

V. USERS AND USAGE

Address the question of whom it serves. This can be done by making use of the ALA publication Planning and Role Setting for Public Libraries and the library's mission statement. Although all residents within the library's boundaries are eligible for service, a library may decide to concentrate on serving a segment of the public for the duration of a planning cycle. This is a local decision and must be made on the basis of available resources, community needs, and other factors.

For planning decisions, information on current use and users needs to be collected and analyzed. Most of the following standards relate to this data.

1. The expiration date of registered borrower's cards shall be three years or less. This date shall appear on the borrower's card. (Expiration dates--month and year--are necessary for inter-system borrowing.)

_____ _____ _____ _____ _____

n.)

is Revised Statutes, the library board has chosen not to offer non-resident fee cards. (Chapter 81: 4-7(12) or Chapter 81:

_____ _____ _____ _____ _____

chosen to extend the privilege and use of the library to non-resident non-library taxpayers, and is charging an annual fee in Revised Statutes (Chapter 81: 4-7(12) or Chapter 81: 1004-11(12).)

_____ _____ _____ _____ _____

property taxpayers, if any, must be issued library cards in accordance with Illinois Statute. (Chapter 81: 4-7(12) or Chapter 81:

_____ _____ _____ _____ _____

Measures

shall determine the number of people who come into the library facility during a specified period of time. (The procedures outlined in Measures for Public Libraries should be followed when calculating this measure.) While some libraries may wish to do this every year, at least every 3 years.

Percentile comparisons (Optional): _____ 50th _____ 75th _____ 90th

_____ _____ _____ _____ _____

Percentage of the Population

shall determine the number of registered borrowers compared to the total population served. (The procedures outlined in the ALA/PLA Public Libraries should be followed when calculating this measure.)

Percentile comparisons (Optional): _____ 50th _____ 75th _____ 90th

_____ _____ _____ _____ _____

Percentage of the Population

Libraries shall determine the percentage of the population that has used the library during the last year by means of a citizen survey. (Section 10-10-10. Some libraries may wish to do a citizen survey in preparation for a major decision-- construction, expansion, rate increase referendum. The timing of this survey is not prescribed by a local library issue, choosing to complete it six or seven years after a federal census may not only reflect the citizens' perceptions of the library, but it may also serve to update some of the census demographic information.

_____ _____ _____ _____ _____

Usage by Age Groups or Other Specific Characteristics as a Percentage of the Population

Libraries shall determine the percentage of the population that has used the library by age, sex, occupation, and other characteristics. (Section 10-10-10 Administration.) These percentages can then be compared to the census statistics in order to determine if any group is underserved.

_____ _____ _____ _____ _____

Library service is entirely dependent on the make-up of each community, the priorities of the library roles, and other community agencies. (Refer to the Planning and Role Setting for Public Libraries in this section.) For most libraries it is no longer possible to be all things to all people. In each library's planning cycle, heavy emphasis may be placed on certain specific target groups, and less emphasis on others. Except as designated below, libraries will be responsible for determining their own measures of performance. When current standards other than those serving specific populations, they should be studied and implemented in accordance with the library's long-range plan.

Special needs include but are not limited to the educationally, culturally, and socioeconomically disadvantaged; the elderly; the disabled; ethnic minorities; persons with limited English-speaking ability; persons with physical, cognitive, and emotional disabilities; and persons in state and locally funded institutions.

Libraries shall identify specific target groups within their population.

_____ _____ _____ _____ _____

Libraries shall identify the percent of usage by these specific target groups.

_____ _____ _____ _____ _____

Libraries shall determine to what extent the library can meet the needs of the special populations identified and address these needs when setting its roles and responsibilities in its long-range plan.

shall work toward accomplishing the standards established by the Illinois Library Association for public library service to youth.

_____ _____ _____ _____ _____

one staff member to be responsible for library service to individuals with disabilities. This staff member will attend meetings and be aware of this group's needs and report to both the staff and the Board. This person will also monitor the library's efforts to integrate individuals with disabilities into the total library program.

_____ _____ _____ _____ _____

When serving specific populations the staff and Board should answer the following questions:

1. How do we reach people in institutions located in the public library's service area?

2. How do we help the community to see what other agencies are serving the institutionalized, the individuals with physical and cognitive disabilities, the illiterate, and those who do not speak English?

3. How do we make our development policy take into account the varied materials that may be needed by these specific groups?

4. How do we ensure our community resource file is periodically updated to provide current referral information?

Why do public libraries offer programs. Some of these are:

1. To provide access to the library,

2. To provide access to use related materials,

3. To provide access to a variety of subjects in a format other than the printed word,

4. To ensure that these services shall be incorporated in the library roles and supported in the budget.

_____ _____ _____ _____ _____

5. To provide access per capita (to be done annually).

_____ _____ _____ _____ _____

in frequency and scheduling, are a key element in guaranteeing public library accessibility. Changes in library hours should not be

library hours shall be fixed, posted and include morning, afternoon, evening, and weekend hours based on users and potential users' staff convenience.

_____ _____ _____ _____ _____

library services shall be offered to all individuals. Hours of the children's, young adult, and other special departments should be the department.

_____ _____ _____ _____ _____

hours of service shall be as follows:

_____ _____ _____ _____ _____

| Population | Not less than |
|---------------|----------------|
| Under 5,000 | 5 days/25 hrs. |
| 5,000-10,000 | 5 days/48 hrs. |
| 10,001-25,000 | 6 days/56 hrs. |
| 25,001-50,000 | 6 days/67 hrs. |
| 50,001-75,000 | 7 days/71 hrs. |
| Over 75,000 | 7 days/72 hrs. |

USER AND USAGE BIBLIOGRAPHY

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FOR FURTHER READING

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