 1992.
 - i. Forty additional clerical hours, Circulation Dept., FY 1992.
 - j. Twenty Library Assistant hours., Young Adult Dept., FY 1993.
 - k. Twenty Library Assistant hours, Audiovisual Dept., FY 1993.
 - 1. Twenty-eight and one-half additional Security Guard hours, FY 1993.
 - m. Full-time Public Relations position, FY 1994.

members; have not accomplished increase in hours or added staff members; have reduced in areas. Need additional funding to accomplish these goals. Although we are not able to add A - M, based on 12 months circulation, attendance, and patron assists, library services are at an all-time high. Future staffing will depend on economics to fund these positions. Change C to Reference/BIC Librarian.

 Administration will develop a list of substitute staff members are various levels, particularly those of Library Assistant, Clerk, and Page, by FY 1991. (This would ensure coverage during times of illness, vacation, leave, etc.) COMMENTS: Need to create a list. Administration needs to advertize for the creation of a substitute list through Millikin University, Richland Community College, public schools, etc. Need to look at the whole concept of using Manpower for temporary and substitute help.

3. In all library departments, continue to expand the use of volunteers when feasible, particularly for special projects and during peak activity periods.

COMMENTS: Use of volunteers has definitely expanded in all departments. Suggest Board members volunteer for a two-hour shift to get a better understanding of library operations. Need more volunteers.

B. Objective: Expand staff development program.

Action Steps:

- Staff Development Committee will:
 - a. Assess training and development needs of staff annually.

COMMENTS: Administration will assist in setting up the procedure or mechanism to get this done by assuring that time will be set aside for committee meetings. The Staff Development Committee will explore all avenues of assessing the staff's needs. This may include organizational and/or personality tests.

b. Beginning FY 1990, develop an ongoing program to enhance customer relations.

COMMENTS: Currently, there is no ongoing program; however, it has been addressed at some Staff Institute days. This needs more development. Suggestions made included having more workshops, inhouse videos to view, material to read, and quality circles.

c. Beginning FY 1990, design an annual Staff Development Plan.

COMMENTS: This has been accomplished and needs to continue on an annual basis with the results being printed for all the staff members to see.

d. Develop an orientation program for new employees by the end of FY 1990, to include an Employee Handbook.

COMMENTS: This has been accomplished and needs to be updated on an annual basis. Suggestions to review the orientation packet with a new employee after they have worked three months. Special note:

Union negotiations will change both the Employee Handbook and the orientation packet.

 Develop ongoing orientation program for current employees in FY 1991.

This has been accomplished but needs improvement. All staff need to be at the same level of orientation for their position. Recommend a check-list of pertinent skills for training meeds assessment. Suggestion of opening the library one hour later on a designated week day so staff has one uninterrupted hour of time for training needs and meetings.

f. Develop a "staff resource file", a listing of staff expertise in job-related or other areas, in FY 1991.

COPMENTS: A speaker's list for external use with other City departments has been accomplished. A list needs to be developed for internal use.

g. Develop and implement a staff exchange program between departments and possibly with other area libraries, in FY 1991.

COMMENTS: This has been partially accomplished. Consensus was to combine this step with f.

2. Administration will:

a. Develop program to promote teamwork throughout the library, beginning with library management team (administration, department heads, supervisors) in 1989.

COMMENTS: Workshop held in 1989 for all department managers. Continuing need for programs and workshop promoting teamwork throughout the library. Library managers should play a key role in planning and promoting team-building opportunities.

b. Provide ongoing financial and administrative support for staff development.

COMMENTS: Financial and administrative support have been provided for internal and external programs. The needs for expanded staff development programs and substitute coverage make it increasingly difficult to allocate time for staff development programs. Substitute alternative coverage is required to enable completion of staff development goals (training, development, staff exchange, quality circles, etc.)

C. Objective: Update library personnel policies by FY 1990, and review annually thereafter.

Action Steps:

 By FY 1990, Library Board and administration will update the current personnel policy and make copies available to each individual staff member.

COMMENTS: Done, however, the job descriptions need to be added to the personnel policy. Revision will be required upon completion of union negotiations.

> Library Board and City Librarian will review employee benefit package annually.

COMMENTS: Done.

 Library Board and City Librarian will review salary plan annually.

COMMENTS: Done.

 Supervisors will review job descriptions with their subordinates annually, as part of the performance review process.

COMMENTS: Sometimes done. Needs to be fully incomporated by all departments.

D. Objective: Expand and introve internal communications and cooperation.

Action Steps:

1. Departments will continue to hold departmental meetings, at least quarterly.

COMMENTS: Typically done. Frequency of the department from 2 to 12 meetings annually departmental meetings should be held monthly to the and communication. Substitute coverage should be needed.

2. Beginning in 1989, administration will monthly newsletter for the staff.

COMMENTS: Monthly newsletter was not issued because the Issued City Librarian did not have enough time nor staff assistance to a so-

3. Administration will form a Staff Advisory Committee in 1989.

COMMENTS: Done. Must re-evaluate the need for this committee as well as its mission following the establishment of the union contract.

4. Administration and Staff Advisory Committee will start a staff recognition program in FY 1990.

COMMENTS: This was not implemented due to resistance from the Staff Advisory Committee. No "fair" program could be agreed upon. Union should advise its recommendations on this matter.

E. Develop departmental goals based upon library goals.

Action Steps:

1. Beginning with FY 1990, each department will write an annual plan based on the DPL Long Range Plan.

COMMENTS: Has not been done due to lack of time, priority, and funds to implement.

2. Beginning with FY 1990, each department will meet quarterly to review its annual plan and note progress made.

COMMENTS: Not done.

- II. GOAL: To improve library awareness of community needs in programs, materials, and services.
 - A. Objective: Using results of the 1987 Citizen Survey, review library collections, programs, and services annually to determine whether they are meeting the community's needs.

Action Steps:

1. Administration and staff will use <u>Output Measures</u> for <u>Public Libraries</u> as recommended by <u>Avenues to Excellence II</u> to measure current use of collections, programs, and services against the 1987 Citizen Survey results.

COMMENTS:

 Board and administration will use annual checklists from <u>Avenues to Excellence II</u> to assess the overall quality of library service given by Decatur Public Library.

B. Objective: Review library hours of service annually.

Action Steps:

- 1. In FY 1991, Library Board and administration will investigate the need for service hours on Sunday and establish a plan to implement these hours, if warranted.
- 2. In FY 1992, Library Board and administration will establish a trial period to determine the feasibility of Sunday hours.
- 3. At the end of this trial period, in FY 1993--if Sunday hours prove to be feasible--the Library Board, along with administration and staff, will:
 - a. Determine the continued availability of funds for Sunday hours, and
 - Adjust staffing levels where necessary for effective service on Sundays.

COMMENTS: Not been thoroughly investigated. Perceived barriers include cost/staffing and employee preferences against working Sundays.

C. Objective: Promote cooperation with area libraries by FY 1991.

Action Steps:

1. Beginning in FY 1990, administration and staff will develop an organization known as the Decatur Area Library Consortium--for Decatur area school, public, academic, and institutional library staff members.

COMMENTS: Rolling Prairie Library System holds quarterly meetings with Decatur area administrative librarians to discuss current relevant topics. No formal interlibrary program exists at this time. Need to develop further and expand this to support staff.

2. Administration and staff will work with the Decatur Area Library Consortium to plan for cooperative collection development, by the end of FY 1991.

COMMENTS: No Decatur Area Library Consortium is currently on this. Adult Services staff have attended workshops on this tive collection development as outlined in Avenues to Excellent

- II. Per <u>Avenues to Excellence II</u> we must develop a written cooperative collection development plan for next year for the per capita grant.
 - D. Objective: Continue Library's commitment to ongoing collection development.

Action Steps:

1. The Assistant City Librarian, City Librarian, and Public Service Librarians, as well as designated staff, will continue to select materials based on the community's need for information, education, and recreation.

Ongoing. Need to develop a written collection mainteplan for the entire library including all departments.

2. Public Service Librarians and designated staff will continue to weed items from collections as needed, to ensure their effectiveness.

Ongoing, but halted temporarily during retrospective conversion.

- III. GOAL: To improve community awareness of library materials, services, and programs.
 - A. Objective: Increase public awareness of library materials, services, and programs to 50% by 1994, based upon the 1987 Citizen Survey.

Action Steps:

1. Assistant City Librarian and various departments will continue to issue media releases, totalling at least four per month.

Averaged 2-4 releases per month until the departure of the Assistant City Librarian. Two to four releases per month is a more reasonable goal. Need an individual spearheading public relations.

 Assistant City Librarian and designated staff will continue to promote library events through local radio stations, at least four times per month.

COMMENTS: See number 1 above.

3. All staff will encourage media to give credit to the library when it serves as a resource for news features.

COMMENTS: Ongoing.

4. Beginning in 1989, Assistant City Librarian and other designated staff will develop a newsletter to replace the current Calendar of Events.

COMMENTS: A newsletter was developed and is published on a bimonthly basis.

> Beginning in FY 1990, Assistant City Librarian, Staff Artist, and others will develop an "Annual Report to the Community" each year, to publicize library activities.

COMMENTS: Not done. Needs an individual to spearhead.

 Beginning in FY 1991, Assistant City Librarian will send letters each year to remind area clubs and associations that library staff are available to present programs.

COMMENTS: A number of library staff are included in the City's published speaker's bureau list. It should be included in the annual newsletter.

 Library staff will continue to present programs for groups and organizations throughout the community, at least once per month.

COMMENTS: Done. There is a demand for more property staff limitations prevent expanding this service.

8. Assistant City Librarian will extend television coverage of library programs and extends to an average of six times per year by FE 1991.

COMMENTS: Done. Need another individual to specified the absence of the Assistant City Librarian.

9. In FY 1991, administration, working the brary Board and the Friends of the develop community "focus groups" to a second needs and interest of the minority community Decatur.

COMMENTS: No formal focus groups established at the However, the library has been involved in the Black Festival and Seniorama during the past two years.

- 10. In FY 1993, administration and staff will conduct a Citizen Survey.
- Increase public awareness of the following в. Objective: special services and materials from their present levels (according to the 1987 Citizen Survey) to a 50% level by 1994 (contingent upon accomplishing Objective A, Goal I, which deals with adequate personnel hours).
 - 1) Programs for children
 - 2) Programs for adults
 - 3) Books for children under two years of age
 - Service to the homebound 4)
 - 5)
 - Local history collection Interlibrary loan service 6)
 - 7) Government documents
 - 8) Vertical file

Action Steps:

Adult Services, Reference, and Audiovisual Departments will each sponsor at least one program for adults per year.

COMMENTS: Adult services and Audiovisual departments have met this requirement. Reference Department has sponsored programs pertaining to educating the public on the use of the Business Information Center. Continuing funding will be required to continue these programs.

> 2. Reference Department will increase the number of hours the Local History Room is open from 14 to at least 57 hours per week by FY 1992.

Hours increased to approximately 25 per week; primarily Through Schilling grant the local room is being expanded. Need a plan to increase volunteer 150 to 57 hours per week.

> Extension Department will explore new ways to publicize service to the homebound by FY 1992.

Needs to be addressed.

Beginning FY 1992, the Reference Department will maintain and weed the vertical file collection-also exploring new ways to publicize this service.

COMMENTS: Currently weeded and maintained by the Adult Services Department. Adult Services and Reference need to work on this in the future and ways to publicize, i.e., brochure for teachers. Eave "see" and "see also" references in card catalog.

5. Administration and Reference Department will explore new ways to publicize special services and materials, particularly the Local History Room, government documents, and interlibrary loan, by FY 1993.

COMMENTS: Will need staffing to produce publicity, i.e., Millikin intern being used as a public relations person.

C. Objective: Provide adequate staffing by FY 1993.

Action Steps:

 Beginning in FY 1990, City Librarian will provide copies of the "Annual Report to the Community" to city and state officials.

COMMENTS: No annual report to the community was developed (see Goal III, Objective A, Action Step 5).

Beginning in FY 1990, Library staff will submit occasional articles to "Pride", the City of Decatur's monthly staff newsletter.

COMMENTS: Has not been done. Needs someone to spearhead.

 Administration and staff will continue to host tours of the library for city and state officials.

COMMENTS: Ongoing, but need to work to consciously get them here.

4. Beginning in FY 1990, City Librarian will invite the City Council to hold study sessions in the library once or twice each year.

COMMENTS: Not done. Invite Council once the Local History Room is completed. Invite new City Council members to tour the library.

5. Beginning in 1990, administration will encourage all staff and Board members to participate in the Illinois Library Association Legislative Day and/or the ILA Legislative Network.

COMMENTS: Low level sporadic effort.

D. Objective: Increase the business community's avareness of the library's role, as well as the services and materials available specifically for business users.

Action Steps:

 Administration, Board, and staff will continue to maintain working relations with the Chamber of Commerce, the Economic Development Foundation, and the Convention and Visitors Bureau.

impede further progress. Activities have really helped strengthen ties between library and the business community and have led to the formation of the Economic Development Coordinating Committee.

2. Beginning in 1989, administration will survey the business community regarding its needs for library and information services.

COMMENTS: Done through BIC but loss and director and funding will impede further progress.

3. Beginning in FY 1990, Decatur Area Resources for Economic Development Project Coordinator will develop a quarterly newsletter exclusively for business users.

COMMENTS: Economic Development Coordinating Committee does not yet publish a newsletter. Lack of funding may prevent this from happening in the future.

4. By FY 1991, Project Coordinator will publish a directory of all business information sources throughout the Decatur area.

COMMENTS: Done. Need to update biannually.

5. Beginning in FY 1990, administration will send copies of the library's "Annual Report to the community" to Decatur businesses.

COMMENTS: Not done. (See Objective C, Action Step 1.)

E. Objective: Improve awareness of library services throughout the education community by FY 1990.

Action Steps:

1. Assistant City Librarian will continue to send information to Decatur schools, both public and parochial.

COMMENTS: Done in several formats by several staff members in Children's, Young Adult, and Extension Departments.

 Library staff will continue to encourage class visits to the library. COMMENTS: Done.

3. Beginning in fall of 1990, department managers or designated staff (particularly from Reference, Children's, Young Adult, Adult Services, and Extension Departments) will make presentations at Decatur School District teachers' institutes to inform teachers of the services DPL provides.

COMMENTS: We should consider tying into the school's in-service days to better establish communication. This goal has not been pushed hard.

4. Beginning in FY 1990, administration will send a copy of the DPL Newsletter to each public and parochial Decatur school.

COMMENTS: Done.

5. Beginning in FY 1990, Children's, Young Adult, and Extension Department Librarians or designated staff will continue to promote the Summer Reading Program through visits to classrooms, special bookmobile stops, and the help of school librarians.

COMMENTS: Promoted Summer Reading Program to a number of schools through handouts. Increasing promotion activities may cause demand to exceed staff resources. There is a need to expand resources to meet this demand.

6. In FY 1990, administration and staff will form an Education Advisory Council to further coordinate school, college, and library roles in education—as well as to determine the availability of materials and services that students and faculty need. This EAC will be composed of representatives from Decatur Public Library, Decatur School District 61, Decatur parochial schools, Millikin University, and Richland Community College.

COMMENTS: Not done. Recommend a creative active interface with Richland Community College and Millikin University on teachers' reading lists. Teen Advisory Board and study sessions are a step in the right direction.

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

A. Objective: Improve accessibility to the main library.

Action Steps:

Administration will investigate alternatives for increasing the availability of short-term parking near the main library building, in FY 1991.

Not accomplished.

3. Objective: Make the building's exterior more attractive and inviting by FY 1994.

Action Steps:

 Administration and Board will investigate the purchase of an attractive and highly visible exterior sign, which could contain a message board for listing of library events and programs, by FY 1992.

Not accomplished as yet.

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

Action Steps:

1. By FY 1990, administration and department heads will develop plan to provide more work space around the card catalogs for both patrons and staff.

Done, but there are still problems. Moved them apart further but need to address the worn spots in the carpet.

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 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.

ENTS: Not done due to fiscal constraints. Board is looking at a replacement fund for the next 1-5 years.

4. In FY 1991, administration and designated staff will develop plan to increase staff and patron visibility in all public areas.

COMMENTS: Some improvements have been made but no plan has been developed.

 In FY 1991, administration and designated staff will design an improved signage system for the building.

COMMENTS: 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.

COMMENTS: 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.

COMMENTS: 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:
 - a. Redesigned layout--particularly public service areas and expanded work areas (circulation area, basement, main floor).
 - b. New furnishings for some areas--including desks with drawers for most staff members, and larger carrels for typewriters and microfilm/fiche readers.
 - c. A new color scheme throughout the building.
 - d. Improved lighting in all areas of the building.
 - e. Acoustics in all areas of the building, particularly public areas.
 - f. Shelving areas, particularly periodical storage shelving.

COMMENTS: Seeking funding for this through the replacement fund (see action step #3).

g. The need to lease or purchase additional space as future space needs increase (downtown, or explore branch library sites). D. Objective: Continue to modernize the appearance of the bookmobiles, in order to make them more attractive and functional, by FY 1992.

Action Steps:

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

COMMENTS: One bookmobile was repainted.

- 2. Administration and Extension Librarian or designated staff will explore the options for redesigning the bookmobile interiors—including new carpeting, curtains, inner ceilings, and lighting, by FY 1992.
- E. Objective: 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 1991.

COMMENTS: 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.

COMMENTS: Seeking funding through replacement fund (see Objective C, Action Step #3).

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

Action Steps:

 Administration will form a Disaster Plan Committee by FY 1991.

COMMENTS: An individual has been named to address this issue. The committee may want to coordinate efforts with the Macon County Disaster Coordinator.

 Disaster Plan Committee will develop plan by FY 1992, to be presented to the Library Board for adoption.

- V. GOAL: To increase patron access to the world of information through automation.
 - A. Objective: Beginning in 1989, determine the need for database search services offered by the library.

Action Steps:

1. In 1989, survey potential users to determine if the need exists for database search services.

COMMENTS: Done.

B. Objective: Determine what type of database search services and equipment should be provided, by FY 1991.

Action Steps:

1. In 1989, Assistant City Librarian and designated staff will determine what databases should be offered in CD-ROM.

COMMENTS: Done. Several databases have been added.

2. In 1989, Assistant City Librarian will recommend for purchase one or more microcomputers to be installed in the Reference Department.

COMMENTS: Done. Purchased four microcomputers.

3. By FY 1991, Assistant City Librarian and designated staff will determine whether or not database search services should be offered on-line.

COMMENTS: Done.

4. Administration will determine whether fees should be charged for database search service, by FY 1991.

COMMENTS: Done. Fees have not been assessed for these services. Reduction of outside funding for this service will necessitate a re-examination of the services to be provided and whether fees should be charged. Patrons are assessed \$.05 per sheet of paper printed beginning July 1, 1991.

C. Objective: Beginning in 1989, prepare for an on-line catalog.

Action Steps:

1. Administration will form a staff Automation Committee in 1989 to deal with all aspects of library automation.

COMMITTEE Done. Committee still exists with six to seven members.

2. Staff Automation Committee will prepare a report concerning the best, most economical way to convert the present extended catalog records to MARC records, in FY 1991.

Done. Reported verbally.

3. Based upon the staff Automation Committee's recommendation, convert extended catalog records to MARC format by FY 1993.

COMMENTS: Machine conversion of records will be done by the end of 1992. Conversion of non-hit items could take between two to five Tears, depending on the number of non-hits and availability of staff and funding.

4. Library staff will input the newly converted records into DPL's bibliographic database by the end of FY 1993.

COMMENTS: To be completed by the end of 1992. Non-hit conversions will be entered as completed by staff.

D. Objective: Plan for the purchase of all necessary equipment and software to initiate on-line catalog by 1994.

Action Steps:

1. In FY 1992, the staff Automation Committee will recommend the purchase or lease of an additional disk-pack memory storage unit to expand the computer system for an on-line catalog.

COMMENTS: Done.

2. In FY 1993, the staff Automation Committee will recommend the purchase or lease of up to 20 terminals and necessary software for patron access to the on-line catalog.

COMMENTS: Survey automated libraries to determine the optimum number and locations for patron terminals, by April 30, 1992. Survey department heads to determine the number of terminals needed for staff within each department. Priority funding is needed for this project.

E. Objective: Initiate the on-line catalog service when 50% or more of the collection is in MARC format, by FY 1994.

Action Steps:

In FY 1993, administration and department heads will investigate staffing needs to provide adequate assistance to patrons using the on-line catalog.

COMMENTS: Survey of automated libraries will help to determine staffing needs.

- 2. In FY 1994, administration will provide extensive staff training in use of the new on-line system, prior to making it available for public use.
- 3. In FY 1994, administration and public service staff will develop training materials for patrons who plan to use the on-line catalog.
- 4. The card catalog will be "closed" in FY 1994, (i.e., no new additions will be made to it) once the on-line catalog is operating.
- 5. In FY 1994, the staff Automation Committee will investigate dial-up access for patrons who wish to use the on-line catalog from a remote location.

VI. GOAL: To increase the amount of financial support available to Decatur Public Library.

A. Objective: Ensure that adequate local funding is available to the library annually.

Action Steps:

 Board will request sufficient funds from City of Decatur to operate DPL each year.

COMMENTS: Board is reviewing the process to increase funding.

 Lay groundwork for public and government support of an increase in tax funding for the library, by FY 1994.

COMMENTS: Not done. A task force and/or Board Finance Committee need to define this Action Step further.

B. Objective: Raise \$50,000 in grant funds annually, beginning FY 1990.

COMMENTS: Grant funds have exceeded \$50,000 for 1989/90. In 1991, \$55,000 for local history was received through the Schilling Foundation. Need a person proficient in grant writing to continue in this area of funding.

C. Objective: Receive annual support from the Friends of the Library, on a project basis, beginning in FY 1990.

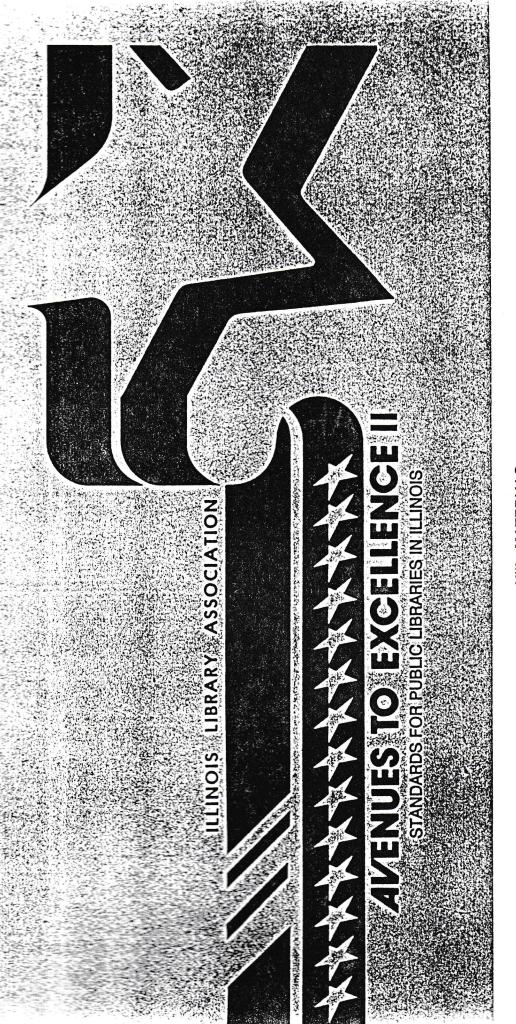
COMMENTS: Done. Foundation and individual departments within the library have received funding.

D. Objective: Raise \$200,000 in donations to the Library Foundation by FY 1994.

Action Steps:

1. Beginning in FY 1990, Assistant City Librarian and Decatur Area Resources for Economic Development Project Coordinator will continue to seek funding for this Project--through the Library Foundation, grants, and other sources.

COMMENTS: The committee members did not understand this goal.



VIII. MATERIALS

periodicals; pamphlets; government publications: newspapers; pictures; films; slides; filmstrips; art reproductions; realia; music scores; maps; recordings and One of the public library's functions is to assemble, organize, preserve, and make easily and readily available to all people a variety of print and non-print materials. Materials acquired should enhance the collection and fulfill community needs and interests. Library materials include, but are not limited to: books; tapes; various forms of microreproduction; television; audio and video recorders and players; computers; computer software, etc.

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The public library must have a written policy for the selection of library materials and for general collection development which shall address the Library Bill of Rights and other ALA documents including unrestricted access to libraries for minors. (Chapter 81: 4–7.2 and Chapter 81: 1004–11.1)	The materials selection policy must be reviewed by the Board biennially. (Chapter 81: 4–7.2 and Chapter 81: 1004–11.1)	All materials shall be selected, retained, or weeded by library staff in conformance with the selection policy.		of materials.	Budget The materials budget shall be allocated based on the results of a community analysis (Appendix A); library circulation statistics; strengths and weaknesses of the existing collection; local, regional and statewide library collections; costs of materials; and user demand. Libraries shall participate in cooperative collection development activities with other libraries.	kept in mind: anticipated user needs, demonstrated needs and specific requests, and evaluation by	The public library shall provide resources which enable individuals to examine issues freely. Collections shall contain materials setting forth a variety of views on all topics. This does not necessarily imply numerical balance.	Organization and Control Cataloging and classification of materials shall be by recognized practices. Lending regulations shall facilitate the use of library materials. An inventory shall be conducted at regular intervals.	be irreplaceable or needed in the collection for basic informational services, shall be available for use	
orgeneral ors. (Chap	 er 81: 4-7.	- e with the	ı	ısideration 	pendix A); and user c	needs, del	ely. Collec	ulations sh	the collecti	1
The public library must have a written policy for the selection of library materials and for ge Rights and other ALA documents including unrestricted access to libraries for minors.	ally. (Chapte	conformance		Libraries shall have a written policy and procedure for handling requests for reconsideration of materials.	ranalysis (Ap of materials;	cipated user	ne issues fre	. Lending reg	or needed in t	
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ave a written ocuments inc	policy must	lected retai		ritten policy	Budget The materials budget shall be allocated based on the res existing collection; local, regional and statewide library development activities with other libraries.	Selection When selecting materials, the following criteria shall be professionally recognized sources and guidelines.	The public library shall provide resources which enable individu: all topics. This does not necessarily imply numerical balance.	of materials	All materials, except those judged by the librarian to outside the library.	
ary must ha ner ALA do F	selection			I have a w	jet shali be Pocal, reg ities with c	aterials, the	hall provid es not nec	d Contro ssification lar interval	except tho orary.	
public libr ints and otl	materials	materials		raries shal	t erials budg collection; ment activ	ion electing ma onally reco	ilic library s is. This do	Organization and Control Cataloging and classification o conducted at regular intervals.	All materials, exceloutside the library.	
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Formats

The public library's collection shall include a variety of forms. Technology constantly makes available new forms chosen for library use. Whatever choice of formats, materials shall be provided in sufficient quantities and in areas of patron interest. Any collection of whatever type of material shall be dynamic, vital, and continually changing to meet the needs of the community. Items no longer useful shall be withdrawn from the collection and discarded. Perlodicats: The selection of periodicals, like other library materials, shall be based on community interests and needs. Titles included in the periodical indexes held by the library shall be given careful consideration.

Libraries must also consider in this decision the current copyright restrictions, which limit the number of times articles published within the last five years may be The declaton on the time span of back files for periodicals shall be based on a periodical usage study, and on cooperative collection development agreements.

to which back	hall have rapid
A periodical usage study shall be conducted every three years to determine appropriateness of the collection to user needs, and the extent to which back Illes are used.	Suality
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access through the library system and ILLINET to all the titles published in the United States, and to available foreign titles. This is true for all types of media. The output measures as described in Output Measures for Public Libraries, second edition, American Library Association 1987, shall be used to determine (1) whether users find the materials they want when they come to the library, and (2) if not immediately available, how long the wait before delivery. The number of materials owned by a library is less linportain trial trie use triose ritaterials receive.

As mentioned in the paragraph above, quality is more important than the quantity of materials owned by a public library. However, for those libraries planning a new building, building expansion, etc., Appendix G lists input measures on collection size. These input standards were included in the first edition of "Avenues to Excellence". Use of Appendix G is optional.

Collection Development: Output Measures

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Working with the Americans with Disabilities Act

By Michael Gunde

N JULY 26, 1990, President Bush signed the most sweeping civil rights legislation enacted in over two decades, the Americans with Disabilities Act (ADA). Most of America's libraries will soon be in violation of this act, which recures that libraries cease discriminain services, programs, and employment by January 26, 1992. As date approaches, librarians have begun asking more questions about the act and its implications. Below are typical questions I have received from librarians in the last few months: directly:

More questions will be discussed in a future issue of LJ. To submit yours, write to:

Answers on the ADA

Library Journal

249 W. 17th Street

New York, NY 10011

OR FAX

212-463-6734.

L How does the ADA define "disability"? For purposes of understanding the ADA, a disability is any physical or mental impairment that substantially limits a major life activity, such as walking, seeing, hearing, breathing, learning, working, sitting, standing, or caring for oneself.

Michael Gunde is Assistant Library Director, Bureau of Library Services for the Blind and Physically Handicapped, Daytona Beach, Florida and Secretary of the Libraries Serving Special Populations Section of the American Library Association: He has conducted workshops for libraries on the ADA 2. Which ADA requirements will affect my library?

Libraries that are subdivisions of state or local governments may not discriminate against applicants or employees with disabilities after January 26, 1992. Private entity libraries must comply with the requirements by July 26, 1992 if they employ 25 or more workers; those with 15–24 employees must comply by July 26, 1994.

The ADA also requires that both public entity libraries (Title II) and private entity libraries that are public accommodations (Title III) cease discrimination in services and programs no later than January 26, 1992. Additionally, the employment provisions of Title I require that special and corporate libraries that exist solely for the benefit of employees make their services accessible to workers with disabilities. If the special library is part of a public entity, this must be done by January 26, 1992; if the corporate or special library is part of a private entity, then the library must be usable by workers with disabilities no later than July 26, 1992 (if the private entity employs 25 or more workers) or July 26, 1994 (if the private entity employs 15-24 workers).

3. When will the final federal regulations to implement ADA be available?

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The critical regulations for libraries are already available. These rules pertain to Titles I, II, III, and the Accessibility Guidelines for Buildings and Facilities. They were published in Volume 56 of the Federal Register, July 26, 1991, p. 35408–35756.

4. Where can I find a checklist of ADA requirements that will tell us exactly what we need to do in our library?

Nowhere. Essentially, library services must be provided in a manner that allows each eligible user with a disability to equally benefit from the local library. Because the needs of each individual with a disability differ and the range of disabilities is infinite, it is not possible to categorically state which specific actions a library will need to take. This is why the ADA's regulations are guidelines for making ADA decisions and not an exhaustive catalog of all possible required accommodations or modifications.

Every decision about ADA compliance must be made on a case-bycase basis, taking into consideration the elements involved in the service or program and the needs of the library patron with a disability. For example, closed-captioned videocassettes may be usable by a patron with a hearing impairment who uses speech to communicate, but may be totally useless to someone who uses sign language. A library that is a model of architectural accessibility may be easily usable by a patron who uses a wheelchair, will be inaccessible for a person who is homebound.

In the next few months, Oryx Press will publish *The Americans with Disabilities Act (ADA) and Libraries*. Edited by Nancy C. Pack, the book will provide librarians with in-depth information about their responsibilities under the act. It is also important for librarians to become familiar with the law itself, which is Public Law 101–336, *United States Code*, Vol. 42, 12101–12213.

5. Does my library need to provide sign language interpreters for every program? Yes. The regulations require that libraries and other entities "furnish appropriate auxiliary aids and services where necessary to afford an individual with a disability an equal opportumity to participate in and enjoy the benefits of a service, program, or activity" (Federal Register, Vol. 56, p. 35721) and includes "qualified interpreters" in the long list of required auxiliary aids and services (Federal Register, Vol. 56, p. 35717). So, if there are people in your library's service area who use sign language to communicate and wish to attend your programs, you must provide interpreter services. Of course, your library would not need to do this if it would fundamentally alter the nature of your service (unlikely) or if it would result in an undue burden (i.e., significant difficulty or expense). If the library believes that providing this, or any other required auxiliary aid or service, would constitute an undue burden, the decision must be made by the head of the library, after considering the total resources available to the library and its parent agency. The decision must be put in writing and must be accompanied by an explanation of how the conclusion to not provide the needed aid or service was reached.

This service does not have to be prohibitively expensive. Some libraries contract with a qualified interpreter or a Deaf Service Center. Patrons are instructed to contact the interpreter or agency directly to declare their intent to attend a certain program. The interpreter then arranges to meet the patrons at the library, performs the required services, and bills the library for the time worked. This system is less expensive than hiring full-time interpreters. For a library serving a community of, say, 25,000 people, this service would usually cost less than \$1000 per year.

6. Do public libraries need to stock Braille books and periodicals, or can we simply refer Braille readers to other libraries? What about private libraries?

Braille reading materials are included in the list of auxiliary aids and services and therefore must be present in appropriate quantities in libraries that are public entities. To refer Braille readers to another agency for all materials would deny these users the benefit of local library services, which they pay taxes to support, and would violate the ADA's antisegregation requirements. Of course, if no one in the library's service area needs or requests Braille reading materials, the library need not stock these materials.

Libraries funded by private entities are not required to collect Braille books and periodicals, audiobooks, or closed-captioned videocassettes, which are termed "accessible or special goods" (Federal Register, Vol. 56, p. 35598). However, these libraries must interlibrary loan these materials upon request if the library customarily provides interlibrary loan service for users who do not have a disability. In addition, both publicly funded and private libraries that are public accommodations must provide services and equipment necessary for readers with disabilities to benefit from the library's reference materials, which usually are not available in accessible formats from any source. This can be done through making staff available to read material to patrons, the acquisition of reading machines and text-magnification systems, or through other means depending on the needs of the patron.

7. Does my library need to designate a staff member to coordinate ADA compliance activities?

If your library is a subdivision of state or local government and employs 50 or more workers, at least one staff member must be appointed as the ADA coordinator (Federal Register, Vol. 56, p. 35718). The ADA coordinator will plan compliance activities; arrange for a required review of current programs, services, and facilities; investigate any complaint alleging noncompliance; and ensure the involvement of eligible readers with disabilities in the review process. The designation of an ADA coordinator will guarantee that people with disabilities can easily contact a knowledgeable staff member to discuss library violations. Publicly funded libraries with less than 50 employees and privately funded libraries are not required to appoint an ADA coordinator, but doing so would facilitate ADA compliance.

8. What is involved in the public entity library self-evaluation process?

Every public entity library, regardless of staff size, must complete a review of each facility's architectural accessibility no later than July 26, 1992 and must evaluate each program and service for ADA compliance by January 26, 1993. The reports of these reviews must be made available for public inspection, must detail any problems identified, must outline a plan for corrective action, and must list the names of individuals consulted. The reports must also, of course, be available in formats usable by patrons with disabilities.

Consumer input must be sought during the self-evaluation process. This may be done through open hearings, accessible surveys of current and potential users, and/or the establishment of an advisory committee composed of individuals with disabilities. A combination of these and other activities probably would be most effective.

Because the ADA requires the library to meet the service needs of every eligible individual with a disability, and since disabilities have an infinite range of variety and degree, libraries are strongly encouraged to convene at least one open, well-publicized consumer forum. Surveys in accessible formats that also allow for telephone responses will help to ensure input from those unable to attend the forum. A consumer advisory committee can be helpful in planning the forum, designing the survey, and analyzing the information received. It can also assist in ensuring that needed changes are actually made and that improved programs and services do not lapse into inaccessibility.

Fundamental to this process is the realization that you cannot meet the needs of people without actually asking them what they want. Libraries should also be aware that they are not shielded from litigation during the program review process and that all services must be usable to patrons with disabilities by January 26, 1992.

9. Why go through that elaborate process? Wouldn't it just be easier to wait for someone to enter a complaint?

Ultimately, dealing with litigation will be more costly and time-consuming than going through the review process. Litigation could also be very bad for public relations. If that is not enough, you could lose federal and state aid until you are able to show that you have complied with the act.