September 9, 2015

Minutes of the regular meeting of the Board of Trustees of the Skokie Public Library held in the Skokie Public Library Board Room, Wednesday, September 9, 2015.

CALL TO ORDER

Mark Prosperi, President, called the meeting to order at 7:30 p.m.

Members present: Mark Prosperi, President; Diana Hunter, Vice President/President Emerita; Karen Parrilli, Secretary; Susan Greer; Eugene F. Griffin; Jonathan H. Maks, MD; Zelda Rich; and Carolyn A. Anthony, Director.

Staff present: Richard Kong, Deputy Director; and Lindsay Braddy, ILS/Tech Services Supervisor.

Observer present: Unmi Song, President, Lloyd A. Fry Foundation, 120 S. LaSalle Street, Suite 1950, Chicago, IL 60603.

APPROVAL OF THE MINUTES OF THE REGULAR AND CLOSED MEETINGS OF AUGUST 12, 2015

Mr. Griffin made a motion, seconded by Mrs. Hunter, to approve the minutes of the regular and closed meetings of August 12, 2015, subject to additions and/or corrections. There being no additions or corrections, the minutes were approved unanimously and placed on file.

CONSENT AGENDA (Financial Statements; Circulation Report/Dashboard; Reports from Department Heads; Program Statistics 1st Quarter F.Y. 2015-2016; Correspondence: Gifts; Personnel)

Mrs. Parrilli made a motion, seconded by Mrs. Rich:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE FINANCIAL STATEMENTS, SUBJECT TO AUDIT, AND THAT THE FOLLOWING CONSENT AGENDA ITEMS BE PLACED ON FILE:

1. CIRCULATION REPORT/DASHBOARD
2. REPORTS FROM DEPARTMENT HEADS
3. PROGRAM STATISTICS 1ST QUARTER F.Y. 2015-2016
4. CORRESPONDENCE: LETTER FROM ANTHONY F. SCARPELLI, CHIEF OF POLICE, VILLAGE OF SKOKIE, TO

CAROLYN ANTHONY DATED AUGUST 18, 2015 RE THANK YOU

5. GIFTS: $200. FROM ALAN TUTZER IN APPRECIATION OF LEE LEIBIK AND JUDY ZARTMAN FOR ONGOING ASSISTANCE TO THE VISUALLY IMPAIRED; $300. FROM BRIAN McGUIRE IN MEMORY OF WILLIAM KATZ
6. PERSONNEL: HIRES: JAIME GONZALEZ VICKER, TEMPORARY BOOMBOX MENTOR, LEARNING EXPERIENCES, EFFECTIVE AUGUST 25 TO DECEMBER 20, 2015; BAOTRAN LE, TEMPORARY BOOMBOX MENTOR, LEARNING EXPERIENCES, EFFECTIVE AUGUST 24 TO DECEMBER 20, 2015; LAUREL JOHNSON, FULL-TIME YOUNG ADULT LIBRARIAN, LEARNING EXPERIENCES, EFFECTIVE SEPTEMBER 14, 2015; CHRISTINE GOERTZ, PART-TIME YOUTH SERVICES LIBRARIAN, YOUTH SERVICES, EFFECTIVE OCTOBER 1, 2015; RETIREMENT: CAROLYN A. ANTHONY, DIRECTOR, ADMINISTRATION, EFFECTIVE JULY 15, 2016.

The vote for approval was 7 ayes, 0 nays; the motion passed unanimously.

BILLS

A motion was made by Mr. Griffin, seconded by Dr. Maks:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE BILLS, SUBJECT TO AUDIT.

The roll call vote for approval was 7 ayes, 0 nays; the motion passed unanimously.

Mr. Prosperi asked the Board to move the regular order of business and begin with Approval of ILLINET Interlibrary Loan Code, followed by Outsourcing Delivery. The Board agreed.

APPROVAL OF ILLINET INTERLIBRARY LOAN CODE

Lindsay Braddy asked the Board to accept for approval the Revised 2015 ILLINET Interlibrary Loan Code as presented. The last revision that was published and approved by the library board was in 2008. Changes from the last revision include:

- The addition of section VI, "Rights and Responsibilities of the Library System"

  - Meant for the large library systems in Illinois (ours is RAILS), this section outlines the tasks and goals for the systems to promote and facilitate interlibrary loan and resource sharing throughout the state.
- The addition of section IX, "Delivery"
  - Points 1 and 2 are new and instruct libraries to use their system's delivery service or ILDS and to transmit nonreturnable items (such as copies of articles) electronically whenever possible;
  - Points 3 and 4 were moved from other sections of the 2008 code.
- The addition of section X, "Cooperative Agreements"
  - Again, these points were culled from other sections of the 2008 code, but outline in a more detailed way that libraries have the right to work together to share resources, but that these agreements do not supersede the state ILL code.

Brief discussion followed regarding outsourcing delivery.

A motion was made by Dr. Maks, seconded by Mrs. Parrilli:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES ACCEPT THE 2015 ILLINET INTERLIBRARY LOAN CODE AS PRESENTED. (COPY ATTACHED)

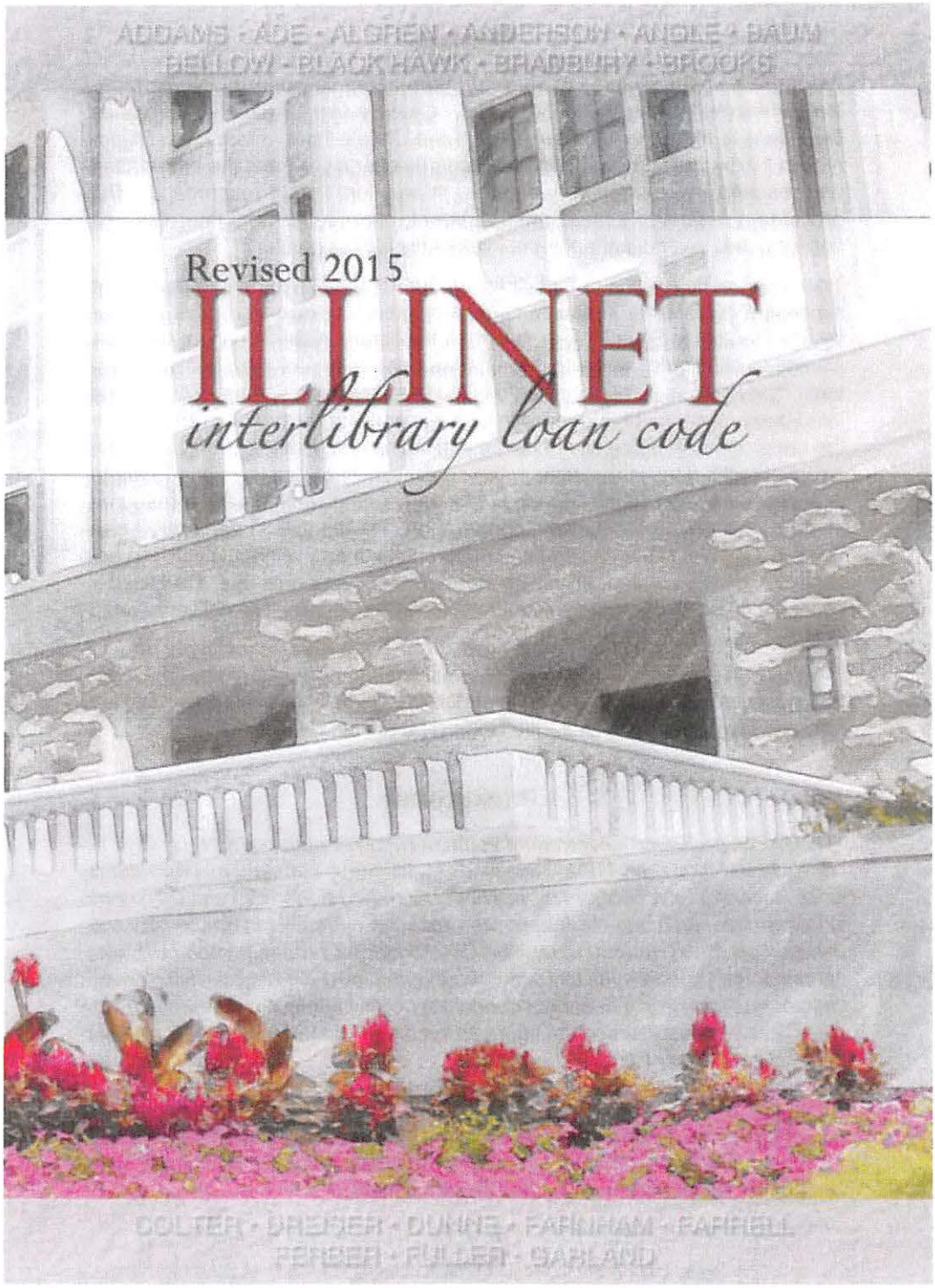
The roll was called: Dr. Maks—yes; Mrs. Rich—yes; Mrs. Greer—no; Mrs. Parrilli—yes; Mrs. Hunter—yes; Mr. Griffin—yes; Mr. Prosperi—yes. The roll call vote for approval was 6 ayes, 1 nay; the motion passed.

REPORT ON OUTSOURCING DELIVERY

For many years, NSLS, and now RAILS, has provided delivery service to facilitate the transport of materials traveling between libraries (such as interlibrary loan and LINKin). RAILS currently has an in-house delivery staff to provide this service.

In January 2014 RAILS contracted with a company called Continental Transportation Solutions (CTS) to outsource delivery in the Burr Ridge area, one of seven delivery areas in RAILS. In June of this year, the RAILS board approved extending this outsourcing to the Wheeling delivery area, of which Skokie is a part. RAILS anticipated that the outsourcing would begin mid-to-late October 2015, though they did advise that they will give 6-8 weeks' notice before their official start date – at this time, we have yet to receive this notification. [Notice was sent September 9, the day of the Board meeting, from RAILS.]

Accepted by Skokie Public Library
Board of Trustees 9/9/2015



JESSE WHITE • SECRETARY OF STATE

Preface

As partners in the Illinois Library and Information Network (ILLINET), more than 5,000 multi-type (academic, public, school and special) member libraries contribute to the ongoing enrichment of the State's library resources. Beginning in 1975, ILLINET has relied on resource sharing to meet the information and research needs of library patrons. In addition, library resource sharing provides a means to access entertainment, nurture personal interests and hobbies, and, overall enhance the lives of Illinois residents.

The cooperative actions of ILLINET member libraries have contributed to the success of a statewide resource sharing service. The laws and rules that authorize the Illinois State Library (ISL) and the library systems ensure that free access to all Illinois residents remains the cornerstone of the statewide system. Today, Illinois libraries, including the library systems and the ISL, support interlibrary loan and both statewide and systemwide reciprocal borrowing, to the betterment of the quality of life for Illinoisans everywhere. Empowered by a robust technology infrastructure, the sustainability of Illinois' strong heritage of excellent library service depends upon an ongoing commitment to resource sharing, delivery and statewide cooperation. The ILLINET Interlibrary Loan Code (ILL Code) is the declaration of that commitment, without which, the actions of the thousands of Illinois library staff that support its use, the broader concept of resource sharing and, more specifically, services like delivery, would not be feasible.

The following sections underscore the utility and importance of the ILL Code, and describe the relationship between the ILL Code, the Illinois State Library Act, and the Illinois Administrative Code (IAC or "the rules").

Background

The IAC helps State government implement the statutes adopted by the Illinois General Assembly (GA). The ISL, established by statute, has rules found in 23 Ill. Adm. Code 3030. Any activity undertaken by the ISL shall be rooted in law or rule. As a body of State government, the authority to provide services and programs is determined by the GA through the promulgation of statute, administered by the State Librarian through administrative rules. Unlike private sector business, the ISL cannot conduct any activity unless authorized by the GA. Clearly, resource sharing figures prominently into the enabling legislation of the State Library Act:

> Purposes of the State Library. The Illinois State Library shall:
>
> *Promote and develop a cooperative library network operating regionally or statewide for providing effective coordination of the library resources of public, academic, school, and special libraries.*

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How does the ILL Code figure into the IAC?

The ILL Code is incorporated as an Exhibit in Secretary of State (SOS) rules (23 Ill. Adm. Code 3030.Exhibit A); it is, therefore, the responsibility of the SOS and the ISL to administer the ILL Code. Changing the IAC is a process prescribed by statute (see 5 ILCS 100) and overseen by the Joint Committee on Administrative Rules.

Library Systems

Because system membership is required in order to be eligible for grants and services, the body of law surrounding State grant programs rests in the Illinois Library System Act. Libraries not meeting the minimum membership criteria established in 23 Ill. Adm. Code 3030 cannot receive library system or ISL services and/or funds such as delivery, grants or library system membership. Beginning in January 2013, the ISL began an online certification process to ensure library system members in Illinois meet the minimum criteria prescribed in 23 Ill. Adm. Code 3030.

Funding for the library systems is predicated on all libraries acting toward a single goal of providing resources to Illinois residents. Grant programs from the SOS have the goal of promoting statewide library cooperation. The prominence of resource sharing as the purpose and reason for the library systems is established in the very first paragraph of the System Act:

> *Because the State has a financial responsibility in promoting public education, and because the public library is a vital agency serving all levels of the educational process, it is hereby declared to be the policy of the State to encourage the improvement of free public libraries and to* ***encourage cooperation among all types of libraries in promoting the sharing of library resources.*** *In keeping with this policy, provision is hereby made for a program of State grants designed to establish, develop and operate a network of library systems covering the entire State.*

Note: The first Interlibrary Loan Code for Illinois was written in 1971. It was revised in 1988, 1993, 2000, 2008 and 2014.

ILLINET Interlibrary Loan Code

The ILL Code, approved by the ISL Advisory Committee, endorsed by the Illinois Library Systems, and adopted by the ISL governs interlibrary loan policy within ILLINET. The ILL Code is based on the most current American Library Association (ALA) Interlibrary Loan Code for the United States.

Through 15 ILCS 320/7(f) and 23 Ill. Adm. Code 3030.215(e), the ISL administers, Illinois library systems monitor and enforce, and ILLINET member libraries abide by the ILL Code.

I. Definition

Interlibrary loan is the process by which a library requests material from, or supplies material to, another library. Whether initiated by library staff or patron, the purpose of interlibrary loan is to obtain, upon request of a library patron, material not available in the patron's local library. The terms "requesting library" and "supplying library" are used in preference to "borrowing library" and "lending library" to cover the exchange of copies as well as loans. Circulation of materials between a central library and its branches or within a school district is not considered interlibrary loan.

II. Scope

1. The ILL Code governs interlibrary loan among ILLINET member libraries.
2. Any type of library material needed by an individual for any purpose, including but not limited to study, instruction, information, recreation or research, may be requested from another library.
3. Any materials, regardless of format, may be requested from another library. The supplying library determines whether the material can be provided.
4. Interlibrary loan outside of ILLINET, governed by national, international or other applicable interlibrary loan codes, is not within the scope of this document.
5. Reciprocal borrowing is not within the scope of this document.

III. Ethics and Responsibilities of ILLINET Member Libraries

1. Interlibrary loan is a mutual relationship, and libraries are strongly encouraged to supply materials as freely as they request materials.
2. Each library shall develop collections in response to local needs. Interlibrary loan is an adjunct to, not a substitute for, collection development in individual libraries.
3. To expedite State and nationwide resource-sharing initiatives, every ILLINET member library shall strive to enter and maintain its collection and holdings in a regional, statewide and/or national bibliographic database.
4. Each library shall offer and promote the availability of interlibrary loan service to its patrons.
5. Personnel responsible for interlibrary loan in each library shall be familiar with relevant interlibrary loan documents and aids, including interlibrary loan codes and procedures, bibliographic tools, and services.

6. Libraries shall comply with current Copyright Law (17 USC) governing both print and digital resources.
7. Each library shall ensure the confidentiality of the patron (see the Library Records Confidentiality Act [75 ILCS 70]).
8. Each library shall annually review and update its profile in the Resource Sharing Directory in Library Learning (L2) and, if applicable, the Online Computer Library Center (OCLC) Interlibrary Loan Policies Directory.
9. Each library shall have its borrowing policy readily available.
10. Each library shall clearly identify its materials with a current ownership mark.
11. Each library shall collect and annually submit its interlibrary loan statistics to the ISL.

IV. Rights and Responsibilities of the Requesting Library

1. The requesting library shall be responsible for compliance with the Copyright Law and its accompanying guidelines, and shall inform its patrons of the applicable portions of the law. An indication of copyright compliance shall be provided with all requests for photocopies.
2. The requesting library shall be responsible for identifying libraries that own the requested material. The requesting library shall be responsible for checking the policies of potential suppliers for restrictions, special instructions and information on fees prior to sending a request.
3. The requesting library shall avoid repeatedly sending the majority of its requests to a few selected libraries. However, each library has the right to determine the best source for the requested material.
4. Requested items shall be cited completely and accurately. The requesting library shall transmit all interlibrary loan requests in standard bibliographic format in accordance with the protocols of the electronic network or transmission system used. In the absence of an electronically generated form, the elements of the ALA Interlibrary Loan Request Form shall be used.
5. The requesting library shall indicate on the request when items cannot be verified and/or located, using "cannot verify" or "cannot locate". The source of reference shall also be indicated on the request.
6. The requesting library shall honor the supplying library's conditions of loan, including observation of dates and duration of loans, recall notices, fees (if applicable), In-library Use Only and other special handling provisions. The requesting library shall convey these conditions to library patrons.

7. The requesting library shall be responsible for borrowed materials from the time the materials leave the supplying library until they have been returned to the supplying library. If damage or loss occurs, the requesting library shall be responsible for compensation, in accordance with the policy of the supplying library.
8. The requesting library shall be responsible for all fees authorized by section VIII (Fees) imposed by the supplying library. The requesting library shall be responsible for timely processing of payments related to the interlibrary loan transaction.
9. The requesting library assumes full responsibility for patron initiated transactions.

V. Rights and Responsibilities of the Supplying Library

1. Libraries are strongly encouraged to implement generous interlibrary loan lending policies with due consideration for the needs of their primary clientele.
2. The supplying library shall respond to all interlibrary loan requests within one working day (preferred), but no longer than three working days, after receipt.
3. The supplying library may return a request unfilled when bibliographic data and location are incomplete.
4. The supplying library shall send a copy of the request or sufficient information to identify the request, along with any materials provided.
5. The supplying library shall notify the requesting library of dates and duration of loans for the materials, renewal policies, and In-library Use Only restrictions.
6. The supplying library has the right to recall its material at any time.
7. The supplying library shall send any invoices for charges incurred within one year after the due date of the item.

VI. Rights and Responsibilities of the Library System

The library system shall:

1. Maintain a current resource sharing policy that encourages cooperation among all types of libraries in promoting the sharing of library resources via a variety of service methodologies, including interlibrary loan, and is compliant with current Illinois library law and administrative rules.
2. Employ library system staff to consult with member libraries about offering, promoting and improving local interlibrary loan service.

3. Foster interlibrary loan partnerships and collaboration at the local, regional, systemwide and statewide levels.
4. Offer, on a recurring schedule, interlibrary loan continuing education and training opportunities that meet member libraries' needs.
5. Facilitate access to current interlibrary loan information and resources via the library system's website.
6. Ensure member libraries are compliant with the annual submission of the ISL's ILLINET Interlibrary Loan and Reciprocal Borrowing Survey, a tool that collects interlibrary loan statistics.
7. Provide efficient and effective delivery service methodologies that ensure timely receipt of materials to meet patrons' needs.
8. Monitor member libraries interlibrary loan service to ensure adherence to and compliance with the ILL Code.
9. Serve as the mediator, as prescribed by the ILL Code (Section XI), to resolve perceived violations of the ILL Code.

VII. Rush and Urgent Requests

1. "Rush" service requests are those in which the requesting library designates the request to be "Rush" and requires the item to be processed and sent within 24 hours/one working day.
2. "Urgent" service requests are those in which the requesting library designates the request to be "Urgent" and requires the item to be processed and received in fewer than 24 hours/one working day.
3. Requesting libraries that need "Rush" or "Urgent" service requests shall contact the supplying library directly to negotiate conditions and fees.
4. An ILLINET member library may, by policy or on a case-by-case basis, choose not to offer "Rush" or "Urgent" service.
5. An ILLINET member library shall make its "Rush" or "Urgent" policies available upon request.

VIII. Fees

1. It is not allowable for either the requesting library or the supplying library to charge (the library or the patron) for ILLINET resource sharing transactions of returnable items, except as outlined in this section.
2. Libraries may assess fees (library or patron) for the provision of Rush or Urgent requests, as outlined in Section VII.
3. ILLINET member libraries are encouraged to absorb the cost of providing photocopies.

4. If a library chooses not to use the Library System Delivery service or the Illinois Library Delivery Service, the library shall negotiate alternate shipping conditions with the requesting/supplying library prior to shipment of the item.
5. Libraries shall not assess overdue fines to other libraries.
6. If damage or loss occurs, the requesting library is responsible for compensation in accordance with the policy of the supplying library.

IX. Delivery

1. Primary shipping and transmission:
    a. Returnables: Every ILLINET member library shall use either the library system delivery service or the ILDS as their primary shipping service for "returnables" within Illinois.
    b. Non-returnables: Every ILLINET member library shall transmit non-returnable items electronically; however, they shall use alternative options when electronic transmission capabilities are impractical or unavailable.
2. Every ILLINET member library, using either the Library System Delivery service or the ILDS, shall comply with the USPS Private Express Statutes (39 CFR 310.3(a)) and the Letters Carried out of the Mail (39 USC 601(a)). Refer also to the Secretary of State's memorandum "Delivery of Library Materials", November 27, 2012, as the guidelines for determining delivery compliance.
3. Materials shall be packaged to prevent damage or loss in shipment. The supplying library shall notify the requesting library of any special packaging and shipping requirements. The requesting library shall comply with the requirements as stipulated.
4. If the supplying or requesting library chooses not to ship materials via the library system delivery service or ILDS, the libraries shall negotiate alternate shipping methods and conditions prior to shipment of the item.

X. Cooperative Agreements

1. ILLINET member libraries shall comply with the ILL Code.
2. ILLINET member libraries may enter into mutually beneficial cooperative agreements in order to meet the needs of their primary clienteles. These agreements do not supersede the ILL Code, except as prescribed in subsection 3 of this section.
3. Interlibrary loan periods established by ILLINET member libraries through a cooperative agreement are permissible but only apply to those ILLINET member libraries covered under the agreement.

XI. Violation of the ILL Code

1. When violations of the ILL Code initially occur, these procedures shall be followed:
   a. Library A shall inform Library B about the violations and Library B's failure to comply with the ILL Code.
   b. Library B is responsible for responding to all notifications on a timely basis and working towards resolution.
   c. Both Library A and Library B shall document all exchanges.
2. Library A may suspend the interlibrary loan privileges of Library B if Library B fails to correct violations of the ILL Code after having been informed of the violations.
   a. Such action requires written notification by Library A to Library B, specifying the violations, the terms and duration of the suspension, and a course of action in compliance with the ILL Code that would restore borrowing privileges. A copy of all documentation shall be sent to the library systems of both libraries.
   b. Library A is responsible for reviewing ongoing circumstances and evaluating reinstatement of Library B's suspended interlibrary loan privileges. Reviews shall be completed on a quarterly basis.
   c. Library A shall provide written notification of the review and the ensuing decision to Library B and the library systems of both libraries.
3. If violations of the ILL Code continue, the following procedures shall be followed:
   a. Either Library A or Library B shall request that its library system serve as mediator. The request shall be in writing and sent to the libraries and to the library systems involved.
   b. The library system acting as mediator shall document:
      i. The continued ILL Code violations, with copies sent to all libraries and library systems involved.
      ii. Its role as mediator of the complaint, with copies sent to all libraries and library systems involved.
      iii. Its negotiation efforts and the results of these efforts, with copies sent to all libraries and library systems involved.
   c. Ineffective negotiations and continued disregard of the provisions of the ILL Code shall result in the initiation of the suspension process from library system membership (23 Ill. Adm. Code 3030.205).

d. The ISL shall act on the recommendation of the library system recommending suspension of system membership.

e. Library systems may initiate resolutions of the ILL Code violations independent of notification from member libraries.

GLOSSARY

ALA Interlibrary Loan Request Form — A form published by ALA and the National Information Standards Organization and used by a library to request an interlibrary loan from another library.

Borrowing Library — See Requesting Library.

Borrowing Privileges — The ability of a patron with a valid library card to check out (borrow) items from a library.

CARLI — Consortium of Academic and Research Libraries in Illinois.

CCG (Copyright Clearinghouse Guidelines) — The requesting library's indication on a photocopy request that the request conforms to the CONTU "Guidelines for the Proviso of Subsection 108(g)(2)". Compliance means that the library does not subscribe to the journal and publication date of article is within the last five years. Only five copies per journal title in a year before payment of the copyright fee is required; only 1 article per issue per patron. See also CONTU Guidelines.

CCL (Copyright Clearinghouse Legislation) — The requesting library's indication on a photocopy request that the request conforms to the U.S. Copyright Law (17 USC). Compliance means that the library subscribes to the journal or publication date of the article is more than five years old. No limit on the number of copies requested. The library is still subject to subsection 108(g)(2) of the copyright law that prohibits systematic photocopying of copyrighted materials in such aggregate quantities as to substitute for purchase of or subscription to the magazine.

Collection Development — The process of planning, selecting, weeding and building of resources in all formats needed by a library's community of patrons. This process is based on the individual library's collection development policy. Sometimes this is referred to as collection management.

Consortial Interlibrary Loan — ILL within a consortial shared catalog is facilitated by the library automation system software that authenticates patrons and ILL requests.

Consortium — A group of libraries formally organized to promote common interests and achieve common goals, of which interlibrary loan and resource sharing activities are typical examples.

CONTU Guidelines — The "Guidelines for the Proviso of Subsection 108(g)(2)", known as the CONTU Guidelines, were developed by the National

Commission on New Technological Uses of Copyrighted Works to assist librarians and copyright proprietors in understanding the amount of photocopying/reproducing for use in interlibrary loan arrangements permitted under the copyright law. See CCG.

Cooperative Agreement — A binding agreement between two or more parties.

Copyright Compliance — The requesting library is responsible for making certain that the interlibrary loan request conforms to the copyright law or the accompanying guidelines. A supplying library may choose to not process a request for a non-returnable item request if an indication of copyright compliance is not included. See CCG and CCL.

Copyright Law — The United States copyright law is contained in chapters 1 through 8 and 10 through 12 of title 17 of the United States Code. The Copyright Act of 1976, which provides the basic framework for the current copyright law, was enacted on October 19, 1976, as PL 94-553. Copyright law is intended to bring about a balance between the rights of creators and owners of copyrighted works and the needs of patrons of those works. Copyright law limits what may be copied, sold and distributed with and without the consent of the copyright owner. The rights of owners are enumerated in section 106, and the limitations on the owner's rights are listed in sections 107-118.

Date Due — Either the year, month and day by which the patron shall return the loaned item to the requesting library, or the period of time the item may remain with the requesting library, disregarding the time spent in transit.

Direct Borrowing — Direct borrowing implies an unmediated (library staff not involved in the process) patron-initiated request.

Fair Use — Fair use, described in section 107 of the U.S. Copyright Law, permits limited uses of copyrighted works by individuals who do not own the copyright to the work. The four criteria used to determine fair use are: the purpose of the use; the nature of the copyrighted work; the amount of the work used; and the effect of the use on the potential market.

FAX — Electronic transmission of text or graphics using telephone lines.

Fee — A charge for services. This includes, but is not limited to, shipping and handling charges, charges for damage to items, and replacement and/or processing charges for lost items.

Fine — A charge to the patron for late return of a borrowed item.

ILDS (Illinois Library Delivery Service) — The statewide vehicular delivery service, funded by the Illinois State Library, that provides delivery each week to library system headquarters and designated facilities, eligible academic members and the Illinois State Library in order to facilitate the rapid delivery of books and other library materials throughout the State.

ILLINET — The Illinois Library and Information Network, which consists of the library systems, their full member libraries and the Illinois State Library.

ILLINET Member Library — A library that is a full member of a library system.

Illinois Library Laws & Rules — Laws and administrative rules relevant to libraries in Illinois, compiled and published biennially by the Illinois Library Association and updated on the Illinois General Assembly website http://www.ilga.gov/.

In-Library Use Only — Materials designated by the supplying library as "in-library use only" shall be used only within the requesting library. These items may not be removed from the library.

Interlibrary Loan — The process by which a library requests material from, or supplies material to, another library. Whether initiated by library staff or patron, the purpose of interlibrary loan is to obtain, upon request of a library patron, material not available in the patron's local library. Circulation of materials between a central library and its branches or within a school district is not considered interlibrary loan.

Interlibrary Loan Transaction — The complete process of an interlibrary loan that includes all steps from the initial request by the requesting library (or requesting library patron) through the receipt of the item by the supplying library. For non-returnables, the transaction includes all steps from the initial request through receipt by the patron.

Intralibrary Loan — The circulation of materials between a central library and its branches or between buildings within a school district.

Lending Library — See Supplying Library.

Library Bill of Rights — A declaration developed and available from the ALA that outlines library responsibilities and patrons' rights to library services.

Library Records Confidentiality Act [75 ILCS 70] — Provides legal guaranties of patron confidentiality of circulation of library materials. Circulation records shall not be made available to anyone except by a court order in a criminal proceeding.

Library Learning (L2) — The online membership directory for ILLINET member libraries, which includes a staff directory and a resource sharing directory. L2 is home to a statewide calendar and registration service for meetings and other continuing education events in the State.

Library System Delivery — Dedicated delivery systems operated by the individual library systems for their members. Systems may operate the delivery service or may subcontract for it.

Local Library System Automation Program — An integrated library system open to membership by full library system members of all types developed by or receiving financial or in kind support from a library system.

Multitype Library System — Meets the requirements of 75 ILCS 10/2(1), serving a minimum of 150,000 inhabitants or an area of not less than 4,000 square miles and serving a minimum of 10 or more public libraries, elementary and secondary school libraries, institutions of higher education libraries, and special libraries.

National Information Standards Organization (NISO) — Organization credited by the American National Standards Institute. NISO is "where content publishers, libraries, and software developers turn for information industry standards that allow them to work together. Through NISO, all of these communities are able to collaborate on mutually accepted standards". ANSI/NISO Z39.83 is the standard for NISO Circulation Information Protocol (NCIP).

Non-returnables — Materials that the supplying library does not expect to have returned.

Patron — Individual who initiates an interlibrary loan request. Other synonymous terms include client, customer, end patron and library patron.

Primary Clientele — A library's patron group, defined locally by each library and as described in the library's mission statement, e.g., taxpayers, students and faculty, or local community.

Public Library System — A public library that serves a city of over 500,000 population and is established as a public library system under the Illinois Library System Act.

Reciprocal Access — How the resources of all full member libraries of a library system are made available to all patrons within the system area. Reciprocal access benefits should be imposed equally among all reciprocal access patrons and can include information passports, interlibrary loans, photocopy service, reference service, use of library materials on site, courtesy cards and other services. The library governing authority may approve reasonable restrictions related to computer access, library programs and meeting room use.

Requesting Library — The library that initiates an interlibrary loan request on behalf of a patron or permits direct borrowing.

Resource Sharing — Making the collections of one library available to the patrons of another library efficiently and effectively. Resource sharing encompasses the technical capabilities, staff expertise and policies necessary to achieve that objective. Resource sharing incorporates activities related to automated discovery tools (including bibliographic library databases), collection management, bibliographic description, delivery, interlibrary loan, reciprocal access and reciprocal borrowing. Resource sharing is a core system service.

Returnables — Materials that the supplying library expects to have returned.

Rush — A designation by the requesting library that requires the item to be processed and sent in less than 24 hours.

Special Handling Provisions — Conditions for loaning designated by the supplying library such as in-library use only, restrictions on copying, special packaging, or other unique requirements.

Supplying Library — The library that fills an interlibrary loan request by either loaning the item or supplying a copy of the item.

Suspended Library — A library whose system membership is terminated by the library system board with concurrence by the State Librarian.

U.S. Code — The United States Code or USC; in the context of this document, the Copyright Law of the United States and Related Laws Contained in Title 17 of the United States Code.

Urgent — A designation by the requesting library that requires the item to be processed and received in less than 24 hours.

User-initiated Transaction — See Direct Borrowing.

Verification — The process by which a library determines the accuracy of information.

Working Days — Days on which the library is open for service.

Acknowledgments
ILLINET Interlibrary Loan Code Revision Committee

Lynn Bierma
Illinois State Library

Kate Boyle
Reaching Across Illinois Library System

Patricia Boze
Illinois State Library

Pat Burg
Illinois State Museum

Debbie Campbell
Consortium of Academic and Research Libraries in Illinois (CARLI)

Cyndy Colletti
Illinois State Library

Halle Cox
Kane County Law Library

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Illinois State Library

Antony Deter
Morrison CUSD 6

Becky Frank
Trinity International University

Laura Frizol
LaSalle Public Library

Gwendolyn Harrison o
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Illinois State Library

Beverly J. Obert
Illinois Heartland Library System - Decatur

Veronda Pitchford
Reaching Across Illinois Library System-Burr Ridge Office

Ellen Popit
Illinois Heartland Library System

Jelena Radicevic
Chicago Public Library - Harold Washington Library Center

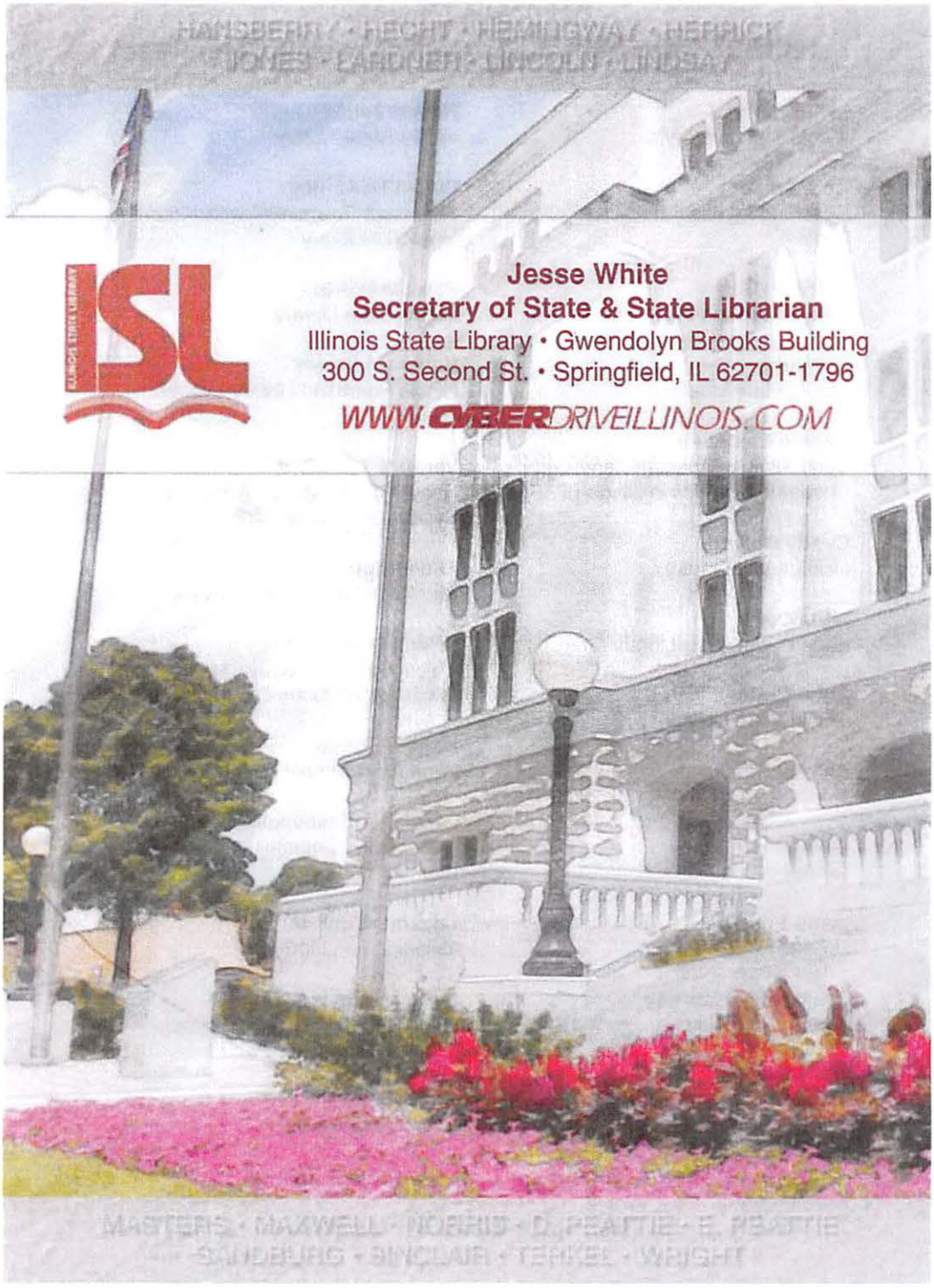
Kathy Roegge
Winnetka-Northfield Public Library

Jacob P. Roskovensky
Charleston Community Unit School District #1

Suzanne Schriar
Illinois State Library

Sandra Stravis
Chicago Public Library - Harold Washington Library Center

Ron Winner
Illinois State Library



Pictured is the Illinois State Library Gwendolyn Brooks Building in Springfield.
The 35 names are those of Illinois authors etched on the building's exterior fourth-floor frieze.

The major way in which this change impacts Skokie Public Library is that deliveries of materials from other libraries will now occur overnight, instead of during business hours. All libraries on the Wheeling delivery routes will be expected to provide keys and/or alarm codes to CTS so that deliveries can be made while the library is closed. CTS should be contacting libraries directly to arrange a visit -- during this visit, library staff can show CTS where they would like materials delivered, the location of building alarms, and any other delivery specifications. RAILS says of CTS: "CTS is a very reputable, secure, insured, and bonded company. They were founded in 1978 and have over 300 customers. In addition to delivering overnight to libraries in the Burr Ridge area, CTS regularly delivers time-critical, high-value freight such as bank deposits, pharmaceutical products (including FDA/DEA controlled substances), and non-durable consumer goods. CTS drivers go through extensive background checks."

Other ways in which this change impacts us at Skokie Public Library:

- Our staff will no longer need to sort materials into separate bins for different delivery routes, which will save a lot of time and will allow us to more efficiently use our available bin space. All sorting will occur at the CTS facility in Bensenville.
- Our staff will no longer need to bundle or rubber band items together in bins, which will also save a lot of time (and rubber bands).
- We will now have access to as many delivery bins as we need, and can request new ones at any time. Currently, we often run out of space in our limited number of bins and then have to hold items to be picked up the next day, which slows down delivery.
- CTS is less likely to close in weather emergencies.

Things about the delivery service that will not change:

- Deliveries will still be received only on weekdays (overnight deliveries will be made Sunday-Thursday).
- The amount of time it takes to receive an item from another library will not change (though some libraries in the Burr Ridge delivery area actually reported a quicker turnaround time).
- The delivery containers will not change.
- CTS is closed the same eight holidays as RAILS is closed/delivery is not available.

Currently, we await notification from RAILS that their contracts with CTS for the Wheeling area have been finalized, and that they are ready to have their site visits with individual libraries to discuss access to the building.

Mrs. Anthony reported that outsourced delivery will begin October 25. Staff has already changed the loading dock door inner lock so access to the building cannot be gained by CTS staff; they will only be able to enter the dock area.

After brief discussion, Ms. Braddy left the meeting at 7:45 p.m.

DIRECTOR'S REPORT

USAGE----Circulation was down less than one percent in August, largely due to the Bookmobile being off the road several days with mechanical problems. The big increase in eAudiobook use mirrors national sales trends for the format. With staff working with District 219, it was nice to see a 25% increase in the number of library cards issued in August! Thanks to BOOMbox programming, Science and Technology programs accounted for 16% of program offerings for the month. Nearly as many adults and teens attended a program as did children. Staff and volunteers took Read to the Rhythm, the summer reading club, to 12 preschools and home day care sites, furthering our goal of connecting with people where they are in the community.

FOIA REQUEST----Skokie Public Library was one of a number of area libraries that received a FOIA request from an individual seeking multiple items. Compliance involved searching, photocopying and redacting numerous records. Our FOIA Officer Susan Dickens bore most of the burden, spending more than 30 hours on the project, with support from our legal counsel who carried out a lot of the redacting and preparation of cover letters as well as reviewing the library's response. Mrs. Anthony understands that the ILA Public Policy is looking into the possibility of having some limits or parameters set on requests of this sort. Brief discussion followed.

DOMINICAN INTERNS----A new group of four interns from the Graduate Program in Library Science at Dominican University came for orientation to the Skokie Public Library this week. Each is assigned a mentor in Adult Services, Access Services, Learning Experiences, and Community Engagement for their 15 hours per week here throughout the academic year. Each also has an advisor at Dominican. The interns will get exposure to various aspects of library operations and have the opportunity to take on projects. They will also attend the Illinois Library Association Conference in Peoria.

DOWNTOWN SCIENCE AND TECHNOLOGY TIF----Mrs. Anthony attended a meeting of the Joint Review Board for the Downtown Science and Technology TIF, convened by the Village Manager John Lockerby to consider a proposed amendment to the TIF for the purpose of adding some property to the existing TIF. As the Board will recall, once a TIF is set, taxes raised from any increase in the EAV for the area go into a

fund to support further development. The proposed additional area takes in the north side of Oakton Street opposite Village Hall as well as some properties on Oakton east of Lincoln and Niles Center Road. While some of these vacancies were part of the former Downtown TIF, it was explained that the financial climate has changed, certain agreements re parking have been worked out, as have plans for infrastructure development for utilities, and traffic patterns. Since the original TIF was established in 2005 and TIFs have a life of no more than 23-24 years, this expanded area will only be in the TIF, if approved, for at most 13-14 years. The Joint Review Board found that the proposal met all legal requirements and approved the proposal. The vote is advisory only. The matter will go to public hearing October 7 at 8 pm. Mrs. Anthony will be glad to provide additional information to Board members who may be interested. Brief discussion followed.

VILLAGE FLU SHOTS----The Village Health Department has once again invited Skokie Public Library staff to participate in the free flu shots offered at several times this month to Village employees at Village Hall. Many staff have taken advantage of this opportunity in recent years. Hopefully, it has helped to protect staff from suffering the flu in the winter months.

ILLINOIS AS NETWORK HUB IN DPLA----Four new Service Hubs were added to the Digital Public Library of America (DPLA) recently including Illinois, Michigan, Pennsylvania and Wisconsin. The Hubs are to bring together the cultural heritage content in their state to become part of DPLA, and to build community and data quality among the participants. In Illinois, the Service Hub responsibilities will be shared by the Illinois State Library, the Chicago Public Library, the Consortium of Academic and Research Libraries of Illinois (CARLI), and the University of Illinois at Urbana Champaign. Initial collections from Illinois will document coal mining in the state, World War II photographs taken by an Illinois veteran and photographer, and collections documenting rural healthcare in the state. Jessica Goodman, our Digitization Librarian, and others here have been looking at what digital collections we might propose to move along through the Hub to the DPLA.

CARRYING FORWARD ASPEN INSTITUTE REPORT----Last fall, the Aspen Institute issued a report *Rising to the Challenge: Re-Envisioning Public Libraries.* This report was the culmination of a two-year study the Aspen Institute Dialogue on Public Libraries which was funded by the Bill and Melinda Gates Foundation. The report described a renewed vision of the public library for the 21st Century as well as a call to action to realize the vision. Now the Aspen Institute is piloting an Action Guide for Re-

Envisioning Your Public Library that features discussion questions and activities for helping key library stakeholders consider some of the issues put forward. Our library has agreed to participate in the pilot and will conduct some of these discussions over the next couple months. These discussions will help inform the new planning process for development of a Strategic Plan for 2016-2019 and will be overseen by Deputy Director Richard Kong. There is an activity planned for the Board at the October meeting.

BUILDING PROJECTS----The Youth Computer Lab is largely completed and was immediately put to use by young students. The renovation of the west circulation desk and lobby is scheduled to begin the middle of October. Plans are to continue to allow access from the west entrance throughout the ca. 4 week project. Staff has proposed making an underused corner of the Audiovisual Room into a multi-format collection boutique that will take on a different focus every 8-12 weeks. Initially, there will be a boutique of holiday-themed materials in November and December, replaced by a Latin focus for VIVA! Coming Together in Skokie and Niles Township, featuring Hispanic cultures, sometime in January through March.

STAFF BARBEQUE----The Annual Staff Barbeque was held in good weather out on the patio off the Staff Room as well as in the Staff Room Thursday, August 27. The Staff Social Committee planned the Barbeque, shopped, and set out a variety of salads, soft drinks, and chips to accompany the grilled hot dogs, hamburgers and chicken. There was ice cream for dessert. There was a good turn-out for the barbeque and it was a nice time for staff to socialize and catch up on vacation news. Staff appreciates the Board's sponsorship of this annual event.

25TH ANNIVERSARY OF ADA (AMERICANS WITH DISABILITIES ACT)----Mrs. Anthony said that 2015 marks the 25th Anniversary of the ADA. To celebrate, the library will host a program featuring Lennard Davis on October 7 at 7 p.m. at the library who will discuss what it has meant to members pre and post ADA followed by a reception. Mrs. Anthony asked the Board to approve the ADA Proclamation and asked President Prosperi to sign the Proclamation. The Village of Skokie has also signed the Proclamation. Mrs. Anthony read the Proclamation to the Board.

A motion was made by Mr. Griffin, seconded by Mrs. Greer:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES AUTHORIZE BOARD PRESIDENT MARK PROSPERI TO SIGN THE ADA PROCLAMATION (COPY ATTACHED).

The motion for approval was unanimous; the vote was 7 ayes and 0 nayes.

ADA PROCLAMATION

On July 26, 1990, President George H.W. Bush signed into law the Americans with Disabilities Act (ADA) to ensure the civil rights of people with disabilities. This legislation established a clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities. On July 26, 2015, we will celebrate the 25th anniversary of the signing of the ADA.

The ADA has expanded opportunities for Americans with disabilities by reducing barriers and changing perceptions, and increasing full participation in community life. However, the full promise of the ADA will only be reached if we remain committed to continue our efforts to fully implement the ADA.

On the 25th anniversary of the Americans with Disabilities Act, Skokie Public Library celebrates and recognizes the progress that has been made by reaffirming the principles of equality and inclusion and recommitting our efforts to reach full ADA compliance.

NOW THEREFORE, Skokie Public Library does hereby reaffirm to continue to work toward full ADA compliance.

NAME /TITLE/ENTITY
Mark Prosperi
President, Board of Library Trustees
Skokie Public Library
September 9, 2015
DATED THIS [DATE]

APPROVAL OF ADOPTION OF TAX LEVY

At this meeting, the Board needs to adopt a tax levy for transmission to the Village of Skokie. The 2015 levy will be introduced as part of the Village's Levy Ordinance in early December and acted on before the end of December. This levy will fund the library's 2016-2017 Fiscal Year.

The 2014 levy was $11,753,036. representing a 1% increase over the 2013 levy. Additionally, the Village adds the $1,261,225. levy for the library's bonded indebtedness for a total levy of $13,014,261. Note that the portion of the levy for repayment of bonded indebtedness is not increased when the levy for the Operating Fund is increased. The levy for the library's bonded indebtedness was set by the Village Board when they refinanced the library's debt along with some Village debt in September, 2010. That refinancing was projected to save the library $1,663,820.43 over the remaining life of the loan.

Last month, Mrs. Anthony gave the Board information for no increase in the levy, an increase of 1%, and an increase of 1.5%. The Board seemed to favor going with no increase in the 2015 levy. Assuming that there will be some increase in the Cost of Labor and some increase for staff at the time of their annual review, Mrs. Anthony allotted 2% more for the Salary line and corresponding increases for FICA and IMRF. A chart of general Revenues and Expenditures was distributed showing, even with a minimal 2% increase in the Salary line, if there is no increase in the levy, the Capital line will need to dip well below $1 million. Should the Board decide in March or April that an increase of more than 2% is warranted in the Salary line, the Capital line would dip even further. Mrs. Anthony distributed an updated list of anticipated Capital expenditures for the next five-seven years including improvements to the East Drive. The anticipated repairs exceed $4 million and, of course, there will be additional expenses that we don't anticipate at the present time.

With these circumstances in mind, Mrs. Anthony recommends that the Board adopt a levy increase of at least 1% for the 2015 levy. The additional approximately $140,000. generated will enable the Capital line to be brought to $1 million as well as providing a slight additional adjustment to Salaries or other Operating Expenses for FY 2017. An increase of one percent from the 2014 levy would result in a levy of $11,870,566. for FY 2015.

Discussion followed regarding expense to hire a search firm for a new director, relocation expenses, the new director's compensation; Skokie's assessed valuation; and unforeseen capital expenditures.

A motion was made by Mr. Griffin to adopt a 2015 levy increase with 0% increase. The motion died for lack of a second.

Mrs. Hunter made a motion, seconded by Dr. Maks:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES ADOPT AN OPERATING TAX LEVY IN THE AMOUNT OF $11,868,679.00 FOR THE YEAR 2015, REPRESENTING A 1% INCREASE OVER THE 2014 LEVY.

The roll was called: Dr. Maks—yes; Mrs. Rich—yes; Mrs. Greer—yes; Mrs. Parrilli—yes; Mr. Griffin—no; Mrs. Hunter—yes; Mr. Prosperi—yes. The motion passed with a vote of 6 ayes and 1 nay.

Mrs. Hunter suggested sending Representative Lou Lang information regarding our latest FOIA request to see what can be done about such voluminous requests. Mrs. Anthony said Illinois Library Association's Public Policy Committee has been discussing this issue.

APPROVAL OF PUBLIC SERVICE POLICIES AND GUIDELINES

The Public Service Policy and Guidelines [hereafter PS Guidelines] being presented today are the result of a review of the Reference Policy, Standards & Guidelines [hereafter: Reference Policy] which were last revised in 2009. Much of the material in the Reference Policy was found to be core principles and practices applicable to all library staff providing direct services to the public. Sections in the PS Guidelines include:

- Purpose
- Equality of service
- Attitude
- Approachability
- Communication skills
- Adherence to policies and guidelines
- Teamwork
- Privacy and confidentiality
- Telephone service
- Library Culture Statement

The 15-page Reference Policy supplemented with 8 appendices has been condensed into a 4-page document with a single appendix. Redundant sections and practices peculiar to reference services have been eliminated in the hopes of creating a concise common baseline useful to all providing customer service in the library.

The appendices no longer included in the document are:

- Desk staff expectations [portions incorporated into PS Guidelines]

- Definitions of information/reference transactions [exists as a separate document]
- Appropriate desk activities [portions incorporated into PS Guidelines]
- Interlibrary loan policy [exists as a separate policy]
- Fax policy [no longer relevant]
- Use of Library computers [exists as a separate document]
- Terms of Internet access [exists as a separate document]
- Employment Resource Center guidelines [department specific]

A motion was made by Mr. Griffin, seconded by Mrs. Parrilli:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE PUBLIC SERVICES POLICY AND GUIDELINES AS PRESENTED (COPY ATTACHED).

The motion passed unanimously.

APPROVAL OF DIRECTOR'S COMPENSATION

After brief discussion, a motion was made by Mrs. Parrilli, seconded by Mrs. Hunter:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES SET LIBRARY DIRECTOR CAROLYN ANTHONY'S SALARY AT $183,855.00. FOR 2015-2016, EFFECTIVE AS OF MRS. ANTHONY'S ANNIVERSARY DATE OF SEPTEMBER 19.

The roll call vote for approval was unanimous. The vote was 7 ayes and 0 nayes.

DISCUSSION OF SELECTION OF NEW DIRECTOR

Composition of Search Committee

After a discussion with library legal counsel, Mr. Prosperi said a 4-person subcommittee is unworkable due to the Open Meetings Act. However, the committee, consisting of Mr. Prosperi, Mr. Griffin, Mrs. Hunter, and Mrs. Parrilli may meet as a committee of the whole.

After brief discussion, Dr. Maks made a motion, seconded by Mr. Griffin:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE SEARCH COMMITTEE OF MR. PROSPERI, MR. GRIFFIN, MRS. HUNTER AND MRS. PARRILLI WHO WOULD BE A COMMITTEE OF THE WHOLE; THAT IS, ALL SEVEN MEMBERS WILL PARTICIPATE.

SKOKIE PUBLIC LIBRARY

PUBLIC SERVICE POLICY AND GUIDELINES

I. Purpose

Providing excellent customer service is the primary goal of Skokie Public Library.

A. The purpose of this document is to:

1. Set standards and guidelines for consistent service.
2. Improve the quality of service to the patron.
3. Provide guidance for staff training.
4. Establish criteria for the evaluation of staff and Library performance.

II. General standards

A. Equality

Provides service to all persons regardless of age, sex, nationality, appearance, religion, race, social or economic status, or disability.

B. Attitude

1. Greets and offers assistance in a pleasant, helpful manner.
2. Maintains a calm and attentive demeanor, whatever the attitude of the patron.
3. Has a positive attitude
4. Shows courtesy and respect toward other staff members.
5. Personifies and practices the values expressed in the Library Culture Statement [attached].

C. Approachability

1. Consistently exhibits a professional attitude and appearance that welcomes patrons and invites inquiries.
2. Maintains focus on the Library environment when in public areas of the Library.
3. Is not absorbed with reading materials, personal devices or computer screens while in a position to provide public service.
4. Makes eye contact with approaching patrons, presents a pleasant facial expression and greets the patron in a friendly manner .
5. Keeps conversations in public areas quiet and to a minimum; looks up frequently and stops conversations when patron is approaching.
6. Gives the patron undivided attention.
7. Acknowledges waiting patrons and assures them they will be helped as soon as possible.
8. Approaches patrons who appear to need assistance.

9. Notices when a service point is busy and assists even when not scheduled to do so.

D. Communication skills

1. Listens carefully and allows patron to finish asking question before responding; asks clarifying and verifying questions.

2. Shows tact and sensitivity to patron's level of understanding and evaluates individual needs.

3. Exhibits respect for the legitimacy and worth of patron's needs and a non-judgmental attitude towards addressing them.

4. Offers to accompany patrons to find Library materials or services.

5. Invites the patron to check back if not satisfied with the materials found.

6. Adequately explains how to use the Library to patrons.

7. Gives accurate and complete information and cites sources.

8. Does not offer unsolicited personal opinions or advice in regards to a patron's inquiry unless it relates to recommending Library resources.

9. Asks a follow-up question such as: "Have you found what you need?" or "Is there anything else I can help you with?"

10. Asks for the help of coworkers when not able to fully address a question or problem.

11. Offers outside options if patron does not find exactly what is needed at the Library.

12. First name is provided when requested.

13. Is adept at using Library communication systems such as the phone, email and Vocera.

14. Attempts to turn confrontational situations into respectful dialogue.

15. Refers patron to another staff member, supervisor or security when civility fails.

E. Policies and guidelines

1. Has read and follows the guidelines of written Library policies, the Library Personnel Code and Employee Guide.

2. Wears staff name tag in public areas of the Library.

3. Does not abuse Library telephones or computers for personal use.

4. Checks out all cataloged Library materials when taking them outside the Library.

5. Accurately records public service activity in the Library's statistical program. Data obtained from statistical reports help the Library track usage patterns to best serve the public.

F. Teamwork

1. Is cooperative and willing to help.

2. Informs colleagues when leaving assigned work area.

3. Provides a name to the patron when taking on a question or dealing with a problem so that there is clarity when the patron contacts the Library later for follow-up.

4. Arrives punctually; returns from breaks and mealtimes promptly.

5. Accommodates and is sensitive to the workflow and pace of activity in public service areas; balancing work with one patron with the needs of colleagues and other patrons in the area.

    a) Patrons needing extensive help should be offered an appointment when immediate service is not practical.

6. Willingly shares expertise with other staff and exhibits respect for the knowledge and abilities of other staff.

7. Keeps work areas tidy.

8. Is willing to fill in or change assigned hours when possible.

9. Helps fellow staff with difficult situations.

10. Suggests procedures to help the Library provide a better user experience.

11. Is receptive to new ideas and ways of doing things.

12. Maintains a consistent level of performance under conditions of stress or uncertainty.

G. Privacy and confidentiality.

1. All Libray account information included in the patron record and/or computer and program registrations must not be shared with anyone but:

    a) The individual card holder

    b) The parent or guardian of patrons under 16 years of age

    c) Accounts linked to the individual's Library account.

2. Computer monitors displaying patron information should not be in public view unless account information is being shared directly with the patron.

3. A library card or picture ID is required to release patron account information in person. Over the telephone or other electronic means a Library card number is required.

4. Any requests for Library records, by the press, the police or any other government official must be referred to the Administrative Office or the Librarian in Charge immediately.

5. Do not disclose to anyone whether an individual is, or has been, present in the Library unless it is the parent or caregiver of a patron under 16 years of age.

a) Phone messages may be delivered to individuals in the Library [e.g. *"Are you Mr. Jones? Your wife called and wants you to contact her"*] but callers should not be told whether someone is in the Library.

b) In an emergency situation someone can be paged over the Library's public address system and relayed a message.

6. Patrons should not be discussed by name in any area of the Library accessible to the public. Patron names should not be used wantonly in the discussion of Library issues by staff.

7. Protecting the privacy of staff members is also important.

a) When someone calls and asks to speak to a staff member that is not in the building just tell the caller "____ *is not available today. Would you like to be transferred to their voice mail or would you like assistance from someone else?"*

b) If you know that the staff member will not be in the library for several days you might say "____ *will not be in until* _____." Patrons should never be told why a staff person is unavailable (or any other details of a staff member's personal life).

H. Telephone

1. Library staff should answer telephone calls promptly whenever possible.

2. Call Center staff should answer the phone saying, "Good [morning/afternoon/evening] Skokie Public Library. How may I help you?"

3. Patrons should not be kept waiting on hold for more than five minutes during the search for the information requested. If extended research is necessary it is preferable to request the patron's name and phone number or email address for follow-up.

4. When a call must be transferred to another desk or department, the caller should be informed to whom or to which department he or she is being transferred.

5. When a request is received via voicemail, a return call either acknowledging or answering the question should be made within 30 minutes when possible.

6. Staff should check the catalog and shelves for a maximum of three items per telephone request. If the books appear to be available in the catalog the patron should be informed that the books will be pulled and held for them. A phone number should be taken in case items are unable to be located.

7. A maximum of three requests for information may be taken per-phone call. If a caller has more extensive requests, a trip to the Library or a call at a later date should be advised.

CULTURE STATEMENT
SKOKIE PUBLIC LIBRARY

We are Skokie Public Library.
We serve the community, and we *are* a community.

Each of us is a whole person with individual experiences and a unique perspective. Our diversity is our strength, and we treat one another the same way we treat our patrons, starting with a belief that others' intentions are good. As colleagues, we respect, value, support, and encourage one another. We recognize that we are better together, and we are committed to direct, open-minded communication and courageous collaboration.

We share a passion for learning, and partnering with others to build a better community. All of us are generous with our time, talent, and resources. None of us are satisfied with 'good enough,' because we know we can be 'great.' Whether contributing to new innovations, or continuing established practices, we stay flexible, mindful, and dedicated. And we leave room to experience joy in our work and our colleagues, because together we form a vibrant whole organization.

The motion passed unanimously with a vote of 7 ayes and 0 nayes.

Agreement of Qualities of a New Director

Mr. Prosperi asked the Board to think about various items before the special meeting including hiring a search firm; the amount to pay the search firm; interviewing the search firm (Skype/phone); compensation for the new director, contractual or at-will employee; compensation range; re-location expenses, if applicable; and qualities of a new director. The Board will want to hear from Mrs. Anthony and senior staff regarding qualities they feel are important for the new director.

Library legal counsel Heidi Katz will be at the October Board meeting to present on guidelines. Mrs. Parrilli suggested making a timeline.

Mr. Prosperi asked the Board to let him know if they have suggestions or questions.

Schedule for Special Meetings – September 16, 2015

Mr. Prosperi announced that there will not be a special meeting on September 16, 2015. A new date will be chosen by a Doodle poll most likely a Tuesday and will begin at 6 p.m.

DIGITAL CONTENT QUARTERLY REPORT, SEPTEMBER 2015

Marketing eBooks

The library's September/October newsletter featured eBooks on the cover, in a promotional push that had been planned for several months by our communications and collection teams.

In the two weeks since the newsletter began arriving in Skokie households, we've seen a jump in new user registration across our eBook platforms. New 3M registrations in August equaled our all-time monthly high of 110 new users. Hoopla signups also reached the highest levels since we last heavily promoted this product in late 2014. Overdrive registrations reached a total of 4,600 registered cards.

These promotional gains indicate that there still are a significant number of patrons newly exploring the eBook format and those who may yet not know that eBooks are available to them through the library. They also feed into our objective to further develop marketing strategies for our electronic resources and better promote digital content.

Platform	New users Aug 2015	Active users Aug 2015	Total registered cards*
OverDrive	135	956	4637
3M	110	267	1682
Hoopla	114	453	2199

*some cards may now be expired

In anticipation of increased interest in eBooks, we held drop-in eBook refresher training for staff in public service roles. Among the topics covered were basic information comparing our three major eBook platforms (Hoopla, OverDrive and 3M), background on eBook collection development, and suggestions on how to troubleshoot common questions. The sessions were well-attended and will be followed up with in-depth one-on-one training for interested staff.

eBook Circulation

Summer is considered a peak time for leisure eBook use, and our circulations statistics support that assumption, as numbers were up over the spring. Hoopla, which added eBook and graphic novels to its product mix in May, brought the popular comic book publisher Image Comics to its collection in mid-August. (Image publishes *The Walking Dead* and *Saga*, the two best-selling series today).

Thanks in part to this popular content, graphic novel checkouts came close to outstripping eBook checkouts on Hoopla (in August, 112 eBooks and 99 graphic novels were checked out on the platform). Meanwhile, OverDrive circulation remains consistent and 3M continues to post big percentage gains in use.

Circulation	August 2014	August 2015	Percentage increase
eBooks from OverDrive	2508 checkouts	2545 checkouts	1.4%
eBooks from 3M	490 checkouts	758 checkouts	54%

Other eBook news

- In late June, independent publisher W.W. Norton announced that they would make their eBooks available through libraries. Titles expire at the earlier of 52 checkouts or 24 months. Several classic Norton titles have been added to our 3M platform.
- On September 2, OverDrive announced that library patrons using their platform borrowed more than 100 million eBooks and audiobooks in 2015.
- The Association of American Publishers reported that eBook sales fell 9.3% from January to July 2015. Consumer eBook prices have risen during the same time, as have subscription eBook services. (And, as noted, readers still are discovering eBooks from public libraries.) AAP's numbers do not reflect self-published eBooks.

Discussion followed regarding the price of eBooks.

"STRENGTHENING THE LIBRARY'S STRATEGIC ROLE: PREPARE TO FOCUS ON PUBLIC ACCESS TECHNOLOGY" BY RASHAD YOUNG AND SUSAN BENTON, PM MAGAZINE, SEPTEMBER 2015

The article was briefly discussed.

REACHING ACROSS ILLINOIS LIBRARY SYSTEM (RAILS)

Mrs. Parrilli reported on the highlights from the August 28, 2015, RAILS Board of Directors meeting. The following information was taken from the video recording and supporting documents.

Financial Report: RAILS Finance Director Jim Kregor reported that the Board did not receive the FY2016 budget report, as it has not been approved by the Illinois State Library because of the "uncertainty of the Area and Per Capita Grant." The cash and investment balance ending July 31, 2015, decreased by $1,400,000 to $25,700,000, covering 29 months of operation. He mentioned that FY2015's audit is ongoing. Also, Mr. Kregor contacted IMRF regarding the explanation for why RAILS is 107-percent funded. An IMRF representative stated that the overfunding is due to "member demographics mix." Presently, there are more RAILS staff in "Tier 2" (new hires) who will need to wait longer to retire.

Executive Director Report: Director Dee Brennan reported that as part of the renovations to the Burr Ridge facility, plans are underway to expand its office space to include eight additional work stations and two meeting rooms. She also mentioned that there was an impressive response by member libraries to the United for Libraries' webinars, "Short Takes for Trustees." RAILS will purchase a more "in-depth" program for trustees on parliamentary procedures.

Illinois State Library Report: Anne Craig offered no information on the current status of FY2016 budget. She is looking forward to the September 10 ISL Advisory Committee meeting when her office will meet with a representative from the state's Budget Office for any updates. She complimented RAILS and IHLS, as they are among the few Illinois APC Grant recipients who can rely on a healthy reserve fund during the budget uncertainty. She went on to say that all three library systems were notified last month that because of the current budget impasse, she reminded the systems to operate under the FY2015 plans of service and use reserve funds. She stated that no new services, salary increases, and capital expenditures should be considered and instituted. She said, "Technically, FY2016 budget does not exist."

New Business: Staff is currently working on a redesigned and improved RAILS website. Member libraries are encouraged to offer comments and recommendations.

Next Meeting: Friday, September 25, 2015, at the East Peoria Service Center

COMMENTS FROM TRUSTEES

Mrs. Parrilli said she toured the Pikes Peak Library in Colorado Springs recently. They have a café with a large snack area and near the reference desk is a display of office supplies that are for sale.

COMMENTS FROM OBSERVER

Unmi Song, president of a private foundation in Chicago and Skokie resident addressed the Board. She said her family members are active users of the library.

ADJOURNMENT

At 8:56 p.m. a motion was made by Mrs. Parrilli, seconded by Mrs. Rich to adjourn the regular meeting. The motion passed unanimously.

Karen Parrilli

Karen Parrilli, Secretary