

December 11th, 2018

agenda

<u>item</u>	<u>DOCUMENT</u>	<u>Section</u>
1,2 CTO, Additions (2 minutes)(7:02pm)		
Document Summary		1A
Agenda		2A-2B
3 Opportunity to Address Board (5 minutes per community member)(7:07pm)		
4 Introduction to New Staff Member Jillian Chapman (5 minutes)(7:12pm)		
5 Consent Agenda		
Minutes of November 13th, 2018 Board of Trustees Meeting (action)(2 minutes)(7:14pm)		3A-3B
6 Treasurer's Report and Financial Reports (White and Yellow) (5 minutes)(7:19pm)		
November Detailed Revenue & Expense Report (action)(available at meeting)		4
November Detailed Balance Sheet (action)(available at meeting)		5
7 Approval of Checks (Green) (5 minutes)(7:24pm)		
November Check Disbursement Report (action)(available at meeting)		6
8 Committee Reports (10 minutes)(7:34pm)		
9 New Business		
Per Capita Grant Contributions (10 minutes)(7:44pm)		7A-7O
Friends Meeting Attendees for 2019 (5 minutes)(7:49pm)		8A
10 Old Business		
Fundraising and Building Project (5 minutes)(7:54pm)		
11 Director's Report (5 minutes)(7:59pm)		
Librarian's Narrative Report		9A-9B
12 Executive Session(s)		
13 Any and All Other Business ...		
14 Adjournment (1 minute)(8:00pm)		
15 Attachments		
Statistics for November, 2018 (Available at Meeting)		10

**Lake Bluff Public Library
Board of Library Trustees Meeting
Tuesday, December 11th, 2018 at 7:00 PM
123 E. Scranton Ave, Lake Bluff, IL 60044
Enter through Library main entrance**

- 1. Call to Order (7:00pm)**
- 2. Additions & Corrections to the Agenda (2 minutes)(7:02pm)**
- 3. Opportunity for Public to Address the Board (5 minutes)(7:07pm)** (limit 5 minutes per person per meeting)
- 4. Introduction to New Staff Member Jillian Chapman (5 minutes)(7:12pm)**
- 5. Approval of Minutes**
 - a. Approval of Minutes of November 11th, 2018 Board Meeting (action)(2 minutes)(7:14pm)
- 6. October 2018 Financial Reports – Detailed Balance and Revenue/Expense (Yellow Pages) (action) (5 minutes)(7:19pm)(available at meeting)**
 - a. November Detailed Revenue & Expense Report
 - b. November Detailed Balance Sheet
- 7. Approval of checks (Green Pages) (5 minutes)(7:24pm)(available at meeting)**
 - a. November Monthly Checks (xx-xx)(action)
- 8. Committee Reports (10 minutes)(7:34pm) (Did not meet)**
 - a. Building and Grounds Committee (CHAIR: Schons. MEMBERS: Jerch, Meierhoff, and Stroh.)
 - b. Bylaw and Policy Committee (CHAIR: Stroh. MEMBERS: Schons.)
 - c. Finance Committee (CHAIR: Kregor. MEMBERS: Butler.)
 - d. Human Resources Committee (CHAIR: Butler. MEMBERS: Jerch and Meierhoff.)
 - e. Intergovernmental Committee (CHAIR: Bailey. MEMBERS: Jerch and Stroh.)
 - f. Long Range Planning Committee (CHAIR: Jackson. MEMBERS: Kregor and Schons.)
 - g. Outreach Committee (CHAIR: Kregor. Members: Jackson.)
- 9. New Business**
 - a. Per Capita Grant Contributions (action)(10 minutes)(7:44pm)
 - b. Friends Meeting Attendees for 2019 (5 minutes)(7:49pm)

10. Old Business

- a. Fundraising and Building Project (5 minutes)(7:54pm)

11. Director's Report (5 minutes)(7:59pm)

- a. Director's Narrative Report

12. Executive Session(s)

- a. Discussion of minutes of meetings lawfully closed under this Act, whether for purposes of approval by the body of the minutes or semi-annual review of the minutes as mandated by Section 2.06 and in compliance with the Open Meetings Act 5 ILCS 120/2 (c) (21)
- b. To discuss the appointment, compensation, discipline, performance or dismissal of specific employees of the public body in compliance with the Open Meetings Act 5 ILCS 120/2 (c) (1)

13. Any and all other business which may properly come before the Board**14. Adjournment (1 minute)(8:00pm)****Attachments:**

Per Capita Grant Contributions

Friends Meeting Dates for 2019

Upcoming Board Meetings: January 15, February 19, and March 19, 2019.

Lake Bluff Public Library
Board Library Trustees Meeting Minutes
Tuesday, November 13, 2018 at 7:00 PM
 123 E. Scranton Ave, Lake Bluff, IL, 60044

1. **Call to Order:** President Kathy Meierhoff called the meeting to order at 7:02 pm. Present were Trustees Scot Butler, Janie Jerch, Tim Kregor, Library Director Eric Bailey, Library Employee Martha O'Hara, and Village of Lake Bluff employees Bettina O'Connell and Marlene Scheibl. Trustees Kate Jackson, Carl Schons, and Cal Stroh were absent.
2. **Additions & Corrections to the Agenda:** Discussion of the proposed RIO Zoning District and Regulations added to New Business.
3. **Discussion of FY 19-20 Levy and FY 17-18 Auditors' Report (CAFR) with Bettina O'Connell and Marlene Scheibl from the Village of Lake Bluff:** Scheibl noted that the Village has worked more directly with the Library than in the past and that has simplified the gathering of data for this report, and that Sikich LLP gave a rating of "clean," which is the highest rating. After O'Connell and Schiebl gave explanations of the structure of the report and answered several questions, Butler moved and Kregor seconded a motion to accept the Auditors' Report as presented; all voted aye.
4. **Opportunity for Public to Address the Board:** No others present.
5. **Approval of Minutes:** Butler moved and Kregor seconded a motion to accept the minutes of the October 16, 2018 meeting as written; all voted aye. Bailey noted a correction to the minutes of the November 2nd, 2018 special meeting. In item 3, the last sentence, the tax levy amount should read \$964,117 instead of \$944,117. Butler moved and Kregor seconded a motion to accept the Nov. 2nd minutes as amended; all voted aye.
6. **October 2018 Financial Reports:** Bailey noted that by next month's meeting, we will have a final number for the roof repair work. Butler moved and Kregor seconded a motion to accept the Detailed Revenue & Expense Report and the Detailed Balance Sheet; all voted aye.
7. **Approval of Checks:** Butler moved and Kregor seconded a motion to approve the October monthly checks numbered 13743-13749, 13751-13772; all voted aye.
8. **Committee Reports:**

(Met) None met since the Nov. 2 meeting. However, President Meierhoff requested that the committee chairpersons check in with Bailey before the next meeting to report future plans.

(Did Not Meet)

 - a. Finance (Chair: Kregor. Member: Butler.)
 - b. Building and Grounds (Chair: Schons. Members: Jerch, Meierhoff, and Stroh.)
 - c. Bylaw and Policy Committee (Chair: Stroh. Member: Schons.)
 - d. Human Resources (Chair: Butler. Members: Jerch and Meierhoff.)
 - e. Intergovernmental (Chair: Bailey. Members: Jerch and Stroh.)
 - f. Long Range Planning (Chair: Jackson. Members: Kregor and Schons.)
 - g. Outreach (Chair: Kregor. Member: Jackson.)
9. **New Business:**
 - a. Website contract: The low bidder for the construction of the new website also happens to be a local woman, Nicki Snoblin, of NextWord Communications. Butler moved and Kregor seconded a motion to accept the contract with NextWord in the amount \$8,325.00; all voted aye.

b. **Holiday Luncheon:** Bailey suggested that the annual Holiday Luncheon be held on Thursday, December 13, from 12:30-1:30 pm. It will be so.

c. **Discussion of the proposed RIO (Institutional) Zoning District and Regulations:** Bailey shared with the Trustees a letter from Drew Irvin of the Village of Lake Bluff outlining the proposal and announcing that the PCZBA will hold a public hearing in early December concerning its adoption. Bailey said that he thinks it is a win for all involved, since it will result in streamlined processes for development proposals of public buildings, particularly when minor changes need to be made.

10. Old Business: Nothing to report.

11. Director's Report:

- a. Follett's has recently purchased Baker & Taylor, who supply a significant number of our books and are a growing presence in offering databases. Todd Litzsinger and other reps from Follett/Baker & Taylor made a presentation to the Library Staff about their products and services, and may be providing our Library with "pop-up libraries" that can provide access to our digital collections at strategic locations around the community.
- b. Bailey reported that the Village of Lake Bluff did not accept the offer of the City of Lake Forest to combine our Fire & Safety services.
- c. Bailey's presentation to the Village Board concerning our proposed Tax Levy for FY 19-20 went well, and that the Village offered planning assistance for future budgets.
- d. Bailey noted the new stats included breakout of numbers by borrower type, and that this information can be used to help manage our collection.

12. Executive Session: There was none.

13. Any and All Other Business which may properly come before the Board: Bailey will start a list of Friends of the Library meetings for 2019 so that Trustees can sign up to attend.

13. Adjournment: Butler moved and Kregor seconded a motion to adjourn; all voted aye. The meeting adjourned at 8:20 pm.

Respectfully Submitted,

Janie Jerch

Per Capita Grant Application

The Library's annual Per Capita Grant application is due before January 15th. As part of the application process, there are always a few portions that are required to be brought before the Board. I have provided information relevant to each of the three (3) sections where this is a requirement for this year, and provide them here for discussion.

RECOMMENDATION: Presented for discussion, though any item of interest can be followed up on if so desired.

6. **Trustees Fact File:** Review chapters 6-10 of the "Trustee Facts File Third or Fourth Edition," <https://www.cyberdriveillinois.com/departments/library/libraries/pdfs/trusteefacts.pdf> placing particular emphasis on Chapter 8, "Human Resources."

As a result of this review, indicate any modification to current practices or policies that may occur in the forthcoming year.

Review of the Library's Personnel Manual is essential, and review of the full document is due for 2019. Employee compensation has been and will continue to be a source of ongoing discussion. With fewer fiscal resources to work with, keeping compensation competitive is a challenge. As the effect of turnover among staff in general, and professional staff in particular, is magnified by the small size of the staff this is an essential subject.

Human Resources has been a subject of ongoing discussion and consideration, and has benefited from that careful consideration. The policies and procedures in place are solid, though room for improvement always exists.

Chapter 8

HUMAN RESOURCES



On par with a library's holdings are its human resources. Without appropriately trained staff, library resources would be inaccessible and useless to the community. Trustees on the library board hire and evaluate the library director, who has the major responsibility for library operations and oversight of library staff. The trustees, in turn, set policies to govern human resources issues affecting all staff.

The single most important decision a library board makes is to hire a library director. The success of the library's mission—its programs and services—depends upon the competence and commitment of that one professional more than any other factor.

Obtaining—and keeping—a successful library director must be a top priority for the library board. Along the same lines, the board must ensure that salary and benefits remain competitive, within the library's means. The familiar adage, "you get what you pay for," is as applicable to library management as to any other field requiring advanced education and high professional standards.

The issue of benefits looms especially large these days. With the health insurance industry in a state of high fluidity and under intense cost pressures, providing solid, satisfactory health coverage poses a major challenge to all employers. Moreover, Illinois requires that a retirement plan be provided for full-time municipal employees. Some plans may include some part-time staff as well. In addition, many employees wish to participate in tax deferred compensation programs that can be authorized by the library board as an attractive, virtually no-cost benefit. Library boards must take all these expectations into account when designing benefit plans.

Maintaining open, positive relations with staff also must be a high priority for library boards. Regular performance reviews for the library director, maintaining proper relations with subordinate staff, and handling grievances all fall under this broad umbrella.

Note: The Illinois Open Meetings Law, 5 ILCS 120, mandates that meetings of library boards be open to the public. However, the law does allow for closed meetings for discussion of sensitive topics such as interviewing of candidates, performance evaluations, hearing of grievances, and union negotiations. See the section, "Board Meetings and the Open Meetings Act," in Chapter 3 for the circumstances under which a closed meeting may be called.

Hiring a Library Director

Before any recruiting begins, the library board must draft a comprehensive and accurate job description.

Job Description

The table on page 33 summarizes the type of information that a job description for library director should contain. The job description must be kept current, as it is the basis not only for hiring but also for performance evaluations.

Prioritizing Goals

Before recruiting begins, the board should revisit the long-range, strategic plan for the library. (See Chapter 7, "Planning.") What are the main goals in the plan? What activities do they emphasize? Perhaps a goal calls for expanding inadequate facilities. Or perhaps the library board has embraced a long-term objective of reaching out to a growing and underserved minority in the community.

Make a one-page bullet list to emphasize the major goals that the board has endorsed for future direction. This information will be useful in the recruiting process and in interviews.

Recruiting

For larger libraries, one of the most effective ways to advertise availability of a library director position is to place ads in professional journals such as the *Library Journal* and *American Libraries*. Joblines—online job-search resources—are also available and can be used effectively by libraries of all sizes. Both the ALA and the ILA Web sites have joblines. Regional library systems also post position vacancies on their Web sites, which draw a great number of local inquiries. In addition, the regional library system has experienced staff who can assist the library board in planning for recruitment.

Joblines

Online Job-Search Resources

ALA	Go to http://www.ala.org/ select Professional Tools; select Human Resources; select Guide to Employment Resources
ILA	Go to http://www.ila.org/ Select Jobline

A job ad should include statistics indicating the scope of the job and salary information. A salary figure may be "ballparked" if the board wishes to leave room for negotiation. The ad might also highlight one or two major goals in the board's strategic plan for the library. The following is a sample job ad.



Legal Requirements

Library trustees, like other employers, must comply with state and federal laws that prohibit discrimination in hiring. It is illegal to discriminate on the basis of sex, race, creed, color, religion, age, country of national origin, individual lifestyle, or physical disability. If possible, have a legal advisor preview questions for and written communications to candidates.

For more information about conformance with the Americans with Disabilities Act (ADA) and other federal and state antidiscrimination laws, go to the ALA Web site, <http://www.ala.org/>: select **Professional Tools**; select **Human Resources**; select **Library Employment Resources**.

Interviewing candidates

Interviewing is an art, as many people intuitively realize. There are library consulting firms that specialize in recruiting and advising institutions on effective and recommended recruitment practices. The process generally follows the steps below.

A library board should delegate interviewing tasks to a committee of the board. The same individuals should participate in all the interviews. Before any interview is conducted, the committee should draft a list of questions that will be asked of each interviewee. Some of the questions should pertain to the long-range goals that the board has previously identified.

The committee should provide time after each interview for interviewers to make written notes of their impressions.

The committee submits its recommendation to the whole board. Final candidates should meet with the full board, and if possible, with key staff members. When the board has reached consensus on a candidate, references should be checked. The job offer should specify salary and benefits along with the preferred starting date. There may be some flexibility involved, but a deadline should be clear. The other candidates should be notified of the selection only after the chosen candidate has accepted.

Job Title: Library Director**I. Job Responsibilities**

Note: Depending on the size of the library, some of the duties may be delegated to the staff, but the responsibility for the successful completion of the work remains with the library director

- **Administrative role** Hire and supervise library staff; implement policies as established by the board; receive and expend funds according to budget; oversee services.
- **General advisory role** Advise the board on issues from policymaking to budget preparation; inform the board about developments in the library field.
- **Financial role** Prepare draft budget for consideration by the board; participate in presentation of the annual budget to municipal officials; prepare grant applications.
- **Reportorial role** Prepare periodic budget reports and reports on circulation statistics or other relevant data; prepare annual report for ultimate submission to state library.
- **Collection management role** Oversee selection of all materials; catalogue and process materials according to accepted standards; weed materials in accordance with policies established by the library board; advise the board on collection development issues.
- **Facilities management role** Oversee maintenance of grounds and buildings; oversee custodial staff; oversee safety programs and state and federal regulations.
- **Public relations role** Interface with community members and groups to develop support for the library; prepare publicity plans and handle media relations.

II. Qualities the Board is Seeking

- Excellent interpersonal skills, with the ability to facilitate discussion and build consensus.
- Excellent communications skills, including public speaking ability
- Administrative skill, especially the ability to supervise staff and delegate responsibility, fairly and in accordance with board policies and state and federal laws.
- Ability to work well within lines of authority and to accept decisions made by the board.
- Excellent analytical skills. Ability to work with and manipulate statistical data.
- Ability to work with electronic media, including computers and the Internet.
- Ability to handle complaints and controversy with objectivity.
- Ability to plan and handle multiple, competing priorities, and accommodate deadlines.

III. Education and Experience

- Bachelor's degree; Master of Library Science degree preferred.

Performance Evaluations

Evaluation of the library director is an ongoing process, as is evaluation of the library's total offering of programs and services. The board should conduct such evaluations on at least an annual basis. The first such evaluation for a new director might occur at the end of a probationary period of several months.

The evaluation can be guided by a standard checklist of performance criteria. At least a couple of the performance criteria should be tied to goals in the library's long-range plan. The board and the library director should review the performance criteria at the beginning of the year so the basis of the future review is clear to all parties.

Setting Goals

No performance evaluation is complete without an eye to the future. The trustees and director should identify several objectives, based on goals in the long-range plan, for the director to work on in the coming months. These objectives then become inputs for future performance reviews.

Evaluation of the library director's performance should be based broadly on the following three factors.

Factors for Performance Evaluation

Job Description: Performance of the director as evaluated according to the written job description

Objectives: The director's progress carrying out previously identified objectives, in conjunction with specific long-range goals

Leadership: The success of the library in carrying out service programs, under the leadership of the director

Written Components

For reasons of consistency and legal viability, a formal performance evaluation should generate written records. These records should consist of

- a formal written evaluation by the board, signed by a representative of the board.
- a signed self-assessment submitted by the library director.

The written records are legal protection for both parties in the event that a disagreement involving the director's performance of duties should arise. They also provide a baseline for future performance evaluations.

Records Confidentiality

Human resources records require sensitive handling. Personal details of an employee's record are private and

confidential in nature. Medical information is especially sensitive and should be kept separately from general personnel records. Management and use of human resources records are governed by the Personnel Record Review Act: 820 ILCS 40. For a sample personnel records request form, go to the Illinois State Library Administrative Ready Reference Menu, http://www.cyberdriveillinois.com/departments/library/what_we_have/readyref/index.htm; select **Policy Model**. Then select **Personnel Policies**; select **Personnel Records**.

Terminating Employment

For any number of reasons, the board and/or the director may decide that it is time for the director to go. Though the director may have been hired under contract, that contract may not be legally enforceable. If the director wants to go, it is probably best for the board to accept that decision, even if there was a written or oral agreement about a longer period of employment.

If the situation is otherwise—the board has concluded that the director must go, though the director wants to stay—then the board faces the delicate task of terminating the director's employment. It is highly advisable for the board to consult a legal advisor before firing a director. Illinois is an "at will employment" state, and most directors serve at the pleasure of the board. To avoid the possibility of litigation, a legal advisor will advise the board whether to document cause for termination of an employee or terminate the director "at will."

Whatever the cause of the parting, the board should conduct an exit interview with the director. A frank and open discussion of differences can identify problem areas that the board may want to remedy in future director relationships, or at the least, pitfalls to avoid in the next round of hiring.

Trustee Relationships with Subordinate Staff

The library board works directly with the library director in the administration of the library, and the director is directly answerable to the board. However, the situation with subordinate staff is quite different. These staff members will have been hired by the library director (past or present) and report directly to her or him. Therefore it is important that trustees avoid interference in the lines of authority between director and subordinate staff.

Occasionally, an aggrieved employee may approach a trustee with a complaint. The proper response on the trustee's part is to direct the employee to take up the problem with the library director.

The board should have a clearcut, written policy for handling staff grievances. If the problem cannot be solved at the director's level, then it may have to come before the board—but only according to an established, written policy.

For a sample grievance policy, go to the Illinois State Library Administrative Ready Reference Menu: select **Policy Model**. Then select **Personnel Policies**; select **Grievance Procedure Policy**.

Salary and Benefits

Determining appropriate salary levels involves two hard realities of economics: available resources and supply-and-demand competition among the available pool of personnel. To attract good people, the board of trustees should offer a competitive salary for the range of duties each position entails. The board sets the compensation structures and the level of each job with a minimum and maximum salary for the position; the director administers the salary and benefit program for the other employees, according to the board's policies. The board confirms new hires and salaries.

The Illinois Library Association advocates fair compensation for library employees within these guidelines:

- A qualified, entry-level librarian should be compensated at no less than the same rate as an entry-level public school teacher with a master's degree, with adjustment to reflect a librarian's 12-month (rather than teacher's 10-month) work year.
- All other library staff should be compensated at levels that are competitive with salaries paid for equivalent positions in other public agencies within the same or approximately the same service area.

For additional help in setting appropriate salary for staff positions:

- confer with other comparable libraries in your library system or region and other local governmental agencies.
- consult the *ALA Survey of Librarian Salaries*, which is published annually and summarized in *American Libraries*. If there is a local survey available, consult it.
- seek input from other libraries of similar size, from school districts, or from the municipality.

Benefits are becoming an ever bigger part of the total rewards package. The cost of health insurance continues to rise at rates far ahead of annual inflation. If possible, the board should consult with a benefits specialist to find the best, most cost-effective combination of benefits. Some certified public accountants (CPA's) now offer benefits consulting as part of their services. Also seek options to join cooperatives to get good benefits at a more competitive price.

Human Resources Policy Manual

A necessary tool for employer and employees alike is a human resources policy manual. Such a manual might be prepared and maintained by a board committee in close consultation with the library director.

Document salary grades, benefits, paid holidays, vacation, and any other information relevant to staff in the manual. Distribute the manual to all staff members and have them sign a statement indicating that they received a copy. The manual is a guide to the policies of the library. Do not consider it or imply that it is a contract.

Union Negotiations

Public employees in Illinois have the right to join unions to bargain collectively for salary, benefits, and working conditions. In libraries in which staff members are unionized, it is the board's responsibility to negotiate terms of employment with union representatives. The library director should, of course, have input to these negotiations. In the final event, however, it is the board that will have to reach agreement in collective bargaining.

It is critically important that trustees adhere to state and federal laws governing labor relations when negotiating with union representatives. It is equally important that the board observe legally proper conduct during union organization and election activities.

It is highly recommended that the board may consult with an attorney with expertise in labor relations. The following resources may also be useful.

National Labor Relations Board:
<http://www.nlr.gov/>

American Arbitration Association:
<http://www.adr.org/>

Resources

- Baldwin, David A. *The Library Compensation Handbook: A Guide for Administrators, Librarians and Staff*. Westport, Conn.: Libraries Unlimited, 2003.
- Cole, Jack and Suzanne Mahmoodi. *Selecting a Library Director: A Workbook for Members of a Selection Committee*, revised 1998. St. Paul, Minn.: Friends of the Library Development and Services, the Minnesota State Library Agency, a unit of the Minnesota Department of Education, 1998.
- Cravey, Pamela. *Protecting Library Staff, Users, Collections and Facilities: A How-to-Do-It Manual*. New York: Neal-Schuman Publishers, 2001.
- Evans, G. Edward. *Performance Management and Appraisal: A How-To-Do-it Manual for Trustees and Librarians*. New York: Neal-Schuman Publishers, 2004.
- Manley, Will. *For Library Trustees Only: Living with Your Director*. Jefferson, N.C.: McFarland, 1993.
- Saulmon, Sharon A. *Sample Evaluations of Public Library Directors*. Chicago: American Library Trustee Association, 1997.
- Swan, James. *Working Together: A How-To-Do-it Manual for Trustees and Librarians*. New York: Neal-Schuman Publishers, 1992.
- Wade, Gordon. *Working with Library Boards: A How-To-Do-It Manual for Librarians*. New York: Neal-Schuman Publishers, 1991.
- Williams, Lorraine. *The Library Trustee and the Public Librarian: Partners in Service*. Metuchen, N.J.: Scarecrow Press, 1993.

7. Standards Chapter Review, Public Service: The Library Director and the Board of Trustees shall review and report on progress in meeting Chapter 8, Public Services: Reference and Reader's Advisory Services, of "Serving Our Public 3.0: Standards for Illinois Public Libraries, 2014." Review the check list at the end of the chapter and report on progress toward meeting any items left unchecked. If all items are checked, please indicate as such.

Minutes of local government meetings, local ordinances, and voting information are all available online through other governmental agencies and the Library's website and staff members direct interested patrons to these locations as needed. The Library provides access to recordings of local meetings. Global access to phone numbers is provided via the Internet, with staff members providing assistance to patrons who have difficulty finding what they seek online. Reference and reader's advisory service is provided via email, phone, in person, and social media messaging services (FaceBook and Instagram). Texting was not popular when attempted; a review of whether this service would be better utilized now is pending. The Lake Bluff Public Library is physically small, and relies on well trained and friendly staff, strong intergovernmental relationships (such as with the Lake Bluff History Museum and Lake Forest-Lake Bluff Historical Society), and digital resources as a large reference collection is an impossibility. Service and staff are consistently highly rated in Patron Satisfaction Surveys.

Chapter 8 [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.

APPLICABLE CORE STANDARDS – Please see Core Standards 1, 11, 16, 17, 18, 19, 22, and 24 in Chapter 1.

REFERENCE SERVICES

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 SERVICES 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. (See Appendix R)
3. The library provides staff trained in reference services 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 has telephone books for the local calling area and any other frequently requested areas.
15. The library will include at least one current reference resource for each subject area. Electronic resources may fulfill this requirement. (See Appendix T)
16. 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.
17. Staff members are encouraged to attend at least one relevant continuing education event each year.
18. The library accepts and responds to reference requests received in all formats, including electronic, print, and phone.
19. The library annually evaluates its reference service for accuracy, timeliness, staff friendliness, and patron ease. (See Appendix S)

Chapter 8 [Public Services: Reference and Reader's Advisory Services]

REFERENCE SERVICES 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 services 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 telephone books for the local calling area and any other frequently requested areas.
- ☐ 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.

BIBLIOGRAPHY

- Cassell, Kay Ann and Uma Hiremath. *Reference and Information Services in the 21st Century: An Introduction*. 2nd ed. New York: Neal-Schuman, 2011.
- Eberhart, George. *Whole Library Handbook 5: Current Data, Professional Advice, and Curiosa About Libraries and Library Services*. Chicago: American Library Association, 2011.
- Johnson, Peggy. *Fundamentals of Collection Development and Management*. 2nd ed. Chicago: American Library Association, 2009.
- Kresh, Diane. *The Whole Digital Library Handbook*. Chicago: American Library Association, 2007.
- O'Gorman, Jack, ed. *Reference Sources for Small and Medium-sized Libraries*. 7th ed. Chicago: American Library Association, 2008.
- Thomsett-Scott, Beth C., ed. *Implementing Virtual Reference*. Chicago: American Library Association, 2013.

Chapter 8 [Public Services: Reference and Reader's Advisory Services]

READER'S ADVISORY SERVICES

Reader's Advisory Services is a patron-oriented service that promotes and encourages recreational reading. It is a service that offers advice, suggestions, recommendations, and selections to library users regarding authors, titles, and genres. It is a service that strives to respond to the recreational reading tastes of individual readers using the resources of the library to link readers and books.

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 at the library's circulation desk where library staff members get to know the library patron's reading preferences and are able to suggest similar titles that the patron might enjoy reading.

READER'S ADVISORY 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 at 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 accuracy in reader's advisory service and relies on information sources of demonstrated currency and authority.
5. 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.
6. Staff members who are responsible for reader's advisory services in their library 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 in their library 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 via e-mail, IM (instant messaging), texting, and/or virtual reference.

READER'S ADVISORY SERVICES 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 has a reader's advisory services policy.
- ☐ The library promotes the importance of leisure reading to its community members.
- ☐ The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference 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 services in their library join at least one community organization, club, or council.
- ☐ Staff members who are responsible for reader's advisory services in their library attend at least one workshop, reading roundtable, or continuing education event.
- ☐ The library accepts and responds to reader's advisory requests received via e-mail, IM (instant messaging), texting, and/or virtual reference.

Chapter 8 [Public Services: Reference and Reader's Advisory Services]

BIBLIOGRAPHY

- Avila, Salvador. *Serving Latino Teens*. Westport, CT: Libraries Unlimited, 2012.
- Booth, Heather. *Serving Teens Through Readers' Advisory (ALA Reader's Advisory Series)*. Chicago: American Library Association, 2007.
- Hysell, Shannon Graff. *Recommended Reference Books for Small and Medium-Sized Libraries and Media Centers*. Westport, CT: Libraries Unlimited, 2013.
- Moyer, Jessica E., ed. *The Readers' Advisory Handbook*. Chicago: American Library Association, 2010.
- Okobi, Elsie A. Rogers Halliday. *Library Services for Adults in the 21st Century*. Westport, CT: Libraries Unlimited, 2013.
- Orr, Cynthia and Diana Tixier Herald. *Genreflecting: A Guide to Popular Reading Interests*. 7th ed. Westport, CT: Libraries Unlimited, 2013.
- Pandora, Cherie P. and Stacey Hayman. *Better Serving Teens Through School Library-Public Library Collaborations*. Westport, CT: Libraries Unlimited, 2013.
- Peck, Penny. *Readers' Advisory for Children and Tweens*. Westport, CT: Libraries Unlimited, 2010.
- Roberts, Ann and Stephanie G. Bauman. *Crash Course in Library Services for Seniors*. Westport, CT: Libraries Unlimited, 2012.
- Saricks, Joyce. *Reader's Advisory Guide to Genre Fiction*. Chicago: American Library Association, 2009.
- Zabel, Diane. *Reference Reborn: Breathing New Life into Public Services Librarianship*. Westport, CT: Libraries Unlimited, 2010.

WEBSITES

- NoveList Plus – EBSCO
www.ebscohost.com/novelist/our-products/novelist-plus
- The Reader's Advisory Online – Libraries Unlimited
rainfo.lu.com/

INF-1: Reference Services

Reference services are available in the Library and on-line. Persons with reference requests who are physically in the Library will be served by a trained senior staff member. Such requests will take precedence over phone or e-mail inquiries. All reference questions are treated as confidential. Staff will provide information from and access to authoritative reference sources, and will not offer personal opinion, advice or other interpretation.

Any reference request involving complicated searches or work requiring more than ten minutes of staff time may be handled by the 24/7 AskAway online live chat Reference Service, which is available in the Library and from remote location to Library cardholders.

8. Outreach: Please describe how the library connects with, serves and supports veterans and military families in your community.

The Lake Bluff Public Library was founded as a 'memorial to Lake Bluff's Veterans of the Great War' and remains conscious of those roots. The Great Lakes Naval Base borders the community to the north, and while the residents on the base are part of a different Library system they frequently make use of our resources. Library staff members are introduced in training to, and quickly gain experience with, the handling of new patrons from the Base and their needs. Other than Interlibrary Loan and some databases, residents of the Base receive the same level of access to Library collections and resources as residents. In 2017-2018, the Library partnered with a local volunteer to provide discarded movies to patients at the Captain James A. Lovell Federal Health Care Center.

Friends of the Library Meeting Dates

All meetings will be held in the Lake Bluff Library Spruth Meeting Room.

2019 Meeting Dates

January 19 at 10:00am –

February 16 at 10:00am –

March 16 at 10:00am –

April 20 at 10:00am –

May 18 at 10:00am –

June 15 at 10:00am –

August 17 at 10:00am –

September 21 at 10:00am –

October 19 at 10:00am –

November 16 at 10:00am –

Respectfully submitted,

Eric Scott Bailey

Library Director

Director's Report – November, 2018

Missing From Packet

We have a number of items missing from the packet for this meeting. Due to a problem with BSA, our financial software, Laurence Sacherer was not able to print checks on Friday. This is one of the final steps taken before reports can be generated. An update to Sierra by Innovative Interfaces has also temporarily stopped the operation of Ross Shanley-Roberts fantastic statistics web utility. Both should be remedied soon, and I hope to have the documents in question by the time we sit down to meet on Tuesday, December 11th. Barring, that I will have them in January.

Roof Project

Per Shaun Kelly of Engberg Anderson the roof project is nearly complete. It should be finished by the Board meeting, to be followed by Mr. Kelly's inspection of the work.

Staff Turnover – Liliana LaValle

I received this month the resignation of Liliana LaValle, Head of Circulation and Reference. Liliana has been an amazing part of our staff since she joined in 2014. I am certain that her career and professional growth will continue their upward trends in her new position at the University of Wisconsin-Eau Claire. As always when we have staff turnover, we have begun the process of reviewing responsibilities, the interests and availability of current staff, and what hours and tasks we may need to hire for.

Countdown to Centennial

New staff member Jillian Chapman has created a 50 day countdown to our centennial year in 2019. Each day counted down there is a different treat or small prize available at the Main Desk. You can view all the days and what is available on one of the columns next to the Main Desk. Jill has been doing a lot of great research and work for the centennial, as well.

Centennial Sticker and Banners

Staff member Anna Fifhause is working on our design for the 2019 Village Vehicle Sticker. We will have the regular, main, sticker rather than an optional alternate. Anna is also working on designs for banners to be hung from lamp posts in the downtown.

Ongoing Projects

Work continues on the following as 2019 looks to be an exciting year:

- Centennial Celebration
- New Long Range Strategic Plan
- New Website
- Implementation of Axis 360 Popup Libraries
- Review of Capital Needs
- Review of Usage Data
- Budget Process (Starts in December, first meeting of Finance Committee in December or early January)
- Review of Main Desk Deterioration, and Improvements as Needed and Possible
- Computer Update and Implementation of Patron Laptops

Expect further updates on all of the above as we enter 2019!

Respectfully submitted,

Eric Scott Bailey