

**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<sup>st</sup> as ½ 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

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**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.

Discussion about grievances: 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.

Fees for reserves: 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.
6. 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.

Bills and payroll: 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

	<u>Min</u>	<u>Max</u>		
Level 1	22,699	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	<b>\$3,540</b>

3.3% Increase

	<u>Min</u>	<u>Max</u>		
Level 1	22,765	33,372		
Level 2	26,557	38,966		
Level 3	30,772	45,740		
Level 4	34,660	51,669		
Level 5	40,622	60,628	affects 3 people	\$1,298
Level 6	49,006	73,118		
Level 7	63,013	87,805		
			Real Cost	<b>\$3,894</b>

City Librarian's Proposal

	<u>Min</u>	<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		
			Real Cost	<b>\$15,256</b>

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	



BILLS AND PAYROLLS FOR PERIOD ENDING 11/30/2002

FUND DECATUR PUBLIC LIBRARY

DATE OF REQUEST	VENDOR	AMOUNT	CHECK NUMBER	CHECK DATE	DESCRIPTION
11/26/2002	SEETH, ALAN	200.00	157695	11/26/2002	OTHER PROFESSIONAL SERVICES
11/26/2002	TREASAS--CASH	7.00	157697	11/26/2002	STAGE AND OTHER TRAVEL
11/26/2002	TREASAS--PETTY CASH	25.65	157697	11/26/2002	PROFESSIONAL MEMBERSHIP FEES
11/26/2002	TREASAS--PETTY CASH	15.00	157697	11/26/2002	PROFESSIONAL MEMBERSHIP FEES
11/26/2002	TREASAS--PETTY CASH	36.44	157697	11/26/2002	MATERIAL-BLDGS
11/26/2002	TREASAS--PETTY CASH	31.72	157697	11/26/2002	MATERIAL TO MAINT AUTO EQUIP
11/26/2002	TAYLOR, DELBERT	200.00	157699	11/26/2002	OFFICE SUPPLIES
11/26/2002	ANALARK, UNIFORM SERVICES, INC.	78.22	157705	11/26/2002	SERV-BUILDINGS
11/26/2002	VERI LOCK SHIRTS	157.71	157712	11/26/2002	TELEPHONE
11/26/2002	ALL DATA	1,762.50	157713	11/26/2002	TELEPHONE EQUIP
11/26/2002	BARKER A TAYLOR CO	1,905.00	157714	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	BARKER A TAYLOR CO	6,002.92	157715	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	BARKER A TAYLOR CO	1,735.91	157716	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	BRADFORD'S COMPUTER SUPPLY	945.60	157719	11/26/2002	OFFICE SUPPLIES
11/26/2002	BOOKS ON TAP	60.00	157721	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	BARKER A TAYLOR CHEMICALS	11.60	157724	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	THE BOOK SOURCE	71.03	157733	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	C K CUSTOM SIGNS	34.10	157733	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	C C FIRE EQUIPMENT CO INC.	125.00	157744	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	DECATUR PAINT & VARNISH	233.30	157745	11/26/2002	PRINTING AND BINDING
11/26/2002	DEMO INC	43.69	157753	11/26/2002	MATERIAL-BLDGS
11/26/2002	DEMO INC	39.89	157754	11/26/2002	MATERIAL-BLDGS
11/26/2002	HERALD B BVELLD	386.17	157754	11/26/2002	OFFICE SUPPLIES
11/26/2002	DUNKER ELECTRIC SUPPLY, INC	108.94	157756	11/26/2002	SMALL CAPITAL ITEMS
11/26/2002	DYNEX ENERGY SERVICES	382.91	157756	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	FARM & HOME PUBLISHERS, LTD.	464.44	157758	11/26/2002	MATERIALITY
11/26/2002	GAYLOR PROS.	8.00	157778	11/26/2002	ELECTRICITY
11/26/2002	THE GALE GROUP	54.60	157780	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	H W WILSON CO	48.21	157783	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	H W WILSON CO	633.00	157788	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	H W WILSON CO	489.00	157788	11/26/2002	MAG/PAPER-S-MAIN ADULT
11/26/2002	H W WILSON CO	177.00	157788	11/26/2002	MAG/PAPER-S-MAIN JUVENILE
11/26/2002	HOUGHTON MIFFLIN BINDER LTD	141.35	157789	11/26/2002	PRINTING AND BINDING
11/26/2002	AMERITECH	1,002.25	157797	11/26/2002	TELEPHONE SUPPLIES
11/26/2002	JAN SAN SUPPLY INC.	200.25	157800	11/26/2002	JANITORY SUPPLIES
11/26/2002	LACD ELECTRONICS, INC	54.88	157806	11/26/2002	OFFICE SUPPLIES
11/26/2002	MENARDS	91.88	157820	11/26/2002	MATERIAL-BLDGS
11/26/2002	MCLERON USA	75.15	157828	11/26/2002	TELEPHONE PERSONEL SERVICES
11/26/2002	SHERIDAN CORPORATION	359.50	157830	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	NORMAN LATHROP ENTERPRISES	135.00	157837	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	OMNIGRAFICS, INC	223.37	157841	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	POLK DT BOOK CO	44.67	157857	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	RESEN BOKER CO	51.59	157855	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	ST. LEWIS, COMPUTER RIBBONS	717.61	157859	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	SPECIALS/HAINES & ESSICK	107.90	157854	11/26/2002	OFFICE SUPPLIES
11/26/2002	SAM'S CLUB	193.50	157855	11/26/2002	OFFICE SUPPLIES
11/26/2002	SAM'S CLUB	144.90	157855	11/26/2002	OFFICE SUPPLIES
11/26/2002	SUPERIOR FIRE PROTECTION SYST	198.72	157870	11/26/2002	OFFICE SUPPLIES
11/26/2002	SUPPLY HOUSE FIRE	250.00	157870	11/26/2002	SMALL BUILDINGS
11/26/2002	TREASAS--GENERAL FUND	444.00	157871	11/26/2002	MATERIAL TO MAINT AUTO EQUIP
11/26/2002	TREASAS--GENERAL FUND	967.78	157882	11/26/2002	MATERIAL TO MAINT AUTO EQUIP
11/26/2002	TREASAS--GENERAL FUND	159.36	157882	11/26/2002	JANITORY SUPPLIES
11/26/2002	TREASAS--LEARNING	149.24	157885	11/26/2002	OFFICE SUPPLIES
11/26/2002	THOMSON LEARNING	110.25	157885	11/26/2002	OFFICE SUPPLIES
11/26/2002	WEST GRAFINGER, INC.	311.30	157892	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	WEST GRAFINGER SYSTEMS	345.00	157892	11/26/2002	BOOKS AND PERIODICALS
11/26/2002	WALLENDEN-DECATUR PRINTING	315.00	157892	11/26/2002	MATERIAL TO MAINT AUTO EQUIP
11/26/2002	TOTAL	145,954.12			

BILLS AND PAYROLLS FOR PERIOD ENDING 11/30/2002

FUND PUBLIC LIBRARY-TRUSTS

DATE OF REQUEST	VENDOR	AMOUNT	CHECK NUMBER	CHECK DATE	DESCRIPTION
11/13/2002	BAKER & TAYLOR CO	13.50	157398	11/15/2002	BOOKS AND PERIODICALS
11/13/2002	BAKER & TAYLOR CO	44.91	157398	11/15/2002	BOOKS AND PERIODICALS
11/25/2002	BAKER & TAYLOR CO	111.24	157714	11/27/2002	BOOKS AND PERIODICALS
11/26/2002	BAKER & TAYLOR CO	218.92	157714	11/27/2002	BOOKS AND PERIODICALS
11/26/2002	BAKER & TAYLOR CO	50.98	157715	11/27/2002	BOOKS AND PERIODICALS
11/27/2002	BAKER & TAYLOR CO	201.60	157715	11/27/2002	BOOKS AND PERIODICALS
11/26/2002	BOOKS ON TAPE	359.20	157721	11/27/2002	BOOKS AND PERIODICALS
11/25/2002	BAKER & TAYLOR ENTERTAINMENT	17.92	157724	11/27/2002	BOOKS AND PERIODICALS
11/20/2002	FARM & HOME PUBLISHERS, LTD.	14.00	157733	11/27/2002	BOOKS AND PERIODICALS
11/20/2002	THE GALT GROUP	797.00	157733	11/27/2002	BOOKS AND PERIODICALS
11/27/2002	POLE DIRECTORIES	727.33	157749	11/27/2002	BOOKS AND PERIODICALS

TOTAL 3,121.60

REVENUE REPORT

DECATUR PUBLIC LIBRARY

ACCT. NO.

DESCRIPTION

MONTHLY ACTUAL

Y-T-D ESTIMATE

Y-T-D ACTUAL

ANNUAL BUDGET

UNREALIZED BALANCE

% REAL

30001-000

BEGINNING FUND BALANCE

0.00

186,801.41

403,307.58

320,231.00

83,076.58-

125

TAXES

0.00

186,801.41

403,307.58

320,231.00

83,076.58-

125

30100-107

PROPERTY TAX-LIBRARY

0.00

1,614,506.25

2,767,725.00

2,767,725.00

94

94

INTER GOVERNMENTAL REVENUE

0.00

1,614,506.25

2,767,725.00

2,767,725.00

94

94

30200-104

REPLACEMENT TAX

30,912.00

140,000.00

85,155.49

240,000.00

154,844.51

35

30200-107

STATE GRANTS OR OTHER

0.00

55,944.00

1,800.00

95,904.00

94,104.00

1

FINES AND FEES

384.12

195,944.00

86,955.49

335,904.00

248,948.51

25

30500-509

LIBRARY FINES AND FEES

3,250.02

29,166.66

24,346.58

50,000.00

25,653.42

48

30500-510

LIBRARY NON-RESIDENT FEES

25.92

393.75

256.38

675.00

418.62

38

30500-511

LIBRARY LOST AND DAMAGED BOOKS

205.60

3,500.00

2,618.62

6,000.00

3,381.38

43

30500-514

COPIES & MISC

1,538.24

7,000.00

9,574.86

12,000.00

2,425.14

79

30500-515

MEETING ROOM FEES

330.00

7,000.00

5,530.00

12,000.00

6,420.00

46

TRANSFERS FROM

5,049.98

47,060.41

42,375.44

80,675.00

38,298.56

52

30600-752

TRANS FR WALMART IIF

0.00

3,500.00

0.00

6,000.00

6,000.00

325

30600-756

TR FROM FUNDS

0.00

0.00

19,544.09

6,000.00

19,544.09-

38

INVESTMENT INCOME

0.00

3,500.00

19,544.09

6,000.00

13,544.09-

38

30700-101

INVESTMENT INTEREST

1,574.16

11,666.66

7,783.63

20,000.00

12,216.37

38

OTHER INCOME

1,574.16

11,666.66

7,783.63

20,000.00

12,216.37

38

30800-805

CONTRIBUTIONS AND DONATIONS

0.00

7,583.33

26,666.64

13,000.00

13,000.00

66

30800-846

LEASE OF LIBRARY PROPERTY

107.05

11,666.66

2,949.61

40,000.00

13,333.36

14

30800-899

MISCELLANEOUS INCOME

6,773.71

42,583.32

29,616.25

20,000.00

17,050.39

66

FUND TOTAL

13,781.97

2,102,062.05

3,212,090.22

3,603,535.00

391,444.78

89

65A3010 40000 DECATUR PUBLIC LIBRARY

OB CD	DESCRIPTION	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBRANCE	UNENCUMBERED BALANCE	PRGNT COMM
	SALARIES & WAGES								
090	REGULAR SALARIES	1,793,310	126,171.43	863,427.01	1,046,097	929,882.99	.00	929,882.99	48.1
092	HOLIDAYS	0	1,768.14	36,878.69	0	36,878.69	.00	36,878.69	
094	OTHER LEAVE WITH PAY	0	6,159.91	1,270.00	0	3,270.60	.00	3,270.60	
096	SICK TIME	0	6,159.91	20,739.43	0	20,739.43	.00	20,739.43	
098	VACATION TIME	0	5,637.53	69,766.21	0	69,766.21	.00	69,766.21	
		1,793,310	130,179.55	990,001.94	1,046,097	903,228.06	.00	903,228.06	55.2

OB CD	DESCRIPTION	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBRANCE	UNENCUMBERED BALANCE	PRGNT COMM
	PERSONAL SERVICES								
101	OVERTIME	15,775	1,997.22	9,407.07	9,702	11,202.10	.00	11,202.10	20.4
102	TEMPORARY SALARIES	66,000	5,500.12	10,126.70	27,235	20,562.30	.00	20,562.30	30.0
104	RETIREMENT-TRIP	163,600	12,355.45	88,452.49	95,434	75,149.51	.00	75,149.51	54.1
111	LIFE INSURANCE	636	36.40	355.77	369	278.23	.00	278.23	56.0
112	MEDICAL INSURANCE	271,613	21,124.98	143,950.45	158,327	127,467.55	.00	127,467.55	53.0
114	WORKERS COMPENSATION	21,098	1,549.38	11,446.44	12,307	9,651.56	.00	9,651.56	54.3
115	SERVICE RECOGNITION	17,830	1,238.80	12,778.62	11,567	7,051.38	.00	7,051.38	64.4
		532,045	40,419.35	279,598.29	314,441	259,447.71	.00	259,447.71	51.9

OB CD	DESCRIPTION	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBRANCE	UNENCUMBERED BALANCE	PRGNT COMM
	CONTRACTUAL SERVICES								
201	ADVERTISING AND BIDDING	500	.00	622.38	291	122.38	.00	122.38	124.5
202	PRINTING AND BINDING	5,000	1,123.15	3,693.38	2,916	693.38	400.56	1,093.94	121.9
210	SERV-BUILDINGS	40,500	2,821.79	18,312.47	23,625	21,687.57	5,857.16	13,830.41	60.9
211	SERV-IMPROVEMENTS	0	.00	1,011.17	0	3,101.17	.00	3,101.17	
212	SERV-AUTO EQUIPMENT	3,000	19.45	1,431.90	1,750	1,539.63	.00	1,539.63	72.7
213	SERV-OFFICE EQUIP	19,000	4,396.88	13,460.37	11,083	5,568.10	280.85	5,258.78	47.0
230	MIS SERVICES	17,834	1,459.20	10,286.50	10,286	7,347.50	.00	7,347.50	58.3
231	ELECTRICITY	160,000	17,976.20	96,120.00	93,333	63,879.98	.00	63,879.98	60.1
232	GAS	32,000	1,841.21	19,199.96	18,939	32,000.00	.00	32,000.00	
233	TELEPHONE	28,000	1,841.21	19,199.96	18,939	32,000.00	.00	32,000.00	
234	WATER	4,000	.00	1,655.32	2,333	8,800.00	.00	8,800.00	68.6
235	AUDITING SERVICES	1,800	.00	1,655.32	2,333	2,344.68	.00	2,344.68	41.4
238	TRAINING SCHOOL	5,000	47.95	1,295.95	2,916	1,600.00	.00	1,600.00	25.7
240	CONFERENCES AND OTHER TRAVEL	7,500	455.17	2,012.92	4,375	3,714.05	.00	3,714.05	26.8
241	POSTAGE	15,200	1,550.94	9,725.05	8,866	5,474.95	484.00	4,990.95	67.2
245	COMPUTER PERSONNEL SERVICES	45,000	2,559.50	24,099.69	11,666	17,710.00	.00	17,710.00	11.5
271	TRAVEL EXPENSE	3,000	.00	156.00	26,250	20,900.31	.00	20,900.31	53.6
272	TUITION REIMBURSEMENT	400	.00	.00	1,750	2,844.00	.00	2,844.00	5.2
273	TRAVEL EXPENSE FOR INTERVIEWS	400	.00	.00	2,233	400.00	.00	400.00	
280	OTHER PROFESSIONAL SERVICES	46,500	2,445.00	23,530.82	27,125	22,969.18	4,566.00	18,403.18	60.4
284	PROFESSIONAL MEMBERSHIP FEES	2,100	792.00	1,662.00	1,225	438.00	.00	438.00	79.1
289	RENTAL-EQUIPMENT	7,500	282.84	2,684.19	4,375	4,815.81	1,575.00	3,240.81	56.8
		463,434	37,333.58	237,830.05	270,330	225,603.95	13,163.57	212,440.38	54.2

OB CD	DESCRIPTION	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBRANCE	UNENCUMBERED BALANCE	PRGNT COMM
	COMMODITIES								
310	GASOLINE	4,000	285.23	2,126.57	2,333	1,873.43	.00	1,873.43	53.2
312	JANITORIAL SUPPLIES	12,000	458.92	4,422.44	7,000	7,577.56	.00	7,577.56	36.9
320	MATERIAL-BLDGS	20,000	1,408.47	19,775.56	11,686	3,224.44	.00	3,224.44	83.9
337	MATERIAL TO MAINT AUTO EQUIP	3,000	728.24	1,212.85	1,156	787.15	.00	787.15	60.6
345	OFFICE SUPPLIES	35,000	1,047.86	19,022.48	20,416	15,922.48	881.55	15,040.93	57.0
357	EMPLOYEE RECOGNITION SUPPLIES	260	.00	129.99	151	130.01	.00	130.01	50.0
		73,260	3,926.72	43,744.93	42,732	29,515.07	881.55	28,633.52	60.9
	OTHER CHARGES								
415	TRANSFER TO GENERAL FUND	1,200	100.00	700.00	700	500.00	.00	500.00	58.3
418	MOTOR VEHICLE-INSURANCE	4,149	348.75	2,420.25	2,420	1,728.75	.00	1,728.75	58.3
420	BOILER INSURANCE	2,987	248.92	1,742.44	1,742	1,244.56	.00	1,244.56	58.3
421	PROPERTY INSURANCE	12,570	1,055.83	7,390.81	7,390	5,279.19	.00	5,279.19	58.3
423	GENERAL LIABILITY INSURANCE	0,233	688.53	4,806.09	4,806	3,332.94	.00	3,332.94	58.3
499	SMALL CAPITAL ITEMS	8,000	3,199.23	64,789.49	3,500	58,789.49	.00	58,789.49	79.8



REPORT OF EXPENDITURES TO BUDGET FY 2002-2003

40000	DECATUR PUBLIC LIBRARY	FUND 20	DECATUR PUBLIC LIBRARY	UNENCUMBERED	PRCNT
DB	DESCRIPTION	Y-T-D	BALANCE	ENCUMBRANCE	COM
CO	OTHER CHARGES	BUDGET	UNEXPENDED	BALANCE	COM

ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBRANCE	UNENCUMBERED PRCNT BALANCE
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35,245	5,636.31	81,849.05	20,558	46,604.05	.00	46,604.05-232.2
CAPITAL OUTLAY						
0	19,100.00	19,100.00	0	19,100.00	4.35	19,535.00-
0	19,100.00	19,100.00	0	19,100.00	4.35	19,535.00-
300,000	13,425.66	166,556.78	221,666	213,443.22	.00	213,443.22 43.8
804 BOOKS AND PERIODICALS	444.67	444.67	0	444.67	.00	444.67-
830 AV-PHONOLOGICS	.00	66.01	0	66.01	.00	66.01-
841 MAG/PAPERS-MAIN ADULT	505.00	24,324.07	0	24,324.07	.00	24,324.07-
842 MAG/PAPERS-MAIN YOUTH	.00	1,037.35	0	1,037.35	.00	1,037.35-
843 MAG/PAPERS-MAIN JUVENILE	175.00	1,807.69	0	1,807.69	.00	1,807.69-
844 MAG/PAPERS-MAIN REFERENCE	.00	8,553.95	0	8,553.95	.00	8,553.95-
845 MAG/PAPERS-MAIN PROFESSIONAL	.00	1,674.86	0	1,674.86	.00	1,674.86-
847 MAG/PAPERS-EXTEN ADULT	.00	4,246.97	0	4,246.97	.00	4,246.97-
380,000	14,548.33	208,712.35	221,666	171,287.65	.00	171,287.65 54.9

EXPENDITURES

960	GRANT & INTEREST REPAYMENT	.00	3,593.39	0	3,593.39	.00	3,593.39-
0		.00	3,593.39	0	3,593.39	.00	3,593.39-

\*\* DIVISION TOTAL \*\*

3,284,295	259,199.84	1,864,510.00	1,915,824	1,419,785.00	14,480.12	1,405,304.88 57.2
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REPORT OF EXPENDITURES TO BUDGET FY 2002-2003

41000	LEASE EXPENSES	FUND 20	DECATUR PUBLIC LIBRARY	UNENCUMBERED	PRCNT
DB	DESCRIPTION	Y-T-D	BALANCE	ENCUMBRANCE	COM
CD	CONTRACTUAL SERVICES	BUDGET	UNEXPENDED	BALANCE	COM

ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBRANCE	UNENCUMBERED PRCNT BALANCE
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5,575	464.44	2,322.20	3,252	3,252.80	.00	3,252.80 41.7
29,000	.00	261.66	14,583	24,738.34	.00	24,738.34 1.0
30,575	464.44	2,583.86	17,835	27,991.14	.00	27,991.14 8.5
OTHER CHARGES						
21,875	7,656.25	7,656.25	12,760	14,218.75	.00	14,218.75 35.0
7,656	21,875.00	21,875.00	4,466	14,219.00	.00	14,219.00-285.7
29,531	29,531.25	29,531.25	17,226	.25	.00	.25-100.0
60,106	29,995.69	32,115.11	35,061	27,990.89	.00	27,990.89 53.4

\*\* DIVISION TOTAL \*\*

PUBLIC LIBRARY-TRUSTS

PERIOD ENDING 20021130

ACCT. NO.	DESCRIPTION	MONTHLY ACTUAL	Y-T-D ESTIMATE	Y-T-D ACTUAL	ANNUAL BUDGET	UNREALIZED BALANCE	% REAL
FUND BALANCE							
30001-921	BEG FUND BAL-CANTONI	.00	70,562.91	119,420.58	120,965.00	1,544.42	98
30001-922	BEG FUND BAL-MEYER	.00	152,558.58	270,334.15	261,529.00	8,805.15	103
30001-923	BEG FUND BAL-BRIDGES	.00	3,292.33	3,317.90	5,644.00	2,326.10	58
30001-924	BEG FUND BALANCE-DONATIONS	.00	2,677.83	.00	4,594.00	4,594.00	
TOTAL		.00	229,093.65	393,072.63	392,732.00	340.63	100
INVESTMENT INCOME							
30700-101	INVESTMENT INTEREST	.00	50.33	.00	100.00	100.00	
30700-103	OPR INTEREST-CANTONI TRUST	1,729.97	1,750.00	1,499.30	3,000.00	1,250.62	30
30700-104	OPR INTEREST-MEYER	2,914.60	3,791.66	3,613.06	6,500.00	3,006.94	40
30700-105	DISTRIBUTION FR BRIDGES TRUST	1.68	2,916.66	10.55	5,000.00	4,989.45	
TOTAL		421.00	8,516.65	3,700.99	14,600.00	10,819.01	25
OTHER INCOME							
30800-805	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	97

REPORT OF EXPENDITURES TO BUDGET FY 2002-2003

41000 DPL-CANTONI TRUST

FUND 92 PUBLIC LIBRARY-TRUSTS

11/30/2002

OB CD DESCRIPTION	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBRANCE	UNENCUMBERED BALANCE	PRCT COMM
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800 BOOKS AND PERIODICALS	3,000	326.34	1,861.64	1,750	1,138.36	.00	1,138.36	62.1
	3,000	326.34	1,861.64	1,750	1,138.36	.00	1,138.36	62.1

EXPENDITURES

900 EXPENDITURES	0	.00	42.75	0	42.75	212.00	254.75	
	0	.00	42.75	0	42.75	212.00	254.75	

\*\* DIVISION TOTAL \*\*

	3,000	326.34	1,904.39	1,750	1,095.61	212.00	803.61	70.9
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REPORT OF EXPENDITURES TO BUDGET FY 2002-2003

42000 DPL-MEYER TRUST

FUND 92 PUBLIC LIBRARY-TRUSTS

11/30/2002

OB CD DESCRIPTION	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	UNEXPENDED BALANCE	ENCUMBRANCE	UNENCUMBERED BALANCE	PRCT COMM
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499 SMALL CAPITAL ITEMS	0	.00	1,775.97	0	1,775.97	.00	1,775.97	
	0	.00	1,775.97	0	1,775.97	.00	1,775.97	

800 BOOKS AND PERIODICALS

	6,500	306.33	416.33	3,791	6,083.67	.00	6,083.67	6.4
	6,500	306.33	416.33	3,791	6,083.67	.00	6,083.67	6.4

\*\* DIVISION TOTAL \*\*

	6,500	306.33	2,192.30	3,791	4,307.70	.00	4,307.70	33.7
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REPORT OF EXPENDITURES TO BUDGET FY 2002-2003

OB CD	DESCRIPTION	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	FUND 92 PUBLIC LIBRARY-TRUSTS	UNEXPENDED BALANCE	ENCUMBRANCE	UNENCUMBERED BALANCE	PRCNT COMM
800	BOOKS AND PERIODICALS	5,000	.00	1,778.78	2,916		3,221.22	.00	3,221.22	35.6
		5,000	.00	1,778.78	2,916		3,221.22	.00	3,221.22	35.6
**	DIVISION TOTAL **	5,000	.00	1,778.78	2,916		3,221.22	.00	3,221.22	35.6

REPORT OF EXPENDITURES TO BUDGET FY 2002-2003

OB CD	DESCRIPTION	ANNUAL BUDGET	MONTHLY EXPENDITURES	YEAR-TO-DATE EXPENDITURES	Y-T-D BUDGET	FUND 92 PUBLIC LIBRARY-TRUSTS	UNEXPENDED BALANCE	ENCUMBRANCE	UNENCUMBERED BALANCE	PRCNT COMM
515	OFFICE MACHINERY AND EQUIPMENT	0	.00	7,700.00	0		7,700.00	.00	7,700.00	
		0	.00	7,700.00	0		7,700.00	.00	7,700.00	
800	BOOKS AND PERIODICALS	1,000	1,488.93	12,993.18	583		11,993.18	.00	11,993.18	299.3
		1,000	1,488.93	12,993.18	583		11,993.18	.00	11,993.18	299.3
**	DIVISION TOTAL **	1,000	1,488.93	20,693.18	583		19,693.18	.00	19,693.18	69.3

# 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
- system reference service with an 800 number
- Illinois State Library reference service with an 800 number
- contracts 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 (A 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 library 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)

- Core 16. 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.
- Core 20. 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 to provide reference service to the community.

## Supplemental Standards

1. 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.
2. 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.)
3. The reference service policy is reviewed every three years.
4. The library participates in system-provided backup reference, interlibrary loan, and resource sharing to help provide accurate and timely reference service.
5. The library is aware of the importance of accuracy in reference service and relies on information sources of demonstrated currency and authority.
6. The library 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 retains backfiles for a minimum of six months.
8. The library provides access to local ordinances or codes of all municipalities within its service boundaries.
9. The library provides access to local and state maps.
10. 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.
13. 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 reference service 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 awareness 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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