

Bloomington Public Library

Books are just the beginning.



BLOOMINGTON PUBLIC LIBRARY BOARD OF TRUSTEES MEETING

Tuesday, November 16, 2021

5:30 p.m.

Community Room
205 E. Olive Street, Bloomington, IL 61701

AGENDA

- I. Call to Order
- II. Roll Call
- III. Introduction of Public
- IV. Public Comment
- V. President's Report
- VI. Director's Report
- VII. Fiscal Report Presentation
- VIII. Consent Agenda
 - A. Approve Minutes of October 19, 2021 Regular BPL Board Meeting
 - B. Approve Bills List of October 2021
- IX. Approval Items
 - A. Approve Joint Resolution Between the Bloomington Public Library and the City of Bloomington Relating to the Funding of the Library Expansion Project
 - B. Approve FY23 Maintenance & Operating Budget
 - C. Approve FY23 Fixed Asset Budget
- X. Discussion Items
 - A. Per Capita Grant Requirements
 - B. Library Expansion and Capital Campaign
- XI. Comments from Board of Trustees
- XII. Adjournment

Posted: 11.12.21 10:15 a.m.

BILLS LIST

Approved by BPL Board of Trustees, November 16, 2021

Signature, BPL Trustee

Vendor	Line Item	Amount
Amazon.com, LLC	A/V Materials	1,552.15
Amazon.com, LLC	Adult Books	448.20
Amazon.com, LLC	Building Mtn Supplies	27.71
Amazon.com, LLC	Children's Books	141.15
Amazon.com, LLC	Computer Supplies	598.69
Amazon.com, LLC	Employee Relations	39.85
Amazon.com, LLC	Janitorial Supplies	377.89
Amazon.com, LLC	Library Supplies	413.08
Amazon.com, LLC	Miscellaneous Expenses	56.42
Amazon.com, LLC	Office Supplies	204.16
Amazon.com, LLC	Other Purchased Services	399.63
Amazon.com, LLC	Periodicals	7.18
Amazon.com, LLC	Professional Collection	64.76
American Pest Control	Building Maintenance	80.00
Blackstone Audio	Adult Books	7.95
Blackstone Audio	Children's Books	103.60
Brodart Co.	Library Supplies	539.60
CDW Government, LLC	Computer Supplies	2,032.60
Children's Plus, Inc.	Children's Books	39.19
CIRBN	Telecommunications	420.33
City of Bloomington	Dental Insurance	747.42
City of Bloomington	FICA	20,351.83
City of Bloomington	Gas & Diesel Fuel	262.83
City of Bloomington	Health Insurance-HMO	589.68
City of Bloomington	Health Insurance-PPO	34,442.01
City of Bloomington	IMRF	28,557.96
City of Bloomington	Life Insurance	246.40
City of Bloomington	Medicare	4,759.83
City of Bloomington	Payroll	236,307.13
City of Bloomington	RSA Contribution	576.12
City of Bloomington	Vision Insurance	228.38
City of Bloomington	Water	851.36
City of Bloomington - Petty Cash	Miscellaneous Expenses	150.00
Custom Digital Imaging	Printing	884.47
Dean's Graphics	Other Purchased Services	450.00
Demco	Library Supplies	80.35
Engberg Anderson	Architectural Services	61,457.68
Findaway World, LLC	Adult Books	2,056.22
Gaylord Brothers, Inc.	Office Supplies	440.93
Illinois State Police	Other Purchased Services	20.00

Illinois State University
 Johnson Controls Fire Protection, L.P.
 Matthew Bender & Co., Inc.
 McLean County Chamber of Commerce
 Metronet Holding, LLC
 Midwest Tape
 Midwest Tape
 Midwest Tape
 Miller Janitorial Supply
 Mueller, Robert
 Niche Academy
 NICOR/Northern Illinois Gas
 Nu Air Corp
 Palos Heights Public Library
 Pantagraph
 Proquest, LLC
 Quill Corp.
 Quill Corp.
 Quill Corp.
 Quill Corp.
 Quill Corp.
 Ricoh USA, Inc.
 Ricoh USA, Inc.
 Rockford Map Publishers
 Ron Smith Printing Co.
 Rosedrew, Inc.
 Scholastic Library Publishing
 Stumpf, Gerald
 Tumbleweed Press, Inc.
 Uline, Inc.
 Unique Management
 Weber Electric, Inc.
 VISA - Aliexpress.com
 VISA - Baker & Taylor Books
 VISA - Baker & Taylor Books
 VISA - Baker & Taylor Books
 VISA - Best Version Media
 VISA - Candy Store.com
 VISA - Discount Ramps.com
 VISA - Donny B's Popcorn, Inc.
 VISA - Donny B's Popcorn, Inc.
 VISA - DTS Digital Advertising
 VISA - Enterprise Car Rental
 VISA - Facebook
 VISA - Five Star Water Company
 VISA - GameStop
 VISA - Global Industrial Equipment
 VISA - Hobby Lobby
 VISA - HR Direct
 VISA - Illinois Library Association
 VISA - Ingram
 VISA - Ingram

Advertising	491.67
Building Maintenance	700.00
Adult Books	272.65
Printing	250.00
Telecommunications	2,101.59
A/V Materials	1,283.72
Children's Books	579.89
Downloadable Materials	9,980.00
Janitorial Supplies	220.69
Other Purchased Services	175.00
Other Purchased Services	2,400.00
Natural Gas	1,897.48
Building Mtnc Supplies	1,205.60
Other Purchased Services	71.40
Advertising	695.00
Downloadable Materials	209.66
Computer Supplies	436.45
Janitorial Supplies	101.96
Library Supplies	16.70
Office Supplies	750.85
Other Purchased Services	142.44
Office/Computer Equip Mtnc	91.89
Rentals	1,137.59
Adult Books	74.70
Printing	78.00
Library Supplies	101.52
Public Access Software	9,966.00
Library Supplies	725.52
Public Access Software	410.00
Janitorial Supplies	252.20
Other Purchased Services	358.00
Building Maintenance	346.50
Library Supplies	(6.40)
A/V Materials	3,531.95
Adult Books	9,094.57
Children's Books	9,950.06
Advertising	394.40
Library Supplies	(102.55)
Vehicle Maintenance	335.98
Employee Relations	1,872.00
Other Purchased Services	288.00
Advertising	200.00
Other Purchased Services	1,000.00
Advertising	541.41
Miscellaneous Expenses	43.40
A/V Materials	799.87
Building Mtnc Supplies	85.94
Other Purchased Services	44.88
Other Purchased Services	60.00
Memberships	500.00
A/V Materials	512.89
Adult Books	3,896.27

VISA - Ingram	Children's Books	79.28
VISA - Kodo Kids	A/V Materials	57.99
VISA - Lands End Business Outfitters	Uniforms	156.65
VISA - Midstate Collaborative for Library Services	Professional Development	320.00
VISA - Outdoor Photography	Periodicals	28.97
VISA - Outside Yoga Journal	Memberships	24.00
VISA - Party City	Other Purchased Services	18.99
VISA - Premium Pet Supply	Library Supplies	25.98
VISA - Sam's Club	Library Supplies	42.56
VISA - Sam's Club	Office Supplies	33.96
VISA - Sprint	Other Purchased Services	298.87
VISA - Sprint	Telecommunications	272.78
VISA - Starcrest Cleaners	Other Purchased Services	66.65
VISA - STEAM	Other Purchased Services	100.00
VISA - Thornton's	Gas & Diesel Fuel	20.90
VISA - T-Mobile	Other Purchased Services	132.30
VISA - T-Mobile	Telecommunications	134.04
VISA - Uniforms and Accessories	Uniforms	62.53
VISA - Verizon Wireless	Telecommunications	301.62
VISA - Wal-Mart	Janitorial Supplies	9.94
VISA - Wal-Mart	Library Supplies	11.71
VISA - Wal-Mart	Other Purchased Services	53.83
VISA - Webstaurant Store, Inc.	Building Mtnc Supplies	94.92
VISA - Zoom.US	Other Purchased Services	339.83
Total		474,270.38

Bloomington Public Library

Books are just the beginning.



Director's Report October 2021

COVID-19 Response:

- Monitored and provided guidance for instances of staff exhibiting potential COVID symptoms, staff exposures to COVID, and internal contact tracing
- Followed the City's plans to extend emergency leave time for COVID symptoms
- Reviewed, updated, and communicated COVID response practices

Goal: Explore and implement strategies to improve access to the library and its resources.

- Continued to make progress towards a Library expansion, by:
 - Coordinating and participating in 2 planning sessions with the architects
 - Reviewing and coordinating feedback on the design drafts
 - Working closely with Scott Rathbun to gather information about bonds and to prepare materials for the City Council Meeting
 - Responding to questions from City Council members
 - Working with Rhonda and Michelle to plan expansion promotional materials for the Chamber of Commerce nonprofit showcase
- Led an Equity, Diversity, and Inclusion (EDI) staff committee meeting
- Attended the Illinois Library Association Advocacy and Public Policy Committee Meetings
- Responded to a FOIA request
- Spoke with an ISU student doing research about organizational responses to COVID
- Worked to respond to complaints about a library display
- Worked to review and develop draft revised library policies

Goal: Recruit, train and develop a knowledgeable, collaborative staff.

- Attended and helped host the Virtual Illinois Library Association Conference
- Watched a RAILS member update webinar
- Participated in 1 interview for 1 open position
- Continued to review the union contract in preparation for upcoming contract negotiations

Goal: Administer a cost-effective public library.

- Met with Kathy twice to finalize the FY23 budget
- Continued to work with Rhonda on the capital campaign efforts by meeting with 3 potential donors

Adult Services Report

Carol Torrens

October 2021

***Public computers remain spread out on the floor. Some laptops are again available. Study Room, DPS, and WWRR are open. Table space is open for use with unlimited time. TZ offers limited computer gaming hours each day.*

Goal: Explore and implement strategies to improve access to the library and its resources.

Carol attended the Board meeting during which members of the public spoke in support of the library & it's collections and against the display of Graphic Novels.

Goal: Provide relevant and innovative services, collections, and programs to meet the emergent needs of our community.

SERVICES

Staff worked on 5 local history requests this month: 3 obituaries; Miller Park Zoo; fallen soldier Francis L Zinn.

COLLECTIONS

Marcie, with help from Rhonda and Karen, weeded the large print due to space concerns. She also weeded adult fiction audiobooks due to space concerns and completed scheduled weeding of adult fiction authors ISA-JHA.

Carol weeded DRAMA and TV DVDS based on lack of use and identified highly used titles to replace with new copies.

Book displays this month were on these topics: suspense & horror; National Cat Day (cat books and fiction with cat characters); Voices from the Dead (dead narrator), and cookbooks. The movie display theme was Halloween. The CD display continues to showcase new adult and teen Playaway books. An RIP display for Colin Powell was up for several days.

PROGRAMS

Tiffany visited these schools to promote teen programs and to give book talks. She talked with the listed number of students at each location:

BJHS (9 visits): 672; PJHS: 62; KJHS: 59; EJHS: 49; CJHS: 21

Adult/Family programs

Mystery Book Club, virtual – 1 session – 12 attended

Fiction Book Club, virtual – 1 session – 7 attended

Books on Tap, virtual – 1 session – 6 attended

Plant Swap, in-person – 1 session – 52 attended

History of Coca Cola, in-person – 1 session – 11 attended

Art of Meditation, virtual – 1 session – 14 attended

Author Talk, Chris Bojhalian, in partnership with RAILS, virtual – 1 session – 7 attended

Fix-It-Friday, in person – 1 session – 11 attended

Teen Programs

Take and Make craft, clay leaf bowls – 1 session – 36 participated

Teen Manga and Anime Club – 2 session – 2 attended

FAFSA Workshop – 1 session – 6 attended

Goal: Recruit, train and develop a knowledgeable, collaborative staff.

Several staff attended or viewed various webinars, including topics of Libby, diversity audits, and ILL (interlibrary loan). Mimi attended some ILA (IL Library Assn.) sessions. New staff were trained on the AS Desk, collection development, and shelving.

Goal: Work effectively through the use of technology.

There were 2 individual appointments this month, one on using Kanopy on a Roku TV and one for ebooks with a Nook.

Goal: Administer a cost-effective public library.

Through Molly's and Mimi's application, BPL was awarded \$11,248 for the Bounce Back from the Pandemic grant! This will lead to more circulating hotspots in the collection with service fees paid in addition to a job training program series in 2022.

Other

Mimi was a co-presenter for an ILA program called Taking the Reference Desk Virtual, a session that focused on offering library services virtually.

Carol is responding to a Dupage library student who has questions for her classwork about public libraries, particularly services for disadvantaged people. The student is an employee of the Hudson Library.

Business Office Report

Kathy Jeakins

October 2021

Goal: Administer a cost-effective public library.

Library Credit Cards: I followed up with staff who were contacted by City Hall staff that their cards were about to expire to make sure they got their new cards, processed applications for staff new to using Library credit cards, canceled cards for staff who left employment, and I entered all credit card transactions in account files

I pulled items for the Golden Prairie annual audit

Update on flood damage claims: The Library received checks for some of the damages to the building and for the van—the claim is now closed

In October, the Book Shoppe collected \$2,363.75

Hoopla usage in October was \$7,759.26—patrons continue to use this service!

Jeanne and I met to discuss the FY 23 budget

Jeanne and I met with Scott Rathbun and Chris Tomerlin, City Hall Finance staff, to discuss budgeting for the Library expansion

We've started to receive donations for the Library expansion—through Oct 31, we've collected \$8,500.00, plus pledges

I created a new line item: 71411, Non-Traditional Materials to track expenses for circulating things like puzzles, hot spots, and miscellaneous kits

Bills Costing in Excess of \$5,000:

- Engberg Anderson \$61,457.68 for Architectural Services
- Scholastic Library Publishing \$9,966.00 for annual renewal of BookFlix (\$5,769.00) and ScienceFlix (\$4,197.00)

Upcoming:

I will be entering FY 23 budget information into spreadsheets from City—this is due to City by Nov 24

Children's Services Report

Melissa Robinson

October 2021

Goal: Provide sustainable services, collections and programs to meet the needs of our diverse community.

Live Programs:

- Halloween Story Time – 2 sessions – 59 attended
- Halloween on ZoooOOOoom – 17 attended
- Take Home Spider Plants – 52 attended
- STREAM Stations – 61 attended
- DIY Pet Monster Rocks – 2 sessions – 27 attended
- Fun Friday Story Times – 4 sessions – 59 attended
- Mini Explorers Story Time – 15 attended
- Preschool Story Time – 8 sessions – 67 attended
- Toddler Story Time – 6 sessions – 76 attended
- Tales for Tails – 4 sessions – 39 attended
- Lego Construction – 15 attended
- Sensory Story Time – 7 attended
- 32 programs/sessions total – 494 attended

Pre-Recorded on Facebook

- Wild Card Fridays – 5 posts – 196 views

Passive

- Leaf Hunters Scavenger Hunt – 34 participated
- Crafts – leaves, Star Wars, and Diary of a Worm – 595 participated

Group Visits/Events

- Lexington Pre-K story time and tour – 36 attended
- Miller Park Zoo Spooktacular – 1900 attended

Goal: Recruit, train and develop a knowledgeable, collaborative staff.

- Alex and I attended the virtual ILA conference and presented on “Sensory Needs and Inclusion at the Library” along with John and Laura from Normal Public Library.

- Alex helped with the City pumpkin contest which was decorated as Clifford the Big Red Dog and used in a Facebook post to promote Tales for Tails.
- A new work study student, Em, joined the Children's Department.

Goal: Work effectively through the use of technology.

- 13 posts were added to the Children's Facebook group, and we now have 501 members.

Upcoming:

- Weekly in-person story times for toddler, preschool, and all ages will continue, as well as our regular recurring programs such as Lego Construction, Tales for Tails, and Mini Explorers until the week before Thanksgiving.

Circulation and Outreach Services Report
Colleen Shaw
October 2021

Goal: Explore and implement strategies to improve access to the library and its resources.

Outreach Library Associate, Michelle Cope, meetings, and successful connections:

- Presented Library Expansion efforts at the Philanthropic Educational Organization Round Table
- Met with the Oxford House coordinator, a self-run, self-supported house for those recovering from addiction
- Social Isolation
- Reentry Council
- 4-H/University of Illinois Extension partnership planning
- Led Leadership McLean County Leadership Launch sessions
- Co-led the Human Services Council
- Recovery Oriented Systems of Care event planning
- Home Sweet Home Mission Night in a Car Steering Committee
- Fatherhood Coalition
- BN Parents Coalition
- Central IL Community Educators

Goal: Provide relevant and innovative services, collections, and programs to meet the emergent needs of our community.

- Deposits staff prepared and delivered or renewed 568 items at 9 sites.
- Home Delivery staff prepared and delivered 355 items to 48 patrons. 52 items were picked up via curbside. 1 new patron was added to the service.
- PopUp visits were held at Luther Oaks, Bickford House, Villas of Hollybrook, and Woodhill Towers. 60 patrons were served, and 141 items checked out.
- Halloween Bingo on the bookmobile wrapped up with over 100 patrons participating! Grand prizes were announced in a special Facebook Live video on 10/31.
- Staff attended the following Outreach events:
 - The bookmobile attended Reggie Kids Club night prior to a volleyball match at Redbird Arena on October 2. NPL came on board to partner with us!
 - The bookmobile attended the Faith & Blue event at Mt Pisgah on October 9. Faith & Blue is a national initiative to host events that bring law enforcement and the communities they serve together for games and conversation.
 - Attended the Alzheimer Walk on October 9 and promoted our Memory Care Collection.
 - Attended the Fully Free campaign kickoff at Miller Park on October 9. The Reentry Council has partnered with the Fully Free campaign in its mission to help end permanent punishment and support reentry initiatives for individuals who were formerly incarcerated.
 - Hosted a table for BN Parents at the Normal West/Normal Community football game on October 22.
 - Attended a Trunk or Treat event at the Eastview Community Center on October 31.

Goal: Recruit, train and develop a knowledgeable, collaborative staff.

- David and Nina filled open Library Assistant positions.
- Nathalie began as a work study student.

Bloomington Public Library

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(10/2021) Circulation and Outreach Services Statistics

Total Circ BPL	93,500
Total Circ Main	70,302
Adults	31,531
Teens	1,906
Children	36,865
Total Circ Outreach	6,713
OTR Adults	2,702
OTR Teens	144
OTR Children	3,867
Total Digital Downloads	16,485
Hoopla	4,025
Overdrive	11,734
TumbleBooks	50
eBook Central	3
Kanopy	673
Borrowers Registered	458
Total Active Cardholders	30,517
Children	6,280
Teen	4,329
Adult	19,908
GPPLD	1,321
Total Holds Filled	7,849
Main Holds	6,473
Outreach Holds	1,376
Door Count	14,160

Circulation Questions Answered: 502

Outreach Questions Answered: 167

Total Questions Answered: 669

Top 10 Highest Circulations	
Eagle Ridge	230
Wingover Apartments PM	217
Eagle Crest East	182
Eagle Creek	117
Bohmer Drive	110
Ekstam Drive	99
Ekstam Drive	98
Old Farm Lakes	94
Eagle Crest East	81
Wingover Apartments AM	78

5 Stops with Lowest Circulation	
Stevenson School	3
Hilltop Mobile Home Park	3
Hilltop Mobile Home Park	2
Heartland Hills	1
Miller Park	0
Pepper Ridge	0

Bookmobile Customers: 804

Total Monthly Stops: 69

Bloomington Public Library

Books are just the beginning.



	January	February	March	April	May	June	July	August	September	October	November	December
Total Circ												
2013	135,806	117,209	134,007	128,915	122,888	146,819	154,032	135,012	119,417	121,594	120,493	110,073
2014	116,717	106,520	124,081	111,830	107,779	141,538	142,819	123,207	116,986	118,036	112,807	109,247
2015	115,409	106,414	120,059	109,664	110,534	140,366	132,776	121,986	109,079	115,446	107,593	108,085
2016	115,834	107,977	114,870	107,576	111,304	131,572	128,439	116,681	104,656	112,022	105,100	97,912
2017	113,831	100,674	110,265	96,693	103,159	113,776	112,791	107,594	93,335	101,602	97,716	90,227
2018	102,019	91,030	104,298	95,337	99,405	115,080	114,304	101,761	92,687	96,937	86,122	86,576
2019	95,472	89,628	97,467	90,513	93,520	114,046	119,119	103,908	96,712	97,285	91,475	88,802
2020	97,072	93,370	100,821	53,982	27,779	59,235	92,390	104,306	101,994	106,447	92,957	67,078
2021	71,432	81,282	92,667	80,805	87,158	107,723	110,448	98,788	87,188	93,500		
Main Circ												
2013	124,116	111,489	122,741	122,198	111,484	136,371	142,283	126,755	108,180	110,152	111,062	101,115
2014	106,624	102,576	118,907	105,133	101,459	136,527	130,193	111,651	106,393	108,351	103,053	103,341
2015	110,164	97,499	108,559	103,495	98,882	127,685	123,212	108,030	102,131	102,693	95,683	96,524
2016	103,448	96,129	102,051	94,675	97,826	117,687	115,404	106,625	97,633	97,679	92,573	87,161
2017	100,185	87,246	96,002	83,182	89,162	103,766	99,545	92,320	80,657	88,108	85,196	77,814
2018	87,756	77,949	89,019	81,429	84,157	100,149	99,158	86,406	78,268	81,385	71,469	71,850
2019	79,214	74,576	79,508	74,351	76,661	96,218	100,735	86,027	78,541	79,509	74,343	72,365
2020	77,650	74,419	79,618	32,841	8,404	44,800	74,394	82,523	81,176	84,996	71,500	49,825
2021	49,271	60,338	70,492	63,393	65,732	86,115	87,238	75,094	65,616	70,302		
Active Users												
2013	31,325	31,422	31,325	31,933	32,747	33,874	33,374	34,727	35,905	36,210	36,755	37,045
2014	37,445	37,890	38,378	38,088	37,730	37,208	37,006	36,791	36,605	36,438	36,085	35,895
2015	35,612	35,316	34,990	34,709	34,434	34,209	33,986	33,696	33,304	33,031	32,796	33,342
2016	33,460	33,162	33,063	32,875	32,871	33,243	32,994	32,890	35,412	35,144	35,177	35,068
2017	35,357	35,244	35,363	35,216	35,308	34,469	34,287	34,205	34,017	34,819	33,910	33,831
2018	35,346	35,084	35,131	35,010	35,040	34,666	34,495	34,551	35,452	37,182	36,870	36,803
2019	36,506	36,471	37,323	37,619	38,150	38,290	38,116	39,401	38,192	36,443	36,214	36,204
2020	36,919	37,377	38,012	37,796	37,600	38,823	39,235	38,927	39,235	34,652	39,055	38,957
2021	39,431	40,372	38,831	30,560	30,405	31,351	31,051	29,692	30,454	30,517		

Human Resources Report

Gayle Tucker

October 2021

Goal: Recruit, train and develop a knowledgeable, collaborative staff.

- I attend mini morning sessions (MMS) offered by the Staff Development Committee
- In October, there were two in-house job announcements and one outside ad
- I participated in four interviews and conducted two work study interviews
- I provided orientation to seven new staff members
- I worked on the Job Description/Performance Review project
- I continued FMLA, EFMLA, EPSL, and ADA administration and tracking
- Employees receive Munis Employee Self Service (ESS) and Kronos Timeclock setup information and instruction during new employee orientation

Goal: Work effectively through the use of technology.

- In October, I participated in several Teams meetings, and a lot of my work was accomplished using OneDrive and SharePoint
- I update the Staff Directory on SharePoint at least once a month
- I post in-house Job Announcements on SharePoint
- I process the library's background checks
- As an Alert Media administrator, I add new employees to the system and delete former employees
- I continue to work with the City of Bloomington staff regarding the Kronos timeclocks, and new issues as they arise
- I check my payroll calculations against a Munis report for accuracy, and resolve discrepancies

Goal: Administer a cost-effective public library.

- I serve as the Work Study Coordinator with Illinois Wesleyan University
 - We currently have six students

Upcoming:

- Ongoing Kronos timeclock troubleshooting (including review of reports)
- Implementing an Applicant Tracking System

Information Technology Systems Report
Jon Whited
October 2021

Goal: Explore and implement strategies to improve access to the library and its resources.

We have added Metronet's internet service. We are currently getting equipment, such as switches and a firewall to be able to build out the network so we can eventually move the public network onto it.

We replaced all the tablets in the Children's department. The new tablets are much faster than previous tablets.

We returned the laptops to the cart so that the public can once again check them out for use inside of the Library.

Goal: Provide relevant and innovative services, collections, and programs to meet the emergent needs of our community.

We are continuing with our Minecraft sessions, where the IT staff has open play for teens and children and we monitor the activities to make sure there aren't any issues between kids playing the game.

Upcoming:

We are working on replacing all of the PCs in the Circulation Department as per our schedule. We are having difficulties getting equipment and it is delaying this process.

We are working on putting together a kit for the public consisting of a hotspot, OWL, and laptops so that the public can check it out to conduct community group-based meetings.

Marketing Report
Rhonda Massie – October 2021

Goal: Explore and implement strategies to improve access to the library and its resources.

Staff Changes

- Jim, the library's graphic designer has accepted employment with another company. His last day working at the library will be Tuesday, November 9.

The Campaign for Your Future Library

- Thanks to Board Member Matt Watchinski for helping to set up a meeting between the library and representatives from 13 Building and Trades Unions. One donation was secured at the meeting. We are hopeful that up to 12 additional donations will follow.
- We continue to need BPL board members and Foundation Board members to serve as volunteer liaisons who set up fundraising meetings between the library and potential donors. Very few meetings with potential donors took place during the month of October. Several donations were secured.

Website

Marketing continues to maintain the website and the website's online calendar.

- At the requests of different staff members, Library Aware accounts were created for six staff members.
- At the request of the EDI Committee, a Land Acknowledgement page was developed. It can be found in the website's footer under "Important Links".
- At the request of HR, several Employment Opportunities were added to the website and later removed as the posts closed. Anchor links were used to make each specific opportunity more easily accessible via publicized direct link.
- At the request of Circulation, language was added to the "Get a Card" page to clarify that our library is in Bloomington, Illinois. Apparently, many folks from different states have completed the online registration form.
- At the request of AS
 - Adjusted the permissions matrix to change Katie R's permissions to coincide with the duties of her new job.
 - Added information and an image to the Book Clubs page pertaining to the True Crime Book Club which will launch in March.
 - Updated the tutorial link for the Black Life in America database.
 - Updated information on the teenZone page to reflect current offerings more accurately.
- At the request of Marketing, Updated the Donate page to include links to the Building Project page and to provide additional details about making a donation.
- General
 - Updated the record sets to reflect the new materials for Movies, Music, and Audiobooks
 - Reviewed all tutorial links to include uniform language.
 - Worked with Admin to figure our Calendar settings in advance of an emergency closure on a day which includes outside room reservations.
 - Began working with the book club facilitators to find a system that works best for refreshing the book club information.
 - Continued work with the EDI committee pertaining to using Library Aware and setting up the committee's reading recommendations list.

November Programs

- Due to the nature of COVID-19, the library continues to schedule and promote programs on a month-to-month basis.
 - November's programs were submitted to Library Market by staff and reviewed/edited by Marketing before being published to the library's website.
 - A publicity timeline was developed.
 - A bitly link was created for each program requiring registration.
 - Bitly links are used to direct patrons from social media and other non-library sites directly to each program on the library's website.
 - A Facebook Event was or will be created for each online and at-home program being offered.
 - An Instagram post was or will be created for each online and at-home program being offered.

Community

- The library's Dora the Explorer and Curious George costumes were loaned to the Normal CornBelts for Corny's Costume Party
- The library's Dora the Explorer costume was loaned to the YWCA for a Hispanic Heritage Festival.

Advertising

- Created advertising – Facebook, Google, and paper – for *Neighbors* magazine to promote the Book Shop.

- Penned a script to be used as the audio in a video about the library which is being produced by The Pantagraph and will be available at Pantagraph.com.
- Created an ad to be included in the booklet the Chamber prints every other year to promote the community and Chamber affiliates.
- Created an ad which will run on screen before the Community Players production of *Elf*. The ad promotes the Book Shop.
- Penned scripts for WGLT which will promote the Book Shop and the upcoming Scholarship Workshop.
- Purchased an advertising package from Neuhoff Radio – BOB FM, Hot 100.7, and Rock 96.7. We will sponsor their Santa Show in exchange for the following advertising: (15) :30 commercials to air on each Neuhoff Media Station from Nov 23-Dec 20, for a total of 180 commercials.
- Purchased an advertising package from Cumulus Radio – WBNQ, B104, and WJBC. Specific weeks, from now through March, were chosen to advertise the following: Scholarship Workshop, Book Shop, Back to Work Series, and either the expansion project or 1000 Books Before Kindergarten.
- We're working with The Pantagraph to possibly purchase OTT Advertising which would allow us to advertise on streaming channels. Information is still being gathered.

Paper & Digital Design Work

Program & Database Publicity

- Discover Your Ancestor's Military History
- Financial Planning in Uncertain Times
- Fix-It Friday with ISU
- Fun Friday Story Time
- Halloween Story Time on ZooOOOoom
- History Book Club Publicity 2022
- Intro to Processing
- Learning Libby
- Lego Construction Time
- Medicare Basics
- Mindful Eating
- Minecraft on Discord
- Mini Explorers Story Time | Thankful for Friends
- Monthly Calendar | November
- Preschool Story Time
- Sensory Story Time
- T4T Trading Card | Casper
- Take & Solve | Break in Bags
- Tales for Tails
- The Art of Connecting Through Meditation
- Toddler Story Time
- True Crime Book Club
- Virtual Author Presentation with Chris Bohjalian

Update, Reprint & Prep

- 1-on-1 Appointment Handout
- Name Form for 500 Books Milestone for 1000 Books Before Kindergarten
- Print Bookmobile schedules needed prior to delivery of schedules from printer
- Hoopla Handouts
- Kanopy Handouts
- Libby Handouts (X2)
- My Library App Handout

Signage

- AS Shelf Insert | Local Author Collection
- Monthly Signs for AS Book Displays
- Updates to Signs about Items Sold in Circulation and AS
- Update Sign Outlining Study Room Rules

Other

- Designed a Case Statement for the Techmobile
- Images Outlining Bookmobile Schedules for Bookmobile Facebook page | Weeks A, B, C

- Design an Ad for the Chamber's Booklet (printed every other year)
- Design a Flyer for Inclusion in the Chamber's New Resident Packets
- Design an Ad for the Community Players Production of *Elf*
- Design an Ad set for *Neighbors* magazines (Facebook, Digital, and Paper) to promote the Book Shop
- Redesign of our eCards and Barcode approval

Goal: Recruit, train and develop a knowledgeable, collaborative staff.

- Marketing compiles and distributes a monthly Staff Newsletter using submissions from Department Managers and Committee heads.
- In preparation for Staff Appreciation Day, Marketing created a flyer, a program, a poster, and graphics to acknowledge each library staffer who is celebrating a milestone anniversary. Marketing also worked with Donny B's to create and purchase BPL popcorn tins to be used as the Appreciation Day gift.

Goal: Work effectively through the use of technology.

Social media presence:

- BPL Facebook – 8,675 followers
- Instagram - 1,920 followers
- Twitter - 2,060 followers
- Monthly catalog referrals from Google & EBSCO's Linked Library – 272
- Library text subscribers - 345
- Bookmobile text subscribers - 1,164
- Each meeting of the Books on Tap Book Club is added to MeetUp.com
- Cardholder Perks list – 32,816 filtered active subscribers.
- Program Guide list – 32,795 filtered active subscribers.
- General eBlast list – 32,840 filtered active subscribers.

Goal: Administer a cost-effective public library.

Free & Cheap Promotion

- The library posts an abundance of information to Facebook and Instagram, including, but not limited to, information about library resources, all library programs, employment opportunities, news, etc.
 - A weekly #TBT photo is posted to Facebook and Instagram.
 - A weekly #BookFaceFriday photo is posted to Facebook and Instagram.
- The library sends at least one monthly eBlast promoting its online resources to all cardholders who've not opted out of receiving such notifications.
 - An eBlast promoting LinkedIn Learning was created and delivered to 32,714 patrons on October 1.
 - An eBlast promoting our Consumer Reports database was created and delivered to 32,816 patrons on November 1.
- A member of the library's staff is interviewed every other Monday afternoon on WJBC. Interview materials are prepped by the Marketing Department.

**Support Services Report
Caprice Prochnow
October 2021**

Goal: Explore and implement strategies to improve access to the library and its resources.

- Support Services staff:
 - Installed safety mirror in upper hallway
 - Buttoned up the patios for the season
 - Blew out the chiller area of leaves and debris to keep the drains clear
 - Coordinated well to cover setup and crowd control at the Board Meeting
 - Installed New drain covers for mechanical room floor drains
 - Purchased a ramp for use in the van
 - Updated the Safety Data Sheet binders
- Repairs/Installs:
 - Weber Electric replaced ballasts in a few recessed fixtures and fluorescent fixtures and re-lamped high fixtures in Adult Services
 - Earthwise replaced gasket and filters on pot feeder for the chiller

Goal: Recruit, train and develop a knowledgeable, collaborative staff.

- Caprice viewed the following webinar:
Floods, Fires & Facilities: Emergency Preparedness for Facilities Professionals
- Caprice participated in Engberg Anderson Architect session
- Aja Martin was hired as the new part-time Security Officer

Upcoming: New vending machines

Bloomington Public Library

Books are just the beginning.



Technical Services Report

Allison Schmid

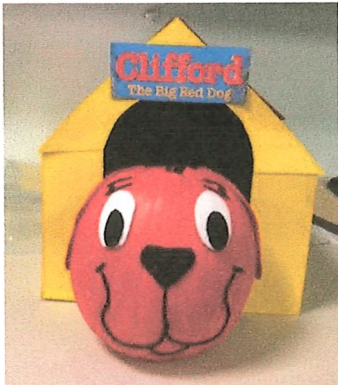
October 2021

Goal: Provide sustainable services, collections and programs to meet the needs of our diverse community.

- Allison and Colleen met to discuss processing and cataloging options for Memory Care Kits.
- Eleanor went through all the Brainy Pants (publisher) movies in the children's department to ensure they were shelved by the correct call labels.
- We replaced any XBOX One games that were in Blu-ray cases
- We discovered that many XBOX Series X games were formatted for XBOX One as well and adjusted the call labels accordingly to XBOX ONE (since they are playable on both). All existing XBOX One games will play on XBOX Series X, but some have covers that explicitly list both systems.
- Allison originally cataloged and processed numerous binders to the Illinois Room Collection containing information about the Bloomington Manufactured Gas Plant Sites.

Goal: Recruit, train and develop a knowledgeable, collaborative staff.

- Eleanor is now fully trained to complete the weekly "mending mission." - 4
- Olivia, Allison, and Alex submitted a pumpkin from the library to the City of Bloomington Pumpkin Decorating Contest and for a Facebook post to promote Tales for Tails.



- Eleanor attended "Original Cataloging of Sound Recordings Using RDA" through MCLS. - 6
- Training Hours – 10

Goal: Work effectively through the use of technology.

- Allison met with Kelly, Kara, and Erin to discuss some item and record editing options for interlibrary loans.
- There are a handful of old Kanopy records still in the catalog. Allison is working with our Polaris rep to get those cleaned up.

Bloomington Public Library

Books are just the beginning.



Goal: Administer a cost-effective public library.

- Volunteer Hours – 8

Upcoming:

- Children's department board games

BLOOMINGTON PUBLIC LIBRARY
FY 2021-2022 FISCAL REPORT

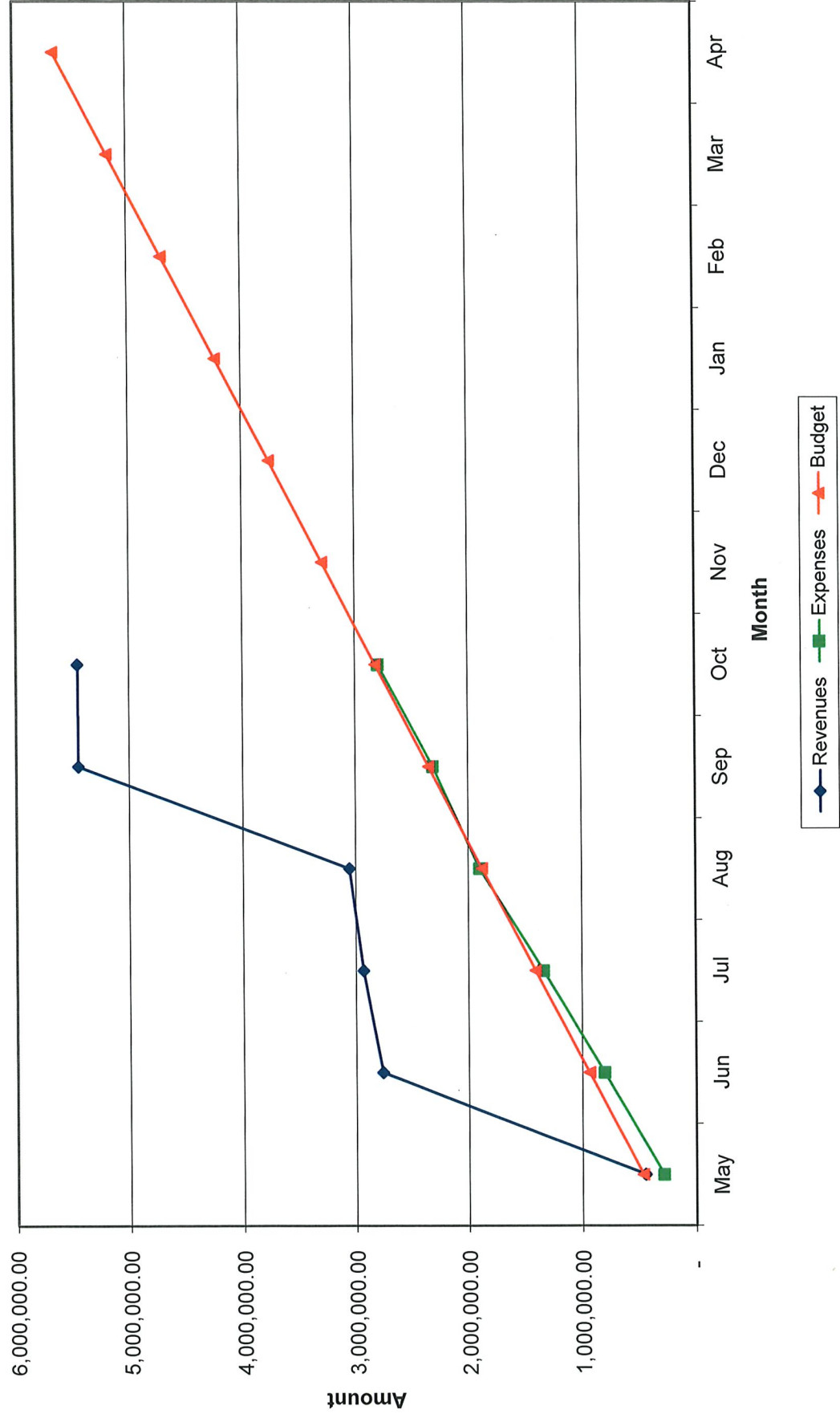
REVENUES:

ACCT NAME	BUDGET	OCT 2021	YR-TO-DATE	AMOUNT OVER/UNDER	% RECEIVED
Property Tax	4,967,785	0.00	4,767,815.12	(199,969.88)	96.0
Replacement Tax	130,400	0.00	130,400.00	0.00	100.0
State Grants	95,700	0.00	112,999.75	17,299.75	118.1
GPPLD	402,000	0.00	390,139.99	(11,860.01)	97.0
Fines & Fees	5,000	954.89	6,612.00	1,612.00	132.2
Copies	3,000	217.05	1,266.85	(1,733.15)	42.2
Interest on Investments	5,000	131.19	694.14	(4,305.86)	13.9
Donations	10,000	506.15	22,113.63	12,113.63	221.1
Other Grants	0	0.00	500.00	500.00	-----
Cash Over/Short	0	(5.40)	(17.96)	(17.96)	-----
Other	24,211	3,977.17	22,095.17	(2,115.83)	91.3
Total Revenues	5,643,096	5,781.05	5,454,618.69	(188,477.31)	96.7

ACCT NAME	BUDGET	OCT 2021	YR-TO-DATE	AMOUNT OVER/UNDER	% SPENT
Full-Time Salaries	2,466,734	185,181.31	1,107,430.62	(1,359,303.38)	44.9
Part-Time Salaries	465,048	30,420.63	182,932.02	(282,115.98)	39.3
Seasonal Salaries	65,510	708.53	17,926.24	(47,583.76)	27.4
Overtime Salaries	1,100	0.00	0.00	(1,100.00)	0.0
Other Salaries	0	1,000.00	10,351.00	10,351.00	-----
Total Sals & Wages	2,998,392	217,310.47	1,318,639.88	(1,679,752.12)	44.0
Dental Insurance	11,064	747.42	4,302.50	(6,761.50)	38.9
Health Insurance, HMO	33,053	589.68	5,349.24	(27,703.76)	16.2
Life Insurance	3,100	246.40	1,467.20	(1,632.80)	47.3
Vision Insurance	3,024	228.38	1,295.23	(1,728.77)	42.8
Health Insurance, BCBC-PPO	250,906	34,442.01	139,721.05	(111,184.95)	55.7
Library RHS Contribution	0	576.12	3,596.24	3,596.24	-----
Library HSA City Contributions	16,000	0.00	0.00	(16,000.00)	0.0
IMRF	246,673	28,557.96	144,800.19	(101,872.81)	58.7
FICA	185,832	20,351.83	86,392.46	(99,439.54)	46.5
Medicare	43,461	4,759.83	20,205.10	(23,255.90)	46.5
Worker's Compensation	18,299	0.00	326.00	(17,973.00)	1.8
Uniforms	800	219.18	372.59	(427.41)	46.6
Tuition Reimbursement	26,000	0.00	0.00	(26,000.00)	0.0
Other Benefits	20,000	18,996.66	34,300.89	14,300.89	171.5
Total Benefits	858,212	109,715.47	442,128.69	(416,083.31)	51.5
Architectural/Design Services	0	61,457.68	350,639.93	350,639.93	-----
Total Services	0	61,457.68	350,639.93	350,639.93	-----
Rentals	20,000	2,035.32	8,946.74	(11,053.26)	44.7
Total Rentals	20,000	2,035.32	8,946.74	(11,053.26)	44.7
Building Mtnc	140,000	3,885.29	49,422.49	(90,577.51)	35.3
Vehicle Mtnc	12,000	5,723.01	8,791.13	(3,208.87)	73.3
Office & Computer Mtnc	190,000	5,464.02	83,017.56	(106,982.44)	43.7
Total Repair/Mtnc	342,000	15,072.32	141,231.18	(200,768.82)	41.3

ACCT NAME	BUDGET	OCT 2021	YR-TO-DATE	AMOUNT OVER/UNDER	% SPENT
Advertising	50,000	1,898.77	22,648.89	(27,351.11)	45.3
Printing/Binding	20,000	1,212.47	8,961.36	(11,038.64)	44.8
Travel	500	0.00	7.89	(492.11)	1.6
Membership Dues	5,500	524.00	2,921.99	(2,578.01)	53.1
Professional Development	10,000	320.00	3,439.00	(6,561.00)	34.4
Other Purchased Services	145,000	4,380.61	49,282.69	(95,717.31)	34.0
Other Insurance	35,000	(237.87)	(1,920.53)	(36,920.53)	-5.5
Total Purchased Services	266,000	8,097.98	85,341.29	(180,658.71)	32.1
Office Supplies	20,000	1,883.73	7,709.95	(12,290.05)	38.5
Office Supplies-COVID-19	0	0.00	541.80	541.80	-----
Computer Supplies	80,000	2,118.77	13,602.73	(66,397.27)	17.0
Postage	4,500	(2.46)	(6.28)	(4,506.28)	-0.1
Library Supplies	80,000	4,530.02	32,559.69	(47,440.31)	40.7
Janitorial Supplies	18,000	1,446.61	6,023.87	(11,976.13)	33.5
Gas & Diesel Fuel	6,000	262.83	2,025.20	(3,974.80)	33.8
Building Mtnc & Repair Supplies	18,000	1,639.23	6,773.77	(11,226.23)	37.6
Total Supplies	226,500	11,878.73	69,230.73	(157,269.27)	30.6
Natural Gas	28,000	1,897.48	10,006.39	(17,993.61)	35.7
Electricity	90,000	0.00	47,210.72	(42,789.28)	52.5
Water	9,000	851.36	3,579.56	(5,420.44)	39.8
Telecommunications	32,700	2,815.82	16,874.25	(15,825.75)	51.6
Total Utilities	159,700	5,564.66	77,670.92	(82,029.08)	48.6
Professional Collection	1,500	64.76	64.76	(1,435.24)	4.3
Total Prof Collection	1,500	64.76	64.76	(1,435.24)	4.3
Periodicals	20,000	36.15	17,429.33	(2,570.67)	87.1
Adult Books	157,500	13,491.44	75,584.61	(81,915.39)	48.0
Children's Books	123,400	8,627.47	61,065.41	(62,334.59)	49.5
A/V Materials	111,600	8,640.28	41,090.05	(70,509.95)	36.8
Public Access Software	132,000	16,287.85	30,063.85	(101,936.15)	22.8
Downloadable Materials	179,950	5,060.28	71,650.19	(108,299.81)	39.8
Total Materials	724,450	52,143.47	296,883.44	(427,566.56)	41.0
Employee Relations	5,000	1,142.50	2,558.62	(2,441.38)	51.2
Miscellaneous Expenses	10,000	520.00	4,014.28	(5,985.72)	40.1
Transfer to Capital Fund	31,342	0.00	0.00	(31,342.00)	0.0
Total Other Expenses	46,342	1,662.50	6,572.90	(39,769.10)	14.2
Total Expenses	5,643,096	485,003.36	2,797,350.46	(2,845,745.54)	49.6

Bloomington Public Library FY 2021-2022



EXPLANATIONS FOR VARIANCES IN EXCESS OF 5%
(Variance of 45.0% to 55.0% is acceptable)
October 2021

Property Tax (96.0%): The Library has received 7 distributions.

Replacement Tax (100.0%): The Library received its distribution in July.

State Grants (118.1%): The Per Capita Grant arrived in August, higher than what we had projected.

GPPLD (97.0%): Golden Prairie has also received 7 distributions.

Fees (132.2%): The amount collected for lost items is higher than we projected.

Copies (42.2%): Copy revenue is a little less than projected.

Interest (13.9%): Interest rates continue to be low.

Donations (221.1%): This is due to receiving Summer Reading Program donations from the BPL Foundation (\$18,000) and Golden Prairie (\$3,000) in May.

Other Revenue (91.3%): This is higher than projected due to Book Shoppe receipts.

Full-Time Salaries (44.9%): This is under-spent due to staff vacancies.

Part-Time Salaries (39.3%): This is under-spent due to staff vacancies.

Seasonal Salaries (27.4%): There are not as many Seasonal employees as we have had in the past.

Overtime Salaries (0.0%): Nothing has been paid from this line item.

Dental Insurance (38.9%): This is under-spent because the rates are not as high as had been expected.

Health Insurance, HMO (16.2%): This is under-spent because only a few staff have this option for their health insurance.

Vision Insurance (42.8%): This is under-spent because the rates are not as high as had been expected.

Health Insurance, PPO (55.7%): This line item is over-spent due to more staff choosing this option for their health insurance.

Library HSA City Contributions (0.0%): Nothing has been charged to this line item yet.

IMRF (58.7%): This is over-spent due to the payout of sick leave buy back to a retired staff member.

Worker's Compensation (1.8%): This amount was paid based on the 2021 audit adjustment. The annual premium will be paid in January.

Tuition Reimbursement (0.0%): Nothing has been paid from this line item.

Other Benefits (171.5%): This is over-spent due to the payout of sick leave buy back to a retired staff member.

Rentals (44.7%): Charges have been minimal.

Building Maintenance (35.3%): Charges have been minimal.

Vehicle Maintenance (73.3%): This is over-spent due to repairs to the bookmobile.
Office/Equipment Maintenance (43.7%): Charges have been minimal.
Printing/Binding (44.8%): Charges have been minimal.
Travel (1.6%): Charges have been minimal.
Professional Development (34.4%): Charges have been minimal.
Other Purchased Services (34.0%): Charges have been minimal.
Other Insurance (-5.5%): This is a negative amount because of the reimbursement the Library has received from the insurance company for the rental van and other items related to flood damage.
Office Supplies (38.5%): Charges have been minimal.
Computer Supplies (17.0%): Charges have been minimal.
Postage (-0.1%): Nothing has been paid from this line item; however, the negative amount reflects postage paid for by staff.
Library Supplies (40.7%): Charges have been minimal.
Janitorial Supplies (33.5%): Charges have been minimal.
Gas & Diesel Fuel (33.8%): Charges have been minimal.
Building Maintenance Supplies (37.6%): Charges have been minimal.
Natural Gas (35.7%): Charges have been minimal.
Water (39.8%): Charges have been minimal.
Professional Collection (4.3%): Charges have been minimal.
Periodicals (87.1%): The annual periodical subscription service was paid to Ebsco in May.
A/V Materials (36.8%): Charges have been minimal.
Public Access Software (22.8%): Charges have been minimal.
Downloadable Materials (39.8%): Charges have been minimal.
Miscellaneous Expenses (40.1%): Charges have been minimal.
Transfer to Capital Fund (0.0%): The transfer for this will be made later.

The Donations line item breaks out as follows:

Summer Reading Program Donations:

Golden Prairie Public Library District:	\$ 3,000.00
Bloomington Public Library Foundation:	18,000.00
Memorial Donations:	450.00
William Wetzel, Doantion for Children's	
Story Time Program:	34.50
C-U Herb Society, Miscellaneous Donation:	50.00
Lois Rubbel, Miscellaneous Donation:	200.00
Megan Michalski, Miscellaneous Donation:	56.00
Verlyn Zachow, Miscellaneous Donation:	100.00
Sybil Mervis, Miscellaneous Donation:	14.25
Betty Weller, Miscellaneous Donation:	5.00
Fountain Receipts, Jun-Oct 2021:	8.34
Robert Starckovich, Miscellaneous Donation:	100.00
Miscellaneous Donations:	95.54

Total Donations: \$ 22,113.63

The Other Revenue line item breaks out as follows:

Blankets:	\$ 0.00
Book Pick-Up:	869.81
Book Shoppe:	14,355.75
Ear Buds:	126.00
Flash Drives:	58.50
Genealogy Searches:	65.75
Hot Beverage Service:	111.00
Meeting Room Fees:	45.00
Mugs/Cups:	138.00
Print Station:	4,760.05
Reusable Bags:	202.50
Test Proctoring:	25.00
Tote Bags:	960.00
Umbrellas:	0.00
Miscellaneous:	377.81

Total Other Revenue: \$22,095.17

During October, 13 batches containing 117 invoices were processed, totaling \$126,241.04 and 97 credit card charges were made totaling \$35,730.97.

As of October 31, the Library's Maintenance & Operating Fund Balance is \$5,722,606.95, which is 101.4%% of the budgeted amount; the goal of twenty-five percent of the Library's FY22 budget is \$1,410,774.

Library Fund Balance Information, 10/31/21:

Operating:	\$ 5,722,606.95
Fixed Assets:	\$ 1,175,580.29
Capital:	\$ 2,993,604.59
Total Spent for Architectural Fees:	\$ 535,359.55
Balance of Arch Contract:	\$ 918,224.45

BLOOMINGTON PUBLIC LIBRARY
DONATIONS RECEIVED
FY 22

SOURCE	1st QTR	2nd QTR	3rd QTR	4th QTR	YTD TOTAL
Summer Reading Program Community Donations:					
Golden Prairie Public Library District	3,000.00	0.00			3,000.00
Total Summer Reading Program Community Donations	3,000.00	0.00	0.00	0.00	3,000.00
Memorial Donations:					
Bernadette Manual, Judy Markowitz Memorial	250.00	0.00			250.00
Jan Crowley, Lois Wood Memorial	25.00	0.00			25.00
Karen Moen, Lois Wood Memorial	25.00	0.00			25.00
Marilyn Myers, Verlyn Zachow Memorial	0.00	100.00			100.00
Sharon Lohrey, Verlyn Zachow Memorial	0.00	50.00			50.00
Total Memorial Donations	300.00	150.00	0.00	0.00	450.00
Other Donations:					
Fountain Receipts, June-Oct 2021		8.34			8.34
Lois Rubbel	100.00	100.00			200.00
William Wetzel, Donation for Smarty Pants Story Time	34.50	0.00			34.50
C-U Herb Guild, Doantion for Materials	50.00	0.00			50.00
Megan Michalski, Miscellaneous Donation	0.00	56.00			56.00
Verlyn Zachow, Donation for Deposit Service	0.00	100.00			100.00
Sybil Mervis, Miscellaneous Donation	0.00	14.25			14.25
Betty Weller, Miscellaneous Donation	0.00	5.00			5.00
Robert Starckovich, Miscellaneous Donation	0.00	100.00			100.00
Miscellaneous Donations Collected at Circulation	53.27	42.27			95.54
Total Other Donations	237.77	425.86	0.00	0.00	663.63
Foundation:					
Local History Materials (Paid with Mischler Funds)	794.19	70.64			864.83
Fold 3 Service (Paid with Mischler Funds)	2,600.00	0.00			2,600.00
Summer Reading Program	18,000.00	0.00			18,000.00
Tuition for Staff	1,320.00	0.00			1,320.00
Development Day (9/28/21) Costs	0.00	669.30			669.30
Total Foundation	22,714.19	739.94	0.00	0.00	23,454.13
Total Donations	26,251.96	1,315.80	0.00	0.00	27,567.76

Bloomington Public Library

Books are just the beginning.



Statistics At-A-Glance

October 2021

Goal: Explore and implement strategies to improve access to the library and its resources.

Circulation	Current	Last Year	Change	FYTD	Last FYTD	Change
Adults	34,233	43,141	-21%	181,012	194,079	-7%
Teens	2,050	2,173	-6%	15,837	11,317	40%
Children	40,732	44,445	-8%	256,715	189,893	35%
Digital Downloads	16,485	16,688	-1%	97,722	98,755	-1%
Total	93,500	106,447	-12%	584,805	494,044	18%

Active Cardholders	Current	Last Year	Change	FYTD	Last FYTD	Change
Adults	19,908	22,102	-10%	120,729	146,721	-18%
Teens	4,329	4,656	-7%	26,270	28,208	-7%
Children	6,280	7,894	-20%	36,471	73,375	-50%
Total	30,517	34,652	-12%	183,470	248,304	-26%

New Cardholders	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	458	1,142	-60%	2,028	2,658	-24%

Visits	Current	Last Year	Change	FYTD	Last FYTD	Change
Main	14,160	13,321	6%	89,504	90,517	-1%
Bookmobile	804	605	33%	4,742	2,844	67%
Total	14,964	13,926	7%	94,246	57,327	64%

Room Use	Current	Last Year	Change	FYTD	Last FYTD	Change
Study Room	66	0	100%	251	0	100%
Digital Preservation Studio	21	0	100%	91	0	100%
Community Room	30	17	76%	174	52	235%
Total	66	17	288%	465	52	794%

Community Outreach	Current	Last Year	Change	FYTD	Last FYTD	Change
Staff Outreach Visits	20	6	233%	46	13	254%
People Reached	3,013	131	2200%	4,821	465	937%
Community Visits to the Library	1	0	100%	4	0	100%
People Reached	36	0	100%	128	0	100%
Total Outreach Visits	21	6	250%	50	13	285%
Total People Reached	3,049	131	2227%	4,949	465	964%

Goal: Provide relevant and innovative services, collections and programs to meet the emergent needs of our community.

Programs	Current	Last Year	Change	FYTD	Last FYTD	Change
Adults	8	8	0%	48	30	60%
Attendance	120	144	-17%	793	352	125%
Teens	4	2	100%	28	8	250%
Attendance	44	23	91%	436	46	848%
Childrens	32	10	220%	118	21	462%
Attendance	494	320	54%	1,703	463	268%
Total Programs	44	20	120%	194	59	229%
Total Attendance	658	487	35%	2,932	861	241%

1-on-1 Appointments	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	2	3	-33%	11	12	-8%

Reference Questions	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	3,127	2,737	14%	17,314	15,521	12%

Goal: Recruit, train and develop a knowledgeable, collaborative staff.

Training Hours	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	250.00	215.50	16%	1,278	858	49%

Goal: Work effectively through the use of technology.

Technology Use	Current	Last Year	Change	FYTD	Last FYTD	Change
Public Computer Use	1,514	1,233	23%	14,592	4,358	235%
WiFi Sessions	1,675	1,959	-14%	17,317	9,417	84%
Website/Catalog Hits	48,479	37,971	28%	484,629	275,295	76%
Online Resource Use	2,122	3,428	-38%	22,712	27,422	-17%

Goal: Administer a cost-effective public library.

Interlibrary Loan	Current	Last Year	Change	FYTD	Last FYTD	Change
Received	348	387	-10%	2,226	1,398	59%
Sent	222	260	-15%	1,225	881	39%

Volunteer Hours	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	78.75	34.00	132%	398	69	476%

Golden Prairie Public Library District
Board of Trustees Meeting

Wednesday, September 15, 2021
5:00 p.m.

MINUTES

- I. Call to Order
President called the meeting to order at 5:08 p.m.
- II. Roll Call
Trustees Present: Ary Anderson, Jim Russell, Patti Salch, Stephen Peterson
Stephanie Walden, Ruth Novosad

Trustees Absent: Kathy Vroman

Others Present: Amy Dunham, Jeanne Hamilton, Kathy Jeakins
- III. Introductions
There were no introductions.
- IV. Public Comments
There were no public comments.
- V. President's Report
President Novosad had no report.
- VI. Approval of Minutes
A. August 18, 2021:
Hearing no objections, the minutes were approved as distributed.
- VII. Staff Reports
A. Director's Report: Jeanne Hamilton, Library Director, shared that both Julian and Jeanne met with all the members of the City Council to ask for their support of the library expansion project. They plan to present the library expansion project with the choice of two bond amounts at the next City Council Committee of the Whole meeting. The Council will take a vote to approve the bond in November 2021.

B. Circulation and Outreach Report: Jeanne Hamilton presented the Circulation and Outreach Report. The bookmobile was off the road in order to install new stairs. Discussion was held and an update was provided on the outreach program of working with jail to teach computer skills to inmates.

C. Financial Report: Kathy Jeakins, Business Manager, provided the reports in the Board packet. The Per Capita Grand funds were received in September. The budget ordinance was published in the paper last week.
- VIII. Unfinished Business
A. Annexation Project: Ruth reported that since COVID is not subsiding any time soon, the working group's plan to visit door-to-door with properties in the GPPLD tax district had to be adjusted. Ruth has drafted a letter which is similar to letters that were sent previously. In the past, we provided homeowner's with a blank annexation form, however the legal description section is the most crucial information that needs to be correct. Ruth drafted an annexation form where the legal description will already be on the form for the

homeowners which will reduce errors and save time. Ruth has sent her draft letter and annexation form to Robert Porter for his review and buy-in. She is awaiting word from him at this time. The plan would be to mail the pre-populated legal description on the annexation form along with the letter asking the homeowners to sign, date, and notarize the form and return to Ruth in 30 days. Then Ruth would submit all the annexations to Robert for his handling at one time. Discussion was held about letterhead, envelopes, and self-addressed, stamped envelopes.

B. Marketing to Golden Prairie Patrons:

Ruth Novosad presented a final brochure to the Board for review. Discussion was held on changes that the Board would like made at this time. The plan is to go to print next week. Next step is working with the printer to determine the EDDM, (Every Door Direct Mail) maps and addresses. Ruth will reach out to Rhonda or Colleen to see if they have information regarding the postal routes. Ruth sent in the Not-For-Profit application for the United States Post Office.

C. CD Maturing at the End of September:

Stephen Peterson reported on rates for CDs. The national average for a 12-month CD is .17% and internet banks are at .65%. Stephen recommends moving the funds (\$60,421.90) from the CD that matures on September 28, 2021, to the First State Bank (on Hershey Road) into a 15-month CD at .50%. The paperwork will be minimal.

STEPHEN PETERSON MOVED, PATTI SALCH SECONDED, TO MOVE THE FUNDS FROM THE CERTIFICATE OF DEPOSIT (300320019) THAT IS MATURING ON SEPTEMBER 28, 2021, AT THE BANK OF PONTIAC AND ROLL THE ENTIRITY OF THESE FUNDS INTO A NEW 15-MONTH CERTIFICATE OF DEPOSIT AT THE FIRST STATE BANK (HERSHEY ROAD), SUBJECT TO A COMPETITIVE INTEREST RATE.

YAYS: ARY ANDERSON, JIM RUSSELL, PATTI SALCH, STEPHEN PETERSON,
STEPHANIE WALDEN, RUTH NOVOSAD

NAYS: NONE

ABSENT: KATHY VROMAN

THE MOTION CARRIED UNANIMOUSLY.

IX. New Business

A. Adopt Tax Levy Ordinance 21-02

STEPHEN PETERSON MOVED, PATTI SALCH SECONDED, TO APPROVE THE ORDINANCE 21-02 LEVYING AND ASSESSING TAX FOR GOLDEN PRAIRIE PUBLIC LIBRARY DISTRICT OF THE COUNTY OF MCLEAN STATE OF ILLINOIS FOR THE FISCAL YEAR BEGINNING THE 1st DAY OF JULY 2021 AND ENDING THE 30TH DAY OF JUNE 2022.

YAYS: ARY ANDERSON, JIM RUSSELL, PATTI SALCH, STEPHEN PETERSON,
STEPHANIE WALDEN, RUTH NOVOSAD

NAYS: NONE

ABSENT: KATHY VROMAN

THE MOTION CARRIED UNANIMOUSLY.

X. Comments from Board Trustees

Ary Anderson mentioned changing the GPPLD Meeting location on the BPL website from the William Wetzel Reading Room to the Community Room. Discussion was held on how to accomplish providing a clearer message on the location of the GPPLD meetings. Jeanne will handle this change.

Discussion was held on the handling of the CD transfer. Stephanie will deliver a letter to the Bank of Pontiac advising them that Golden Prairie will not be renewing the Certificate of Deposit #300320019. Ruth will pick up the check and meet Stephen at the First State Bank (Hershey Road) to purchase the new CD.

XI. Reminder

Next Board Meeting is October 20, 2021.

XII. Adjournment

President Novosad adjourned the meeting at 5:50 p.m.

Incident Report Summary for October 2021

2021-10-31 23:59:00
2021-10-01 01:00:00
29 days in month

Incident ID	Date/Time Submitted	Violation
4329	2021-10-02 20:50:11	Inappropriate Behavior
4330	2021-10-04 17:28:47	Inappropriate Attire
4331	2021-10-07 22:17:46	Inappropriate Behavior
4332	2021-10-10 21:29:21	Inappropriate Behavior
4333	2021-10-16 21:47:07	Internet Abuse
4334	2021-10-22 21:52:39	Suspicious Customer Activity
4335	2021-10-25 20:35:16	Suspicious Customer Activity

Suspension Report Summary for October 2021

2021-10-31 03:28:48pm
2021-10-01 03:28:48pm
31 days in month

Suspension ID	Date/Time Submitted	Violation
420	2021-10-06 00:00:00	StalkingIncident
421	2021-10-13 00:00:00	HealthSafety
422	2021-10-15 00:00:00	InternetAbuse
424	2021-10-22 00:00:00	SuspiciousCustomerActivity
425	2021-10-30 00:00:00	SleepingIncident

RESOLUTION NO. 2021 - 42

A JOINT RESOLUTION BETWEEN THE BLOOMINGTON PUBLIC LIBRARY AND THE CITY OF BLOOMINGTON RELATING TO THE FUNDING OF THE LIBRARY EXPANSION PROJECT

WHEREAS, the Bloomington Public Library (hereinafter "Library") has proposed facility expansion with an estimated cost of \$22,800,000.00, with \$17,000,000.00 of the total cost to be funded via the issuance of general obligation bonds (hereinafter "Bonds"); and

WHEREAS, the Illinois State Library Act (75 ILCS 5) does not separately authorize public libraries, such as the Library, to issue bonds and instead requires that the related municipality issue bonds on behalf of such public library; and

WHEREAS, the corporate authorities of the City of Bloomington (hereinafter "City") is supportive of the proposed Library expansion and is further supportive of issuing bonds for the project as necessary; and

WHEREAS, the Library has its own property tax levy, and the Library intends to support the payment of the principal of and interest on the Bonds ("Debt Service") for the expansion via a \$1,100,000.00 annual increase; and

WHEREAS, the City can issue the Bonds pursuant to its powers as a home rule unit of government under the Illinois Constitution; and

WHEREAS, the City and Library wish to enter into this Joint Resolution facilitating the issuance of the Bonds, and the provision of Library tax levy funds for the Debt Service;

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Bloomington, and the Board of Trustees of Bloomington Public Library in McLean County, Illinois:

Section 1. The above recitals are incorporated into this Section 1 as if fully stated herein.

Section 2. The City shall take the steps to issue the Bonds, in an amount not to exceed \$17,000,000, for funding the Library expansion, conditioned on the Library's commitment and agreement that it will be responsible for paying any and all debt associated with bond issuance.

Section 3. The Library and City shall prepare and enter into an intergovernmental agreement setting forth the specific obligations related to payment of Debt Service on the Bonds prior to the issuance of the Bonds.

Section 4. This Resolution shall be in full force and effect immediately after its passage and approval by both the City and the Library.

CITY OF BLOOMINGTON

PASSED this 8th day of November 2021.

APPROVED this 9th day of November 2021.

CITY OF BLOOMINGTON

Melba Murrain
Melba Murrain, Mayor

ATTEST

Leslie Smith-Yang
Leslie Smith-Yang, City Clerk



BLOOMINGTON PUBLIC LIBRARY

PASSED this 16th day of November 2021.

APPROVED this _____ day of November 2021.

ATTEST

Julian Westerhout, Library Board President

ATTEST

Dianne Hollister, Secretary

LIBRARY						
MAINTENANCE & OPERATING BUDGET						
FISCAL YEAR 2021 - FY 2023						
Account Number	Account Title	FY 21 Actual	FY 22 Budget	FY 23 Revised Proposed	\$ Diff From FY 22 to FY 23	% Diff From FY 22 to FY 23
50190	Property Taxes	4,931,597	4,967,785	5,017,785	50,000	1.0%
50190 - 11000	Property Taxes (for Expansion)	-	-	1,100,000	1,100,000	#DIV/0!
53020	Replacement Tax	130,400	130,400	130,400	-	0.0%
53120	State Grants	95,763	95,700	112,700	17,000	17.8%
53370	From Golden Prairie PL Dist	408,238	402,000	429,600	27,600	6.9%
54490	Library Fees & Rentals	8,041	5,000	8,000	3,000	60.0%
54720	Copies	2,243	3,000	2,700	(300)	-10.0%
56010	Interest from Investments	8,718	5,000	2,000	(3,000)	-60.0%
57310	Donations	7,224	10,000	20,000	10,000	100.0%
57310-11000	Donations (for Expansion)	-	-	550,000	550,000	#DIV/0!
57350	Other Private Grants	500	-	-	-	#DIV/0!
57610	Cash Over/Short	(10)	-	-	-	#DIV/0!
57990	Other Misc Income	24,905	24,211	25,000	789	3.3%
	Fr Illinois Funds Fund Balance		750,000	1,625,000	875,000	116.7%
	Total Revenues	5,617,618	6,393,096	9,023,185	2,630,089	41.1%
61100	Full Time Salaries	2,347,460	2,466,734	2,526,933	60,199	2.4%
61110	Part Time Salaries	406,869	465,048	503,788	38,740	8.3%
61130	Seasonal Salaries	29,532	65,510	69,891	4,381	6.7%
61150	Overtime Salaries	-	1,100	1,100	-	0.0%
61190	Other Salaries	8,108	-	-	-	#DIV/0!
62101	Dental Insurance	9,611	11,064	11,000	(64)	-0.6%
62102	Vision Insurance	2,967	3,024	3,000	(24)	-0.8%
62104	Health Insurance PPO BC/BS	249,312	250,906	275,812	24,906	9.9%
62106	Health Insurance HAMP HMO	25,674	33,053	8,060	(24,993)	-75.6%
62110	Life Insurance	2,962	3,100	3,100	-	0.0%
62115	RHS Contributions	6,311	-	-	-	#DIV/0!
62116	HSA City Contribution	20,200	16,000	18,100	2,100	13.1%
62120	IMRF	294,757	246,673	278,007	31,334	12.7%
62130	FICA	165,478	185,832	192,387	6,555	3.5%
62140	Medicare	38,700	43,461	44,994	1,533	3.5%
62150	Unemployment Compensation	204	-	-	-	#DIV/0!
62160	Worker's Comp	8,422	18,299	12,000	(6,299)	-34.4%
62190	Staff Uniforms	1,103	800	1,100	300	37.5%
62210	Tuition Reimbursement	-	26,000	20,000	(6,000)	-23.1%
62990	Other Benefits	8,191	20,000	22,000	2,000	10.0%
70051	Architectural/Design Services	176,593	750,000	-	(750,000)	-100.0%
70420	Equipment Rental	14,296	20,000	20,000	-	0.0%
70510	Building Maintenance	128,475	140,000	140,000	-	0.0%
70520	Vehicle Maintenance	18,519	12,000	12,000	-	0.0%
70530	Office/Equipment Maintenance	156,864	190,000	190,000	-	0.0%
70610	Advertising	34,567	50,000	50,000	-	0.0%
70611	Printing/Binding	8,793	20,000	12,000	(8,000)	-40.0%
70630	Travel	25	500	500	-	0.0%
70631	Membership Dues	4,064	5,500	5,000	(500)	-9.1%
70632	Professional Development	5,576	10,000	10,000	-	0.0%
70690	Other Purchased Services	181,213	120,000	130,000	10,000	8.3%
70790	Other Insurance	37,504	35,000	45,000	10,000	28.6%
71010	Office Supplies	12,550	20,000	15,000	(5,000)	-25.0%
71010-11000	Office Supplies (for Expansion Furniture)	-	-	2,175,000	2,175,000	#DIV/0!
71010-70000	Office Sups-COVID-19	23,112	-	-	-	#DIV/0!
71013	Computer Supplies	64,098	80,000	85,000	5,000	6.3%
71017	Postage	4,246	4,500	5,000	500	11.1%
71020	Library Supplies	27,293	80,000	80,000	-	0.0%
71024	Janitorial Supplies	17,019	18,000	20,000	2,000	11.1%
71070	Fuel	2,871	6,000	6,000	-	0.0%
71080	Bldg & Maint Supplies	12,783	18,000	15,000	(3,000)	-16.7%
71310	Natural Gas	18,953	28,000	21,000	(7,000)	-25.0%
71320	Electricity	68,558	90,000	92,000	2,000	2.2%
71330	Water	5,415	9,000	6,000	(3,000)	-33.3%
71340	Telecommunications	43,875	32,700	42,000	9,300	28.4%
71410	Professional Collection	843	1,500	1,500	-	0.0%
71411	Non-Traditional Materials	-	5,000	5,000	-	0.0%
71420	Periodicals	23,244	20,000	20,000	-	0.0%

71430	Adult Books	152,397	157,500	160,000	2,500	1.6%
71440	Children's Books	113,450	123,400	125,000	1,600	1.3%
71470	A/V Materials	83,644	111,600	111,600	-	0.0%
71480	Public Access Software	111,258	132,000	105,000	(27,000)	-20.5%
71490	Downloadables	165,307	179,950	180,000	50	0.0%
79120	Employee Relations	3,125	5,000	7,000	2,000	40.0%
79990	Other Misc. Expenses	4,167	10,000	10,313	313	3.1%
89237	To Library Equip Replacement	-	-	30,000	30,000	#DIV/0!
	To City BPL Expansion Bond Fund			1,100,000		
	To Capital Fund	-	51,342	-	(51,342)	-100.0%
	Total Expenses	5,350,558	6,393,096	9,023,185	-----	-----
	Total Revenues	5,617,618	6,393,096	9,023,185	-----	-----
	Rev Over Exp (Surplus)	267,060	-	-	-----	-----

LIBRARY						
FIXED ASSET BUDGET						
FISCAL YEAR 2021-2023						
					\$ Diff From	% Diff From
Account	Account	FY 21	FY 22	FY 23	FY 21 to FY 22	FY 21 to FY 22
Number	Title	Actual	Budget	Proposed	Budget	Budget
56010	Interest from Investments	2,257	5,000	275	(4,725)	-94.5%
57114	Sale of Equipment	-	-	-	-	-----
57310	Donations	-	-	-	-	-----
57350	Other Private Grants	-	-	-	-	-----
85231	From M & O	-	-	30,000	30,000	-----
	From Fund Balance	-	50,000	264,725	214,725	429.5%

	Total Revenues	2,257	55,000	295,000	240,000	436.4%
72110	Office Furniture	-	-	250,000	250,000	-----
72120	Office & Computer Equipment	-	23,245	-	(23,245)	-100.0%
72130	Licensed Vehicles	-	31,755	45,000	13,245	41.7%
72140	Equip Other Than Office	-	-	-	-	-----
72520	Buildings	-	-	-	-	-----
72620	Other Cap Improvements	-	-	-	-	-----
				-		-----
	Total Expenses	-	55,000	295,000	240,000	436.4%
	Total Revenues	2,257	55,000	295,000	240,000	436.4%
	Rev Over Exp (Surplus)	2,257	-	-	-	
* Budgeted, but won't be purchasing						

The Per Capita Grant requires us to review the entire serving our public 4.0: standards for Illinois Public Libraries. We will do this over the course of several board meetings. Each chapter includes a checklist for libraries. Since the checklists reflect Bloomington Public Library's practices and should be the primary focus of our review, they are together at the front of this portion of the board packet. The supporting information from the chapters, immediately follows the checklists.

Building Infrastructure and Maintenance Standards Checklist

- ✓ 1. The library maintains an inventory of all facility systems, including sufficient basic information that can be used in maintenance operations. This list should be prepared by the library administrator. *Caprice, our Support Services Manager, oversees all facility systems.*
- ✓ 2. The library's facility inventory system list should be consolidated in an easily accessible document which is made available in electronic format such that it can be accessed by key staff at all times remotely.
- ✓ 3. An ongoing maintenance checklist of building maintenance that needs to be done on a routine or ongoing basis should be kept. Ongoing maintenance is a preventative measure to ensure that facility systems do not fall into a state of disrepair. Ongoing maintenance can extend the service life of many items and reduce frequency of breakdowns. As an example, elevator inspections and maintenance are typically performed based on a regular schedule and contracted through an annual maintenance contract.
- ✓ 4. The library's operating budget should include funds for all ongoing maintenance costs.
- ✓ 5. The library should maintain a periodic repair checklist of repairs to the facility that may be required on a periodic basis, typically more than one-year intervals. Periodic repairs should be performed to extend service life of certain facility systems, and to prevent further deterioration of the systems. When performed in a timely fashion, periodic repairs can address small issues before they become larger and more costly problems.
- ✓ 6. The library budget should allocate funds for periodic repairs in either of its operating budget or special reserve fund.
- ✓ 7. The library should have a list of all projected building capital projects. Capital projects are those projects that involve major repairs, rehabilitation, and/or replacement of facility systems. Such projects are implemented when a facility system has reached the end of its service life, or when defects in the original construction necessitate major repairs/replacement.
- ✓ 8. The library develops a capital reserve fund that will fund major capital projects. Annual contributions to such a fund will allow the library to have sufficient funding to take care of the needed project. In general any item that cannot be accounted for in the library's operating budget should be accounted for in the library's capital reserve fund.
- ✓ 9. The library should have a capital asset plan. This plan can be written by the library administrator or by an outside professional. A capital asset plan will project facility funding needs over a ten, fifteen, and twenty-year period.
We have a plan for fixed asset replacements (items over \$5,000 with a life of more than one year). Most of the capital assets not included in the fixed asset plan are included in the renovation/expansion plans.
- ✓ 10. The board of trustees should review the library capital plan on annual basis to ensure all projects are addressed. *The Board entrusts this to the Director, Support Services Manager, and Business Manager and approves projects annual via the budget.*
- ✓ 11. Every three to five years, review and update the capital asset plan to be certain all costs and interest rates are current. *We have a healthy fixed asset and capital reserve fund to help cover fluctuations in the costs of these items.*
- ✓ 12. All warranties, manuals, contact information, and other such documentation should be organized and consolidated for easy access.
- ✓ 13. The library should strive to make its building as environmentally friendly as possible.

Appendix J (New Facility Planning)

The construction of a new facility or expansion of an existing facility is a major milestone for any public library. When planning for construction the following guidelines should be followed.

- ✓ 1. Public library construction, expansion, and major renovation projects are planned by a team consisting of the board or members of the board of trustees, the library administrator and key staff, and a registered professional architect, preferably with experience in the design of libraries. A library building consultant may be utilized when there is a lack of library design experience on the design team.
- ✓ 2. The library, unless it is part of a home rule unit of government, must select an architect in compliance with the *Local Government Professional Services Selection Act* [50 ILCS 510/0.01 *et seq.*]
- ✓ 3. The library's attorney should review all contracts related to any construction project.
- ✓ 4. Space planning should be based on a twenty-year population projection (including probable annexation) and desired improvements in services.
- ✓ 5. The facility should provide the maximum possible flexibility for future changes in design, furnishings, and technology.
- ✓ 6. Access to the internet through data/Wi-Fi and power should be available throughout the facility.
- ✓ 7. All construction shall comply with federal, state, and local codes and regulations.
- ✓ 8. All areas of the library are designed to meet the floor-loading standard as defined by applicable codes. (Note that many existing buildings that were not designed as libraries cannot meet this requirement. Consult a building design professional whenever giving consideration to re-purposing any existing building for use as a library.)
- ✓ 9. Natural lighting should be used whenever possible. The availability and efficient use of natural light are an important consideration for both energy efficiency and human well-being. With proper planning, natural lighting can be incorporated into library design. All lighting, whether natural or artificial, should be designed to allow rearrangement of library furnishings.
- ✓ 10. Sustainable (Green) Design: Protecting our environment is only one of many compelling reasons to design and build sustainable buildings. Buildings designed in a sustainable manner can offer increased comfort for the occupants, healthier internal environments, lower energy costs, and can promote increased productivity. Libraries should take advantage of their unique educational role to be leaders in sustainable design.

The U.S. Green Building Council (USGBC) provides a method to measure sustainability in the form of the "LEED" (Leadership in Energy and Environmental Design) program, aimed at both quantifying and promoting green design. Another measurement of sustainability is offered by the "Green Globes" program put forth by the Green Building Initiative.

Each of these programs provides an objective system of measurement. Objective measurement plays a critical role in the process of designing and building sustainable buildings.

- ✓ 11. Technology and Library Design: Architects need to carefully integrate technology use into all aspects of the infrastructure planning for space, lighting, electrical, and HVAC. Data and power should be available throughout the facility.



12. *Serving Our Public 4.0* and other library design standards can provide a starting point for determining library design goals. It is important to note that in terms of library design, the industry is changing so quickly that published standards should be seen as a point of departure rather than a destination. A design team that is versed in the changing library environment and abreast of current trends and technology is your best asset.

Appendix K (Facility Management Checklists)

Ongoing Building Maintenance Checklist

- ☒ The library building should be maintained in a clean and sanitary condition at all times. Cleaning schedule can depend on frequency of use, and other factors.
- ☒ Elevators should be maintained at least annually, and should comply with applicable codes for safety.
- ☐ Roofs should be maintained at least twice a year or more frequently if required by the warranty. Additional inspection and maintenance work should be performed after every occasion where a contractor performs work on the roof (e.g., a rooftop chiller is replaced). **We do this once per year.**
- ☒ The building facade should be inspected once a year.
- ☒ Parking lot resealing and restriping should be performed every one to three years.
- ☒ HVAC systems should be inspected and maintained at least twice a year (before summer and winter).
- ☒ Alarm system should be checked for proper operation at least once a year.
- ☒ Lighting should be inspected and replaced at least once every three months, unless they are inspected on a regular basis by the building staff. In some cases, defective lights must be replaced immediately. This includes exit lights, parking lot lights, and building exterior lights.
- ☐ Emergency lighting should be checked once a month. **We currently do this quarterly.**
- ☒ Sprinkler systems should be inspected as required by code, but at least once per year.
- ☒ Automatic doors should be inspected, adjusted and lubricated as required by code, but at least once every 6 months. Such doors may require more frequent work depending on traffic.
- ☒ Plumbing—Toilets, domestic water heater, and faucets: These systems should be maintained at least twice per year, including rodding of drain lines. Many components such as toilets may require maintenance on an as-needed basis. Sump pumps and back-up systems should be checked more frequently. **With the exception of the rodding of drain lines, we complete these tasks.**
- ☒ Landscaping should be maintained weekly during season, and at least twice per year for cleanup, trimming, etc.
- ☒ Landscaping sprinklers should be checked and maintained twice a year.
- ☒ Carpet mats should be vacuumed on a regular basis, and shampooed at least once per year. Worn, loose, or torn carpeting should be replaced on an as-needed basis.
- ☒ Hard surface flooring should receive thorough cleaning and/or polishing once per year.
- ☒ Window cleaning should be performed at least once per year.

- ✓ Parking garages should be inspected and cleaned on an annual basis. Cleaning should include power washing to remove salt and other deposits.
- ✓ Other unique features, such as fountains, fireplaces, indoor planters, etc. should also be maintained on an as-required basis.
- ✓ Emergency generators should be checked for proper operation every week, and serviced as required by manufacturer.
- ✓ Snow removal should be performed on an as-needed basis (either self-performed or contracted).
- ✓ Egress paths should be checked once a month to ensure they are maintained open and free of obstructions.
- ✓ Electrical and mechanical rooms should be checked twice per year to ensure they are kept clean and clear of obstructions to reach the equipment.

Building Periodic Repair Checklist

- ✓ Tuck pointing of masonry: On an as-needed basis.
- ✓ Sealant repairs (window perimeters, masonry joints, etc.): On a three-to-five year interval.
- ✓ Interior painting and wall coverings: On an as-needed basis.
- ✓ Exterior painting including steel members that may corrode such as railings, etc.: Typically, once every three to five years.
- ✓ Wood and trim components: On an as-needed basis.
- ✓ Exterior and Interior Signage: Evaluate the appropriateness and condition of your signage once a year.
- ✓ Windows: Replace broken seals, broken glass, caulking and glazing as needed.
- ✓ Parking lot: Perform patching, sidewalk repairs such as mud jacking, curb repairs, etc. as needed.
- ✓ Landscaping: Inspect trees and sod replacement every one to two years.
- ✓ Graffiti removal: Perform on an as-needed basis.
- ✓ Fencing repairs and painting: Perform on an as-needed basis. Painting is typically required every three to five years.
- ✓ Hardware: Items such as door knobs, locks, etc. should be repaired on an as-needed basis.

Safety Checklist

- ☒ The library provides a list of emergency call numbers at all staff phones in the library.
- ☒ The library has a floor plan that shows entrances, exits, location of emergency supplies, fire alarms, and fire extinguishers.
- ☒ The library has an emergency manual and disaster plan.
- ☒ The library provides emergency training for staff, including fire and tornado drills, use of fire extinguishers, and location of the first aid kit, NARCAN® kit, and an automated external defibrillator.
- ☒ The library provides a call list and contact information that is reviewed biannually.
- ☒ Emergency medical supplies are stored in a designated location and are accessible to staff.
- ☒ Emergency equipment such as electric, gas and water switches, fire extinguishers, and fire alarms are noted on a library floor plan and are tested biannually.
- ☒ A prioritization list shows what should be salvaged in order of importance.
- ☒ A building safety checklist includes daily, weekly, quarterly, semi-annual, and annual safety procedures.
- ☒ A procedure exists for letting staff know when it is unsafe to enter the building.
- ☒ The library has a designated tornado shelter.
- ☒ Emergency exits and evacuation routes out of the library and to the tornado shelter are clearly marked. Fire extinguishers are clearly marked.
- ☒ The library provides adequate security for staff, users, and collections.
- ☒ The library has a strong relationship with local police and community safety personnel and communicates with them on a regular basis about safety issues affecting the library.
- ☒ At least two people (one of whom may be a volunteer) shall be on duty during all open hours of operation.
- ☐ Copies of the emergency manual and disaster plan are provided to community safety personnel.
- ☒ A policy for security camera usage has been adopted and signage is posted.

Collection Management Checklist

- ☒ The library board of trustees ensures that the library has a publicly funded budget to purchase materials. The minimum annual expenditure for materials for any size library should be a minimum of 8 to 12 percent of the operating budget.
Our annual budget for the physical and electronic materials is 13% The cost of staff, supplies, and automation to support the materials, as outlined in Appendix I, would increase this percentage quite a bit.
- ☒ Library budgets should put priority on purchasing materials that best serve their community.
- ☒ The library has a written collection development policy approved by the board.
- ☒ Materials are cataloged according to standard library practices utilizing MARC 21, AACR2 Rules, Sears/LC subject headings, and RDA.
- ☒ Library collections are evaluated annually to measure the effectiveness of community use of the collection and weeded if deemed appropriate.
- ☐ The library considers forming a cooperative collection plan with other libraries in close proximity to one another.
While we don't have a formal cooperative collection plan with other libraries, we do work closely with other libraries and do look to Interlibrary loan to complement our collection.
- ☒ The library strives to complement its print collection by purchasing electronic materials and making them available to patrons through a variety of methods.
- ☒ The library publicizes and promotes interlibrary loan to its patrons.
- ☒ Library staff is trained in and follows policies and procedures related to the ILLINET *Interlibrary Loan Code* and the ALA *Interlibrary Loan Code*. Libraries agree to be responsible borrowers and lenders.

System Member Responsibilities and Resource Sharing Checklist

- ✓ Library staff and library board members are aware of the services offered by the regional library systems and the Illinois State Library. The library promotes statewide cooperative services in addition to their own local services.
- ✓ Library resources, information, and expertise are available via interlibrary loan, reciprocal borrowing, and other formal cooperative agreements; and the library participates in system delivery.
- ✓ The library abides by the ILLINET *Interlibrary Loan Code* as well as other formal regional/consortial agreements.
- ✓ The library administrator, library staff, and library board members actively participate as members of boards, committees, task forces, advisory councils, etc., at various levels, including the regional library system, the Illinois State Library, and the Illinois Library Association, and bring a regional and statewide perspective that envisions all types of libraries, not just their local library and library type issues.
- ✓ The library, in cooperation with regional library systems and the Illinois State Library, promotes statewide tax-supported public library service for every Illinois resident.
- n/a If a legally established public library currently does not meet the eligibility requirements for Illinois State Library/Illinois Office of the Secretary of State grants, the library should work in cooperation with its regional library system regarding grant eligibility and compliance.

Reference Service Checklist

- ☒ All basic services are available when the library is open.
- ☒ The library has a reference service policy.
- ☒ The library provides staff trained in reference service to meet the needs of patrons who have challenges with disabilities, language, and literacy.
- ☒ The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
- ☒ The library is aware of the importance of accuracy in reference service and relies on information sources of demonstrated currency and authority.
- ☒ The library supports training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
- ☒ The library provides easy access to accurate and up-to-date community information.
- ☒ The library provides current issues of at least one community or local newspaper and retains hard copy or online back issues for a minimum of six months.
- ☒ The library provides access to local ordinances or codes of all municipalities within its service boundaries.
- ☒ The library provides access to local and state maps.
- ☒ The library provides access to the minutes of local government meetings. These include but are not limited to municipal (village, township, or city) and school board meetings.
- ☒ The library provides voter information, including precinct boundaries and location of polling places.
- ☒ The library provides information about local history and events.
- ☒ The library has at least one current reference resource for each subject area.
- ☒ Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
- ☒ Staff members are encouraged to attend at least one relevant continuing education event each year.
- ☒ The library evaluates its reference service on an annual basis.

Please note, some of the items on this checklist are available on external websites. The Library provides access by directing patrons to the resources and by offering internet access via WiFi/Public Computers.

Reader's Advisory Service Checklist

- ☒ All basic services are available when the library is open.
- ☒ The library has competently trained staff that has thorough knowledge of popular authors and titles.
- ☒ The library maintains a well-rounded collection of both fiction and nonfiction titles.
- ☒ The library participates in interlibrary loan and resource sharing to help provide accurate and timely reader's advisory service.
- ☒ The library maintains a basic collection of reader's advisory reference materials.
- ☒ All staff members attend at least one relevant continuing education event each year.
- ☐ Staff members who are responsible for reader's advisory service in their library join at least one community organization, club, or council.

We have 52 staff members who provide Reader's Advisory Services so it would be very difficult to have all of them join a community organization, club, or council. We do have a variety of staff involved in the community.
- ☐ Staff members who are responsible for reader's advisory service in their library attend at least one workshop, reading roundtable, or continuing education event.

Again, we have 52 staff members who provide Reader's Advisory Services so it would be very difficult to have all of them attend a reader's advisory workshop, reading roundtable, or continuing education event. We do promote continuing education and staff share Reader's Advisory tips on a regular basis.
- ☒ The library accepts and responds to reader's advisory requests received in person, on the phone, or electronically.

Chapter 5 (Building Infrastructure and Maintenance)

A library facility includes building and grounds, furnishings, building related equipment such as mechanical and HVAC equipment, elevators, etc. Every library is different. Some library facilities are simpler than others and may not include every component listed in these standards. These standards are written to apply to large and small libraries. In some cases, smaller library facilities are simpler, and with some basic knowledge, can be maintained by the staff.

Good facility management is fiscally responsible and will result in fewer emergencies, lowered risk, and more attractive surroundings for staff and patrons, and leads to better planning. A well-managed facility is safer, more predictable, and less stressful to manage. A well-managed facility also increases the community's trust in the library and how the community's resources are spent.

The standards indicated in this manual are primarily the library administrator's responsibility. However, the library administrator can assign certain tasks to other personnel or vendors, and implement a system to ensure they are performed. In order to properly manage the library facility, the library administrator should have sufficient knowledge and familiarity with the facility systems to decide when it is appropriate to retain a professional to assist in the inspection, evaluation, and design of various repairs to the facility.

Capital Project List

*Warranties and professional consultation should determine capital project items.

- Parking lot reconstruction (not routine sealing)
- Re-roofing
- Window replacement
- HVAC equipment replacement
- Lighting replacements and upgrades
- Building additions
- Interior remodeling (carpeting, walls, furnishings, etc.)
- Utility infrastructure including electrical feeds, cabling, fiber optics, generators, IT infrastructure, technology upgrades
- Major facade repairs
- Major code upgrades

Capital Asset Plan Item List

*Any item that is not accounted for in library operating budget should be on this list.

- Building structure
- Site elements such as parking lots, paving, site furnishings and signs
- HVAC systems
- Plumbing
- Elevators
- Building envelope including facade, windows, and roofs
- Furnishings

Environmentally Friendly Components

*The best time to upgrade for energy code conformance is when a library does replacement of library systems.

- Roof
- Mechanical systems
- Windows
- Library façade repair or replacement
- Lighting/LED
- Low-flow/water saving

Chapter 6 (Safety)

Consistency and formal rules can help the library stay a safe public space. Library staff must share responsibility for the safety and security of patrons as well as staff members. The issue of library safety and security covers a wide range of concerns, from natural disasters to more serious incidents such as theft and assault. Emergencies can happen anywhere, at any time. Planning for emergencies is necessary at the most basic levels. All libraries should address emergency preparedness.

Safety Standards

1. The library provides a list of emergency call numbers at all staff phones in the library. Emergency call numbers include police and fire contacts.
2. A library floor plan shows entrances, exits, location of emergency supplies, fire alarms, and fire extinguishers.
3. The library has an emergency manual and a disaster plan that include instructions for all types of emergencies that might occur in a public library. The plan addresses: bomb threats, chemical release, earthquake, fire, gas leak, serious medical injury or illness, theft, threats to staff and patrons including active shooter, missing child, suspicious packages, severe weather, and lockdown procedures.
4. The library provides annual emergency training for staff in the following areas: fire and tornado drills, use of fire extinguishers, and location of the first aid kit. If the library has a NARCAN® kit and/or automated external defibrillator (AED), staff training is provided.
5. The library provides a call list and contact information that is reviewed biannually. Call list includes staff and library board members. Contact information is available for contractors who provide building maintenance, telecommunication support, deliveries, damage assessment, insurance benefits, landscaping and grounds support, legal advice, supplies, financial records, utilities, and disaster assistance.
6. Emergency medical supplies are stored in a designated location and are accessible to staff.
7. Emergency equipment such as electric, gas and water switches, fire extinguishers, and fire alarms are noted on a library floor plan and are tested biannually.
8. Safety of patrons and staff is paramount in an emergency. If there is time to consider property, a prioritization list shows what should be salvaged in order of importance.
9. A building safety checklist includes daily, weekly, quarterly, semi-annual, and annual safety procedures. Examples include fire and tornado drills, fire extinguisher operation, backflow test, entrances and exits clear, and leaks.
10. The library has a procedure such as a phone tree for letting staff know when it is unsafe to enter the library building.
11. The library has a designated tornado shelter.
12. Emergency exits and evacuation routes out of the library and to the tornado shelter are clearly marked for patrons throughout the library. Fire extinguisher locations are clearly marked.
13. The library provides adequate security for staff, users, and collections.
14. The library has a strong relationship with local police and community safety personnel and communicates with them on a regular basis about safety issues affecting the library.

15. At least two people (one may be a volunteer) shall be on duty during all open hours of operation.
16. Copies of the emergency manual and disaster plan are provided to community safety personnel.
17. Libraries with security cameras must have a policy for use and guidelines including real time access, archived access, and records retention. Signage notifying the use of the cameras must be displayed.

Chapter 7 (Collection Management)

The purpose of the collection management standards is to ensure that Illinois public libraries offer a full range of materials and electronic resources that are current, accessible (cataloged/classified), and relevant to community needs. Collection management includes planning, selecting, and building of resources in all formats needed by a library's community. Based on community needs, the library collection development policy should address selection and evaluation of materials, purchase priorities, and weeding of the collection. Collection evaluation and weeding is an ongoing process where materials are reviewed by analyzing use, age, condition, timeliness, and general coverage in order to improve availability and comprehensiveness and to identify users' changing taste and needs. Of utmost importance, community members must have a means by which they can participate in the selection of materials.

The public library's mission is to provide a wide range of materials in a variety of formats, such as electronic content, and in sufficient quantity to meet the needs and interests of the community. If electronic readers are provided, they should be accessible for people with disabilities. Illinois libraries are best able to provide materials by developing a collection management program and participating in resource sharing. The keys to quality collection management and resource sharing are adequate funding and trained library staff.

Library collections can be expanded beyond the physical boundaries of the library through resource sharing, cooperative collection management, and electronic resources, such as e-books. No one library can provide from its own collection all the materials that are required to meet the needs of its patrons. All libraries can enhance their collection by participating in interlibrary loan practices and participating in and utilizing statewide electronic databases/resource offerings, such as OCLC membership and WorldCat, as well as regional library system and other consortial group purchase opportunities as outlined in the following chapter. Also, libraries can become more proactive information providers by using local funds to license electronic full-text databases of local interest. Libraries in close proximity to one another should consider forming a cooperative collection management plan. Cooperative collection plans coordinate selection and purchase of materials between libraries. Finally, libraries also can contribute to resource sharing by digitizing local materials. Local history materials are often unique and have interest that is not exclusive to the immediate local area. Since these materials are unique and irreplaceable, digitizing them allows for preservation as well as broad access and should be encouraged as a goal for library excellence.

Collection Management Standards

1. The library spends a minimum of 8 to 12 percent of its operating budget on materials for patrons. For the purposes of calculating spending on materials refer to Appendix I (Collection Management Worksheet).
2. The library has a board-approved, written collection management policy based on community needs and interests, demographic makeup, the diversity of American society, and on professional standards. The library's collection development policy shall address the following issues: materials selection; request for reconsideration of materials; handling of print donations, collection specialties and purchase priorities; and evaluation and weeding of the collection.
3. Staff responsible for collection management is professionally trained in general principles of selection and weeding as well as in their specific areas of responsibilities.
4. Staff responsible for collection management has access to a variety of review sources and selection tools including both print and web-based sources.

5. The library staff uses accepted professional techniques for collection management. Such techniques may include quantitative measures (i.e., circulation-per-capita and turnaround rates, weeding (i.e., the CREW method), user surveys, and questionnaires.
6. The library places a high priority on collection development. Although use of the collection and the size of the population are the primary factors, there may be additional factors that affect the size of the collection. Examples of these additional factors include local history, genealogy, and a linguistically diverse population.
7. The library provides access to materials in a variety of formats to ensure equal access for special population groups. Examples of some of these formats are e-books, audio books on CD or MP3, books in Braille, vetted information found online; and closed-captioned, described, or signed videos or DVDs.
8. The library strives to complement its print collection by purchasing electronic materials and make these materials available to all users through a variety of resources.
9. The library publicizes and promotes interlibrary loan to its patrons. The library develops procedures that ensure that interlibrary loan is a simple and effective way for patrons to receive materials and information after all local resources have been exhausted.
10. Library staff members are trained in and follow the policies and procedures relating to the ILLINET *Interlibrary Loan Code* and the ALA *Interlibrary Loan Code*.
 - a. The library agrees to be a responsible borrower. Before initiating an interlibrary loan request, requesting libraries should exhaust their own local resources.
 - b. Library budgets should put priority on purchasing materials that best serve their community.
 - c. Libraries should check statewide resource sharing databases such as OCLC FirstSearch before placing any requests and be responsible for copyright compliance.
 - d. The borrowing library is always responsible for items, including materials lost in transit or by the patron as specified by the ALA and ILLINET *Interlibrary Loan Codes*.

Appendix H (Topics Recommended for Collection Management Policy)

1. Description of community to be served
2. Description of user groups to be served (children, young adults, non-English speaking, adult new reader, audio and visually challenged, etc.)
3. Purpose of the collection
4. Responsibility for collection management
5. Parameters of the collection, including subject areas, formats, etc.
6. Criteria for selection, replacement, and withdrawal
7. Statement that Collection Management Policy will be reviewed every two years (75 ILCS 5/4-7.2)
8. Gifts
9. Provision for user requests
10. Reconsideration of materials
11. Statement on intellectual freedom, adopting the *Library Bill of Rights*, and other ALA intellectual freedom statements

Appendix I (Collection Management Worksheet)

Chapter 7 (Collection Management) includes a standard that states: "The library spends a minimum of 8 to 12% of its operating budget on materials for patrons." This worksheet is provided for library staff to determine how much of the operating budget is actually spent on materials.

Enter total costs for each line reflecting library's fiscal year. The costs will mirror the costs used on IPLAR for prior fiscal year if it is a question on the report. No two libraries are alike and some libraries will have other "special" collections that be added to this checklist or might not have some of the collections listed below, and therefore those collection types should be removed.

Materials:	Cost:
Books (print)	\$
E-Books	
Magazines/newspapers (print)	
Magazines/newspapers (electronic)	
Audio CDs	
Audio CDs (downloadable)	
DVDs	
DVDs (downloadable/streaming)	
Electronic Databases (available in-house & remotely)	
Computer Software	
Microfilm	
Local History resources	
Photographs	
Video Games	
Non-Book or Media	

Automation:	Cost:
Annual Cost for local automation system (including cataloging/circulation software as well as hardware necessary for operation)	\$
OCLC Membership costs	
MARC Records costs	
Additional consortia cost	
Virtual reference service	

Supplies:***Cost:***

Barcodes for circulating items and for patrons' cards \$ _____

User library cards _____

Processing supplies (example: spine labels, book covers,
book table, RF tags, property stamps, etc.) _____

Staffing:***Cost:***

Based on a 40-hour week, determine approximately
how many hours staff spend on task and multiply it
by pay rate x 52 weeks. (Example: Cataloger—
25 hours per week X \$10 X 52=\$13,000) \$ _____

Collection development/ordering staff _____

Cataloging staff _____

Circulation staff _____

ILL staff _____

Book page or shelver _____

Training for staff _____

Chapter 8 (System Member Responsibilities and Resource Sharing)

Illinois has a rich history and a national reputation as a leader in library resource sharing, thanks in large part to the ongoing partnership between the Illinois State Library, Illinois library systems, and individual system members from libraries of all types (public, academic, school, and special) throughout the state.

A watershed moment in this history was the creation of library systems through the 1965 *Library System Act* [75 ILCS 10/]. The visionaries who established library systems knew that resource sharing would make all libraries stronger and able to provide better services to their users. Other statewide alliances that came after the creation of systems went several steps further in achieving these goals, including the Illinois Library and Information Network (ILLINET), representing the more than 3,000 Illinois library system members, and the Libraries Very Interested in Resource Sharing (LVIS) initiative, which represents the first global OCLC no charge Resource Sharing Group agreement began out of a shared goal of the Illinois State Library and the Missouri Library Network Corporation (MLNC) for the Midwest region. During the first year, LVIS members included more than 200 multi-type libraries in Illinois and Missouri. There are now more than 2,700 members, worldwide.

Illinois library systems work with their member libraries to provide services that no one library would be able to offer on its own. As a system member, a public library must agree to participate in resource sharing to the fullest extent possible through interlibrary loan, reciprocal borrowing, reciprocal access, and other cooperative activities.

Systems help libraries meet these responsibilities by administering and providing ongoing support for shared online catalogs, providing delivery service to transport materials between libraries across the state and beyond, spearheading cooperative e-book initiatives, offering continuing education designed to help libraries learn more about resource sharing philosophies and processes, and by consulting and sharing expertise between member libraries and strongly encouraging them to share their expertise and other resources with each other.

Resource sharing is fundamental to maintaining the top-notch library service the state of Illinois is known for and every library benefits from sharing resources to the fullest extent possible. The director of one of the largest libraries in Illinois who was nationally known for his innovations in library automation and cooperation, Hugh Atkinson (b.1933- d. 1986), then director of libraries at the University of Illinois at Urbana/Champaign, wrote, "My point is that one should not try to reach some kind of theoretical balance or fairness, but to build a network that will provide, by its services and arrangement, the library activities that will satisfy each of the participants, although not necessarily in the same way." (Atkinson, H. (1987). Atkinson on networks. *American Libraries*, 18, 433.)

By continuing to work together in partnership, the Illinois library community can further these ideals and most importantly, better meet the diverse information needs of all those who live in the state.

Support for Illinois Library Systems is provided through the Secretary of State's office with funds appropriated by the Illinois General Assembly. Library systems are governed by representatives from their member libraries as detailed in *Illinois Compiled Statutes* [75 ILCS 10/5] and system bylaws.

System Member Responsibilities and Resource Sharing Standards

1. Public library staff and library board members are aware of the services offered by the regional library systems and the Illinois State Library. Public libraries are charged with the responsibility to promote statewide cooperative services in addition to their own local services.
2. All Illinois public libraries agree to make their resources, information, and expertise available via interlibrary loan, reciprocal borrowing, and other formal cooperative agreements; and participate in system delivery.
3. All Illinois public libraries abide by the ILLINET *Interlibrary Loan Code* as well as other formal regional/consortial agreements.
4. Public library directors, library staff, and library board members actively participate as members of boards, committees, task forces, advisory councils, etc., at various levels, including the regional library system, the Illinois State Library, and the Illinois Library Association. Participants should bring a regional and statewide perspective that envisions all types of libraries, not just their local library and library type issues.
5. All public libraries, in cooperation with regional library systems and the Illinois State Library, share the responsibility for promoting statewide tax-supported public library service for every Illinois resident.
6. Every public library has a responsibility to offer its residents quality library services; therefore, any legally established public library that currently does not meet the eligibility requirements for Illinois State Library/Illinois Office of the Secretary of State grants should work in cooperation with its regional library system regarding grant eligibility and compliance.

Chapter 9 (Public Services: Reference and Reader's Advisory Services)

Through public services, a library offers assistance to patrons in the use of its collections and resources. The library also provides patrons with resources beyond those owned by the library through interlibrary loan and other resource-sharing arrangements. Basic public services include reference and reader's advisory. These services should be provided to all age groups.

Reference Service

Reference service is the provision of information in response to a patron's question. All Illinois public libraries should provide reference service for their patrons.

Reference Service Standards

1. All basic services are available when the library is open. For the purpose of this document, basic services are circulation, reference, reader's advisory, and computer/Internet access.
2. The library has a board-approved reference service policy developed by reference staff and administration and it is reviewed biennially.
3. The library provides staff trained in reference service to meet the needs of patrons who have challenges with disabilities, language, and literacy.
4. The library participates in 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 supports training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
7. The library provides easy access to accurate and up-to-date community information/resource files.
8. The library provides current issues of at least one community or local newspaper and retains hard copy or online back issues for a minimum of six months.
9. The library provides access to local ordinances or codes of all municipalities within its service boundaries.
10. The library provides access to local and state maps.
11. The library strives to provide access to the minutes of local government meetings. These include but are not limited to municipal (village, township, or city) and school board meetings.
12. The library provides voter information, including precinct boundaries and location of polling places.
13. The library provides information about local history and events.
14. The library will include at least one current reference resource for each subject area. Electronic resources may fulfill this requirement.

15. Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
16. Staff members are encouraged to attend at least one relevant continuing education event each year.
17. The library annually evaluates its reference service for accuracy, timeliness, staff friendliness, and patron ease.

Reader's Advisory Service

Reader's advisory service is a patron focused service that promotes and encourages the use of collections for recreational purposes, including but not limited to recreational reading, watching, and listening. Reader's advisory service offers advice, suggestions, recommendations, and selections to library users to help them identify authors, titles, and genres which they may enjoy. It should also strive to respond to the recreational reading, viewing, and listening tastes of individual patrons using the resources of the library and its staff to link readers with books, movies, and music. Reader's advisory is instrumental in creating relationships and encouraging conversations with users and the community about leisure reading, viewing, and listening needs.

All Illinois public libraries should provide some sort of reader's advisory service to their patrons. This can be done formally with a separate designated service desk, through conversation with a librarian, or informally through conversations throughout the library such as at the circulation desk where library staff members interact with patrons as they are checking out and returning materials and are able to discuss these items with them, getting to know their preferences in the process. This can lead to suggestions of similar titles that the patrons may enjoy.

Reader's Advisory Service Standards

1. All basic services are available when the library is open. For the purposes of this document, basic services are circulation and reference and reader's advisory services. If reference and reader's advisory services are provided to children and adults from two separate points, then the library provides adequate staffing at both locations all hours the library is open.
2. The library has competently trained staff that has thorough knowledge of popular authors and titles.
3. The library participates in interlibrary loan and resource sharing to help provide accurate and timely reader's advisory service.
4. The library is aware of the importance of quality in reader's advisory service and relies on information sources of demonstrated currency and authority.
5. Staff has access to a telephone and computer to receive and respond to requests for information and materials and to contact other agencies for information.
6. Staff members who are responsible for reader's advisory services should attempt to stay current with community events by participating in community organizations, clubs, or councils.
7. Staff members who are responsible for reader's advisory services should attempt to attend as many workshops, reading roundtables, or continuing education events as possible to stay current.
8. The library accepts and responds to reader's advisory requests received in person, on the phone, or electronically.
9. The library promotes and cultivates popular collections which are inclusive, representing all people and their actual experiences to provide an accurate portrayal of the diverse world in which we live.