

# MIGRATION TIMELINE

PALATINE LIBRARY  
PROPOSED

SYSTEM CONFIGURATION

TRAINING/TESTING

GO LIVE  
PREP

PROFILING

TEST DATA EXTRACTION

MAPPING

DATA  
LOAD

CCS-LED AND IN-HOUSE TRAINING

DATA TESTING

CONFIGURATION WORK

FINAL DATA  
EXTRACTION

GO LIVE

February

March

April

May

June

July

August



August 13, 2019

## DRAFT SCHEDULE

Palatine Public Library District  
Engberg Anderson Project No. 193045

TO: Jeannie Dilger, Director  
Dan Eallonardo  
FROM: Joe Huberty  
For review and revision  
EA File Name: P:\Chicago\2019 3005\193045 Palatine PL Reno\1-Project Administration\5-Schedules\Draft Schedule .Docx

Palatine Public Library District  
Independent Construction Services  
Engberg Anderson

The overall project includes renovations at three facilities. Each of the facilities will require a design component, a procurement component, and an implementation component. Depending on the advantages that can accrue to the Library, the specific timing of these components can be adapted as needed. There is value to the District in establishing a brand that includes the physical attributes of the facilities operated by the district. This series of schedule options identify an interior design/facility branding component common to all Library operated facilities followed by facility specific design, procurement, and implementation components.

Without verification, the Main Library is assumed to require 4 major phases to complete. Part of the initial study will be to test whether this can be compressed into fewer phases to reduce cost and disruption duration.

Summer Reading moths are highlighted in yellow green. Phasing studies would work to minimize the impact on key areas of the buildings during this and other peak times.

**OUTLINE SCHEDULE – MAIN FOLLOWED BY PARALLEL BRANCHES**

Dark blue – intense activity for Library. Any blue – Branches closed; portions of Main closed.

		Main	North Hoffman	Rand Road
2019	September	Branding		
	October	Branding, Programming, Test Fits		
	November	Schematics		
	December	Design Development		
2020	January	Design Development		
	February	Design Development		
	March	Contract Documents		
	April	Contract Documents		
	May	QC Review		
	June	Bid		
	July	Review/Award		
	August	Mobilize/Move		
	September	Build Phase 1		
	October	Build Phase 1		
	November	Build Phase 1		
	December	Transition		
	2021	January	Build Phase 2	
February		Build Phase 2		
March		Build Phase 2		
April		Transition		
May		Build Phase 3		
June		Build Phase 3		
July		Build Phase 3		
August		Transition	Schematics	Schematics
September		Build Phase 4	Design Development	Design Development
October		Build Phase 4	Contract Documents	Contract Documents
November		Build Phase 4	QC Review/Bid	QC Review/Bid
December		Transition	Review/Award	Review/Award
2022		January		Mobilize/Move Out
	February		Build	Build
	March		Build	Build
	April		Build	Build
	May		Move In	Move In
	June			
	July			
	August			
	September			
	October			
	November			



August 13, 2019

## DRAFT INTERIOR DESIGN / FACILITIES BRANDING WORK PLAN

Palatine Public Library District  
Engberg Anderson Project No. 193045

TO: Jeannie Dilger, Director  
Dan Eallonardo  
FROM: Joe Huberty  
For review and revision  
EA File Name: P:\Chicago\2019 3005\193045 Palatine PL Reno\1-Project Administration\5-Schedules\Int Reno Work Plan.Docx

Palatine Public Library District  
Independent Construction Services  
Engberg Anderson

The goal of the Renovation Projects is to afford the library an updated and more effective resource by which it can provide quality service to the District. The overall project includes renovations at three facilities. Each of the facilities will require a design component, a procurement component, and an implementation component. Depending on the advantages that can accrue to the Library, the specific timing of these components can be adapted as needed. There is value to the District in establishing a brand that includes the physical attributes of the facilities operated by the district. This work plan identifies an interior design/facility branding component common to all Library operated facilities followed by facility specific design, procurement, and implementation components.

The interior design/facility branding portion of the work plan includes three major components: context & visioning; design themes & strategies; and, lastly, space palates. The product of this effort will be a reference book of furniture and finish materials and underlying guidelines to help the library adapt the master plan to evolving preferences and unique conditions.

We recommend that a two-level interaction be arranged. An in-depth, interactive level of participation with the library's key staff is essential. A second level of review and comment with the board of trustees is critical but less time consuming than the involvement of key staff.

The overall work plan proposes a series of events timed to allow the necessary preparation, follow up and work time between workshops. An average of 4 weeks between workshops is preferred. Adjustments can be made to meet various schedules or milestone events. Ideally, key board reviews are timed to take advantage of regular meeting times or convenient special meeting opportunities.

Workshops are envisioned to frame key steps in the process. The design team and the library will work on individual tasks and may share various updates in between the workshops. The general framework is to conduct one of the workshops each month.

<b>WORKSHOP</b>	<b>DESCRIPTION</b>						
<b>1A</b> Context	This is a series of activities that allow the group to assess a broad range of functional and aesthetic trends and ascertain their applicability to the library						
	<b>VPS</b> Visual Preference Survey		<b>Mart</b> A trip to the Merchandise Mart			<b>Tours</b> Spaces of note or aesthetic significance	
	The trip to the Mart may be combined with or substituted with trips to local showrooms and dealerships. Either of these can be combined with tours of other libraries or other spaces that could provide inspiration.						
<b>1B</b> Visioning	Following the context exercises, a wide-ranging discussion on the role of aesthetics and patron experience in the definition of library service will be paired with identification of design elements that the group believes are a fit for the library or are to be avoided. This can, and should, include broad concepts and specific design elements.						
<b>2A</b> Themes	This is a tangible set of interactive exercises to elicit responses to preliminary finish and furnishing ideas generated by the context and visioning exercises. Initial studies may be grouped more by a theme that could range from an emotional response, to a color to a location or object that has relevant associations (tranquility, pastels, beaches, refreshed are examples from another library). A follow-up discussion of how these concepts could apply to various age groups, use patterns or activity levels will help shape the overall structure of the master plan.						
	Finishes	Color	Texture	Emotion	Activity	Contrast	Unity
	Furnishings	Stacks	Seating	Computing	Display	Offices	Other
	Spaces	Overall	Youth	Teens	Adults	Meeting	Other
<b>2B</b> Material & Color Strategies	Different materials have different associations, aesthetic value, performance characteristics and longevity. Working in functional area groupings, the rough form of a palate will be defined using a menu of materials. Characteristics to be considered include sets of differentials: natural and synthetic; hard and soft; opaque, transparent and translucent; neutral and featured; permanent and ephemeral.						
	Overall	Youth	Teens	Adults	Meeting	Other	
<b>3</b> Space Palates	These are specific palates that define finish strategies for primary surfaces, furnishings and other surfaces. A logic is provided for including unique or non-standard items into the palate as needed. Vendors, product lines, performance criteria are established as appropriate given the results of the selection process and the items included in the master plan. This part of the plan is paired with parallel furniture evaluations so that the plan can be as performance based as practical, recognizing that implementation will occur over an extended period and that product lines will change in that interval.						
	Finishes	Color	Texture	Emotion	Activity	Contrast	Unity
	Furnishings	Stacks	Seating	Computing	Display	Offices	Other
	Spaces	Overall	Youth	Teens	Adults	Meeting	Other

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### 3—Library Operations

[NOTE TO BOARD: We recommend moving some of the sections from Policy 8 to Policy 3, as noted in the Table of Contents sections above. They are shown below with their original Policy 8 section numbers, so that you can see where they came from, but this whole policy would obviously be renumbered sequentially. For those sections from Policy 8, no changes were made; they were copied as they currently exist from board approval in June.]

#### 3-1 Hours of Operation

The Board of Library Trustees of the Palatine Public Library District (the Library) sets the hours that Library facilities will normally be open to the public. A listing of hours of operation for each facility is detailed in Appendix 3A. (Adopted 12-12-90; Last Revised 5-9-18, Effective 6-1-18)

#### 3-2 Holidays

The following days are designated by the Board ~~of Library Trustees~~ as official holidays when the Library will be closed:

1. New Year's Eve (Main closed at 1:00 pm; ~~B~~branches closed all day)
2. New Year's Day
3. Easter Sunday
4. Memorial Day
5. July 4<sup>th</sup>
6. Labor Day
7. Thanksgiving Day
8. Christmas Eve
9. Christmas Day

The Library may be closed additional days, selected by the Executive Director and approved by the Board ~~of Library Trustees~~, to allow for continuing education of staff.

When any of the foregoing holidays (except New Year's Eve and Christmas Eve) fall on a Monday, the Library will be closed the previous Sunday.

Extraordinary holidays may be observed at the discretion of the Executive Director and must be approved by the President of the Board (or, in ~~his/her~~their absence, any other member of the Board). (Adopted 8-13-86; Last Revised 5-9-18, Effective 6-1-18)

#### 3-3 Emergency Closings

Any decision to close the Library because of emergency must be approved by the President of the Board, or in ~~his/her~~their absence, any other member of the Board. In the event that no Board member can be reached, the Executive Director or designee may close a Library facility and give notice to Trustees as soon as reasonably possible. Emergency situations may be defined as, but not limited to the following:

- ~~1. • D~~amage to building ~~which-that~~ would endanger staff or public.
- ~~2. • C~~omplete power failure for an extended period.
- ~~3. • L~~oss of water to the building (~~Public Safety Code—extended period of more than three hours~~).
- ~~4. • L~~oss of heating system during winter (interior temperature drops below 55 degrees).
- ~~5. • E~~xtrême weather conditions.
- ~~6. • E~~xplosions, fire in neighboring buildings, or other catastrophes ~~which-that~~ demand the immediate clearance of the building.

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(Adopted 3-14-74; Last Revised 5-9-18, Effective 6-1-18)

### 3-4 Loss of Library Privileges

The Board may exclude from the use of the Library any person who willfully or negligently violates an ordinance or regulation prescribed by the Board (75 ILCS16/30-55.55).

Patrons of the Library may be banned from the Library facilities, parking areas, and grounds by Library staff when they disrupt normal activities through any behavior including but not limited to:

- ~~1. •~~ excessive and continued noise,
- ~~2. •~~ running in the building,
- ~~3. •~~ fighting,
- ~~4. •~~ threatening (in-person or electronically) or assaulting a staff member or member of the public,
- ~~5. •~~ deliberate damage of Library resources,
- ~~6. •~~ serious violation of Library policy, or
- ~~7. •~~ other unacceptable behavior.

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Such patrons may be banned from the Library services and facilities (including parking areas and grounds) until such time and upon such conditions as determined by the Executive Director. (Adopted 2-9-83, Last Revised 5-9-18, Effective 6-1-18)

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### 8-11 Weapons, Hazardous Materials, and Dangerous Behavior

Weapons, as defined and restricted under applicable federal, state, and local statutes and ordinances, are prohibited in all Library facilities. Staff



members will contact emergency authorities immediately if they reasonably suspect that a dangerous weapon may be present. Dangerous weapons include but are not limited to guns, explosives, bombs, certain chemicals, and knives. All sworn law enforcement officers are exempt from this prohibition. Possession of firearms in Library facilities or on Library property must be in compliance with the Illinois Firearm Concealed Carry Act (Public Act 098-0063).

Nothing in this policy should be construed to prohibit, abridge, or in any way hinder the religious freedom of any person or group.

Hazardous materials and substances which are capable of posing an unreasonable risk to health, safety, or property are prohibited in all Library facilities and grounds. These items include but are not limited to materials that are flammable, explosive, corrosive, toxic, or radioactive. Staff will contact emergency authorities immediately when they become aware of the possibility of hazardous materials present.

Dangerous behavior is prohibited in all Library facilities and grounds. Such behavior includes any behavior that appears to threaten the safety of persons or property. (Approved 2-14-07; Last Revised 6-18-19, Effective 8-1-19)

### 3-8 Unattended Children

To ensure the safety and well-being of children on Library premises, parents are responsible for their children whether or not the parent is present. Children under age 9 must be closely supervised by a parent or other responsible person age 12 or older at all times on Library premises.

Children unattended during hours of operation: If a child under age 9 is unattended in the Library during hours of operation, staff will seek to locate the responsible person within the Library. When this person and the child are reunited, staff will inform them of the Unattended Children Policy.

If the responsible person cannot be located within the Library, the staff will obtain the parent's phone number, if possible. When the parent is contacted they will be notified of the Unattended Children Policy and asked to come to the Library and assume responsibility for the child. If the parent does not provide appropriate supervision or the parent cannot be reached within 30 minutes, staff will contact law enforcement and ask that they assume responsibility for the child.

Children unattended at closing: The designated person in charge and another staff member will stay with any unattended child under the age of

14 and will repeat the procedures listed for contacting the parent of an unattended child during operating hours.

If a child has not been picked up and a parent has not been reached 15 minutes after the Library has closed, staff will call law enforcement and ask that they assume responsibility for the child.

If the child tells staff that a parent or responsible adult has been contacted and is on the way to pick up the child but that person has not arrived by 20 minutes after the Library has closed, staff will call law enforcement and ask that they assume responsibility for the child. (Adopted 2-13-08; Last Revised 5-9-18, Effective 6-1-18).

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### 3-5 Use of the Library District Facilities, Grounds, and Services

The Library's facilities are open for use by Library residents and other members of the public during hours established by the Board ~~of Library Trustees~~. Checkout of Library resources is limited to Library cardholders and to those with valid cards from libraries participating in the state-wide reciprocal borrowing agreement. The Library reserves the right to establish rules and restrictions for use of facilities and services, including those listed in Appendix 2A.

The Main Library property includes adjacent parking areas and a designated drop-off zone on North Court in front of the building. This area in front of the building is intended for drop-off or pick-up of Library visitors and for patrons using the outside walk-up materials return. This area is also a parking area for any emergency vehicles that may need to be at the Library. Cars may ~~only stand in the drop-off zone for up to five minutes. be left unattended (without a qualified driver in the driver's seat) in this location briefly when patrons are dropping off materials in the outside walk-up materials return. Drivers picking up or dropping off others are permitted to wait up to five minutes in the drop-off zone. Overnight parking on Library grounds is not permitted.~~

Drivers must abide by all posted traffic control signs on Library property and operate vehicles in a safe, controlled manner. (Adopted 3-11-98; Last Revised 5-9-18, Effective 6-1-18)

### 8-10 Food or Drink in Library Buildings

Covered beverages are permitted in Library facilities, except in all digital media rooms.

Consumption of food or uncovered beverages is permitted only in meeting rooms, the vending area, and other designated areas at the Main Library. (Last Revised 6-18-19, Effective 8-1-19)

### 3-6 Photography in the Library

Library staff members may take photographs and video recordings of participants in Library programs or activities. All persons attending Library programs and activities agree that any photograph or video recording may be used by the Library for promotional purposes, including its digital media, websites, brochures, and other publications, without additional prior notice or permission and without compensation to the participant.

Patron names will never be used without the patron's written consent. If a patron prefers not to have Library staff photograph or film them or a member of their family, that patron should notify a staff member at that time.

Patrons are permitted to take photos of any physical object within Library facilities. Patrons may not take photos or videos of other patrons or staff without permission of the staff or person(s) being photographed. Requests to conduct extensive filming in the Library or anywhere on Library property must be pre-approved by the Executive Director. (Adopted 4-9-14; Last Revised 5-9-18, Effective 6-1-18)

### 3-7 Lost and Found Items

In order to provide a uniform process for the storage and disposal of lost and found items in the Library facilities, all such items will be labeled, dated, and stored at one central location in each facility. The Library maintains a lost and found. Reasonable attempts will be made to contact the owner of lost items if identifying information is available. Staff will attempt to return items identified as owned by other organizations to those organizations. After four ~~(4)~~ weeks, unclaimed items become Library property.

Unclaimed books will be donated to the Friends of the Palatine Library for inclusion in used book sales or will be recycled. Unclaimed currency will be added to the general-Library's operating fund. Potentially dangerous items will be turned over to the police department. Other unclaimed items will be donated, recycled, or discarded as determined by the Executive Director or designee.

The Library is unable to secure patrons' personal possessions and cannot be responsible for lost or damaged personal property. (Adopted 11-10-10; Last Revised 5-9-18, Effective 6-1-18)

### ~~3-8 Unattended Children~~

~~To ensure the safety and well-being of children on Library premises, parents are responsible for their children whether or not the parent is present. Children under age 9 must be closely supervised by a parent or other responsible person age 12 or older at all times on Library premises.~~

~~When a child is unattended on Library premises during hours of operation or at closing, staff will diligently attempt to contact the parent or responsible person.~~

~~Children unattended during hours of operation: If a child under age 9 is unattended in the Library during hours of operation, staff will seek to locate the responsible person within the Library. When this person and the child are reunited, staff will inform them of the Unattended Children Policy.~~

~~If the responsible person cannot be located within the Library, the staff will obtain the parent's phone number, if possible. When the parent is contacted they will be notified of the Unattended Children Policy and asked to come to the Library and assume responsibility for the child. If the parent does not provide appropriate supervision or the parent cannot be reached within 30 minutes, staff will contact law enforcement and ask that they assume responsibility for the child.~~

~~Children unattended at closing: The designated person in charge and another staff member will stay with any unattended child under the age of 14 and will repeat the procedures listed for contacting the parent of an unattended child during operating hours.~~

~~If a child has not been picked up and a parent has not been reached 15 minutes after the Library has closed, staff will call law enforcement and ask that they assume responsibility for the child.~~

~~If the child tells staff that a parent or responsible adult has been contacted and is on the way to pick up the child but that person has not arrived by 20 minutes after the Library has closed, staff will call law enforcement and ask that they assume responsibility for the child. (Adopted 2-13-08; Last Revised 5-9-18, Effective 6-1-18)~~

### 3-9 Service to Patrons with Disabilities

The Library is committed to providing service to patrons with disabilities in compliance with applicable federal and state statutes. The Library will strive to develop services that uphold human rights, inclusion, and safety

for all patrons. Patron privacy will be protected (see Policy 11--Privacy Policy) and the Library will not require documentation of a disability.

The Library provides services including but not limited to the following:

- assistance in a quiet, reduced-distraction environment
- one-on-one appointments
- homebound delivery service (see Policy 3-12 Homebound Services)
- hearing loop assistance or translation services in Library programming
- access for service animals (see Policy 8-7 Animals)

In addition to those services, the Library acts as facilitator between the patron and the federal program known as "Services to the Blind and Physically Handicapped/Visually Impaired," and offers home delivery to patrons with disabling conditions which prevent them from coming to the Library (see Policy 3-12 Homebound Services), and allows service animals in the Library facilities, (see Policy 8-7 Animals). (Adopted 12-15-05; Last Revised 5-9-18, Effective 6-1-18)

#### 8-7 Animals

Animals other than trained service animals, as defined by the Americans with Disabilities Act, are excluded from Library facilities except as part of a Library program. Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The tasks performed by the dog must be directly related to the person's disability. A dog whose sole function is to provide comfort or emotional support does not qualify as a service animal under the ADA.

Under the ADA, all service animals must be harnessed, leashed, or tethered while in Library facilities, unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. The Library reserves the right to request that the service animal be removed from the premises if the animal is out of control and the handler does not take effective action to control the animal. The term "out of control" includes but is not limited to repeated or uncontrolled barking, wandering away, growling, or otherwise threatening the safety of patrons or staff. (Approved 12-12-73; Last Revised 6-18-19, Effective 8-1-19)

#### 3-10 Reference and Reader's Advisory Policy

Library staff provides Rreference Sservice (defined as connecting patrons with the resources and information requested or required) and Rreader's

**A**dvisory **S**ervice (defined as connecting patrons with **booksmaterials**, both print and digital, ~~and both general and specific genres and authors~~). The goal in offering these services is to provide accurate, timely, thorough, interesting, and beneficial information and resources to patrons.

### Resources

Staff uses many sources to answer questions and to make reading recommendations. Reference resources, circulating resources, microfilm, subscription databases, websites, magazines, digital media hardware and software, and audio-visual resources, as well as contacts with outside agencies or authorities, may all be used in the provision of Reference and **R**eaders' **A**dvisory **S**ervice. Print materials designated as "Reference" are to be used in Library facilities and are not available to be checked out.

Remote access to most subscription databases is available 24/7 to Library cardholders. The Library's website is available to anyone 24/7.

### Services

Reference and **R**eaders' **A**dvisory **S**ervices are provided by trained staff all hours the Library is open. Patrons may receive these services in person, by telephone, or via digital means. Requests are handled in the order in which staff receives them.

Reference and **R**eaders' **A**dvisory **S**ervices include but are not limited to assistance with: finding specific information or resources; the catalog and Library computers; using subscription databases and digital resources; software ~~loaded~~ on Library computers; use of circulating equipment; interlibrary loan (available to Library cardholders only); information needed for school assignments; consumer information; and availability of resources at other area libraries.

All reference information provided and answers given will be factual in nature. Sources used to answer questions are cited when information is provided to the patron. Reader's **A**dvisory recommendations will be based upon staff knowledge and ~~or~~ resources.

Staff members do not offer personal opinion, advice, or interpretation as fact when providing Reference or Reader's Advisory Services. In particular, staff members are not qualified to give legal, medical, financial, or income tax advice or recommendations. The Library assumes no responsibility for damages caused, or for decisions made, from information gathered or obtained at the Library.

Library staff provides instruction in effective use of resources ~~which-that~~ may include instruction of individuals, dissemination of print or online guides or bibliographies, online tutorials, and formal classes covering a variety of resources and software.

Lengthy research ~~which-that~~ requires extensive time to collect data from single or multiple sources, including searches of print or digital resources, or extensive copying of materials, is outside the scope of Reference or Reader's Advisory assistance and will not be conducted by Library staff.

#### Standards

Patron queries are addressed with no distinction about the purpose of the inquiry or the use of the information. All questions are handled in confidence and with impartiality. The staff adheres to the American Library Association's Code of Ethics and Bill of Rights (Appendices 3B and 3C).

The quality and nature of Reference and Reader's Advisory Services provision will be evaluated periodically by Library staff to ensure that the services further the Library's goals and support its mission statement. (Adopted 11-11-09, Last Revised 5-9-18, Effective 6-1-18)

#### 3-11 Interlibrary Loan

Interlibrary ~~l~~loan (ILL) is an agreement among libraries to share materials by borrowing and lending to each other. This service is intended to complement local collections to meet user needs.

The Library is a member of ILLINET (Illinois Library and Information Network) and OCLC (Online Computer Library Catalog). Staff follows the guidelines of the ILLINET Interlibrary Loan Code based on the American Library Association Interlibrary Loan Code. This code governs all transactions under the guidelines of the State Library.

The Interlibrary Loan policy does not pertain to reciprocal borrowing, which is covered under Policy 2-5.

#### Patron Responsibilities

1. A valid Palatine Public Library District card is required to initiate the ~~h~~interlibrary ~~l~~loan process.
2. Patrons are responsible for paying any fees assessed by the lending library, any shipping fees incurred in obtaining the loaned item(s), and full replacement costs, plus any applicable processing fee if an item is lost, damaged, or not returned. Additional ILL requests will not be accepted until these costs are paid in full.

3. Patrons are expected to return items on time and in the same condition as received.
4. Patrons are asked to return ILL materials to a staff member at the Circulation Desk of any branch of the Palatine Library.

#### Materials Borrowed From or Loaned to Other Libraries

Materials are available to Palatine Public Library District cardholders by request from other libraries, provided the materials are not owned by the Library.

The following items that are available to loan and borrow ~~are~~:

1. ~~B~~ooks
2. ~~M~~usic CDs
3. ~~A~~udio-books on CD
4. ~~N~~on-fiction DVDs (including Blu-ray)

The following items that are not available to loan or borrow ~~are~~:

1. ~~N~~ew materials (one year old or less)
2. ~~C~~omputer ~~v~~ideo games or software
3. ~~P~~eriodicals
4. ~~E~~ntertainment DVDs (including Blu-ray)
5. ~~R~~eference resources
6. ~~T~~extbooks

New materials will be loaned to other libraries after they have been in the Library collection for one year. Exceptions may be made if the title is not in demand by Library cardholders. The interlibrary loan period is three weeks.

#### Additional Guidelines

Materials will always be first requested from local libraries. Staff cannot guarantee the time for filling a request and will cancel any request that cannot be filled within six weeks.

Patrons may have three interlibrary loan requests in process at any time. Due dates and renewals are determined by the lending library. Additional conditions may be imposed by the lending or borrowing libraries.

Interlibrary loan borrowing privileges may be suspended if a patron does not comply with these guidelines.

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Patrons are encouraged to suggest for purchase any recent items that the Library does not own. Staff reserves the right to determine whether an item will be requested for Interlibrary Loan or purchased for the collection. (Adopted 11-10-10; Last Revised 5-9-18, Effective 6-1-18)

### 3-12 Homebound Services

The Library offers materials delivery service to patrons who are valid Library cardholders and are unable to come to the Library for a minimum of 30 days due to a temporary or permanent disabling condition.

Eligible patrons may complete an application form and submit it to the Library.

Delivery will be scheduled at the mutual convenience of staff and patron, generally once per month. All Library materials are available for home delivery ~~except items with active holds~~.

All Library policies, including fees and limits, apply to those receiving homebound services; however, overdue fines will not be assessed when overdues occur because of the delivery schedule or because of events beyond the control of homebound services clients.

Materials will be checked out on the card of the person receiving the service. The Library will maintain a record of all items checked out by a homebound patron for purposes of selecting materials for that person.

Patrons who are eligible for homebound delivery service but who have a household or family member or other authorized person willing and able to pick up Library materials, deliver them, and return them to the Library may designate one or more individuals to use the patron's Library card on the patron's behalf. Such designated persons will have full access to the patron's record in the Library database.

Homebound delivery service will terminate when the eligibility requirements are no longer met or at the request of the patron, patron's parent or legal guardian, or an individual with power of attorney to act on behalf of the patron. (Adopted 3-9-11, Last Revised 5-9-18, Effective 6-1-18)

### 3-13 Public Use of Study Rooms

~~(For Meeting Rooms, see Policy 8-8 Public Use of Meeting Rooms)~~

The Main Library has study rooms available for public use. The study rooms are designed to meet the needs of patrons who want to use the

rooms in small groups or as individuals for a limited period of time. There are study rooms with seating for ~~four~~ one to ~~eight~~ eight patrons depending upon the size of the room.

Patrons may use a room for one session a day for up to two continuous hours depending on room availability. Providing there are no new requests for rooms, patrons can extend their current session with no time guarantee.

Valid Library card-holders may reserve study rooms up to two weeks in advance. Cardholders may reserve one session per day, and may reserve a room for up to three days in a Sunday-~~to~~-Saturday week. Otherwise, all patrons may use a room as available on a first-come, first-served basis.

Sign-in for study room use is required. The person who signs in for the room must present a valid Library card or photo ID and remain in the room for the duration of the session. If a room was reserved in advance, the cardholder who reserved the room must be present at sign-in to claim the reservation. The person who signs in for the room is responsible for appropriate use of the room, including leaving the room in good condition upon vacating. Staff assigns study rooms based upon the size of the group or need for equipment in a room. A room capacity limit is posted on each study room door. Patrons may not bring additional chairs or furniture into a study room.

A multi-seat quiet study room is available for individuals who desire a quiet space. This room is available to any patron during all hours of operation and may not be reserved.

If the individual who has reserved a room is not present by 10 minutes past the start of the reserved time, the room may be assigned to another group or individual that is waiting. If patrons vacate the room ~~and~~/or leave belongings behind and Library staff is unable to locate the person who signed in for the room, the items may be removed and the room reassigned. (Adopted 11-11-09; Last Revised 5-9-18, Effective 6-1-18)

#### 8-8 Public Use of Meeting Rooms

The Library meeting rooms are a resource to be used in the fulfillment of the Library's mission.

The Library makes its meeting rooms in the Main Library available for public meetings to organizations comprised of at least one District cardholder with a valid card as defined in Appendix 2A. At all times, however, Library activities and functions have priority in the scheduling and use of meeting rooms. Meetings may be reassigned to a different

room than originally reserved to accommodate a Library or affiliate (Friends or Foundation) program.

The Library reserves the right to impose reasonable, content-neutral time, place, and manner restrictions to prohibit interference with normal delivery of library service. Because Library facilities also provide places for research, study, reflection, and reading, the use of meeting rooms for activities that interfere with these endeavors outside the meeting room will be denied or terminated.

<u>Room</u>	<u>Capacity Limit</u>
<u>Meeting Room 1</u>	<u>185</u>
<u>Meeting Room 2</u>	<u>40</u>
<u>Meeting Room 3</u>	<u>20</u>
<u>Board Room</u>	<u>40</u>

The following provisions apply to public meeting room use.

1. All meetings must be open to the public at all times.
2. Meeting rooms are available during normal operating hours of the Main Library (See Appendix 3A-Hours of Service); however, meetings must end no less than 15 minutes before the library closes each day. Under no circumstances will a meeting room be occupied beyond closing time.
3. Reservations for meeting room space are accepted on a rolling six-month calendar; applications may be submitted up to six months in advance of the meeting date. All reservations will be accepted on a first-come, first-served basis as indicated above, upon receipt of the completed Meeting Room Reservation Application Form or approved online reservation, plus payment.
4. Payment must be made within 14 days after reserving the room, or the room will become available for others. Full payment for the base fees and any additional fees must be made prior to use of the room. Room reservations are confirmed only after the completed form and payment are submitted.
5. Reservation requests or requests for changes to a reservation may be submitted at any time during open hours; however, staff may not be able to accommodate requests placed less than 48 hours before the room is needed. If a group arrives to use a room and there is no record that a room was reserved and they do not have a confirmed application and receipt of payment, staff will try to find a room to use but may not be able to accommodate the group if no appropriate room is available.

6. If a cancellation becomes necessary, the Library should be notified 48 hours in advance of the meeting. If the group has paid, the person who reserved the room may reschedule within 30 days, if a room is available. No refunds will be issued. If the group has not yet paid, the person who reserved the room will be responsible for full payment.
7. The Library reserves the right to cancel any meeting room reservation by giving at least two weeks' notice. Reservations may be cancelled with less notice in case of a building emergency, extreme weather, repair work, or other circumstance beyond control of the Library. The Library is not liable for any expenses of any kind resulting from the Library's cancellation of a meeting room reservation beyond a refund or credit of the meeting room fee. The Library reserves the right to relocate within the building any scheduled meeting.
8. Library meeting rooms may not be used for meetings, programs, or events involving the sale, advertisement, solicitation, or promotion of commercial products or services, with the exception of activities sponsored by the Library, the Friends of the Palatine Public Library, or the Palatine Public Library District Foundation. Donations or membership dues for nonprofit groups and clubs may not be collected on Library property.
9. Meeting rooms may not be used for recreational gatherings such as showers, birthday parties, or dances.
10. Meeting attendees must follow all rules and policies regarding use of the Library.
11. No organization or group may use the Library as its official address. (The Friends of the Palatine Public Library and the Palatine Public Library District Foundation are exceptions.) Storage of items by organizations meeting at Library facilities will not be permitted.
12. The applicant or alternate contact listed on the application must be present throughout the event and is responsible for the attendees' adherence to all Palatine Public Library District policies. For the safety and well-being of patrons, groups with members in attendance 17 and under must have a responsible adult present.
13. Serving food or beverages of any kind requires payment of a fee. The kitchenette is available for the serving of light refreshments only. Boxed or bagged meals are permitted in the meeting rooms. The Library provides pots and water for coffee or tea but does not provide consumables or supplies. Potlucks, luncheons, or other meal events

are not permitted. Alcoholic beverages may not be brought on premises. Use of objects with flames or smoke such as matches, candles, sterno, incense, etc. is prohibited.

14. Meetings must be conducted so as not to disrupt library functions and operations. The Library reserves the right to stop meetings that are disruptive.

15. In compliance with the Americans with Disabilities Act, attendees needing special accommodations for organizations and groups should direct any such requests to the organization reserving the meeting room, and any such accommodation required under law will be arranged for and financed by the organization and not the Library.

16. Permission to use meeting rooms does not imply Library endorsement or support of any organization using the rooms or the ideas presented therein, nor should the organization imply Library endorsement or support.

17. See Appendix 2B for Meeting Room Use Fees.

Failure to abide by these and other Library rules may result in cancellation or refusal of future reservations. The Library retains the right to monitor all meetings conducted on the premises to ensure compliance with Library regulations. (Adopted 2-9-94; Last Revised 6-18-19, Effective 8-1-19)

### 3-14 Library-Sponsored Programs

Library staff plan and schedule programs and events in order to further the mission of the Library. Staff welcomes program suggestions and recommendations from patrons and retains the right to determine which programs and events are scheduled.

Staff considers the following criteria in making decisions about program topics, speakers, and formats:

- ~~I~~nformational, educational, and entertainment needs and interests of the community
- ~~R~~elevance to community interests and issues
- ~~S~~uitability of content for intended audience(s)
- ~~P~~resenter experience including background/ or qualifications in content/ or format area
- ~~B~~udget
- ~~H~~istorical or educational significance
- ~~C~~onnection to other community programs, Library programs, exhibitions, or events

- Availability of appropriate Library space

Programs may require prior registration or tickets. Programs may be limited to attendance by valid Library cardholders and identified as such in all publicity. Attendees, including members of groups, must each have a valid card as defined in Appendix 2A in order to sign up for such programs.

Registered/ticketed patrons who arrive after the publicized start time for a program or event might not be able to attend the program. Staff will admit standby patrons at the publicized start time if space is available.

Some programs are open to both Library cardholders and reciprocal borrowers or other Library visitors. Staff reserves the right to give preference to Library cardholders if potential attendees exceed the amount of available seating.

The Library offers programs for persons of all ages. Some programs or events are offered for specific age groups, and this information accompanies all publicity about these programs. Staff reserves the right to limit attendance at these programs to those persons of the age specified in the publicity. Some children's programs specify that a parent or caregiver is to be present in the program with the child. Parents or caregivers of children under age 9 are to remain in the Library during the program or event.

The Library may co-sponsor programs with other groups or agencies. These programs will still be considered Library-sponsored programs. Library sponsorship of a program does not constitute an endorsement of the content or topic of the program or of the views expressed by speakers, presenters, participants, or audience members.

Staff may cancel any program in case of an emergency or low registration and will provide as much advance notice to the public as possible. Cancelled programs may or may not be rescheduled.

The Library schedules programs and events at Library facilities, off-site, and online. This policy governs all programs and events regardless of location.

Programming practices adhere to the Americans with Disabilities Act (ADA) and the American Library Association's Library Bill of Rights. ADA accommodations for programs are available with at least 7seven days' notice to the Library. Accommodations may be possible with less notice. (Adopted 9/12/12, Last Revised 5-9-18, Effective 6-1-18)

Policy 3 Comprehensive Review: Adopted 3-14-74; Last Revised 5-9-18,  
Effective 6-1-18.

## **APPENDIX 3A—Hours of Operation**

The Main Library is normally open the following hours:

9:00 a.m. to 9:00 p.m.	Monday through Thursday
9:00 a.m. to 6:00 p.m.	Friday
9:00 a.m. to 5:00 p.m.	Saturday
12:00 p.m. to 5:00 p.m.	Sunday

The parking garage located under the Main Library normally is locked **no more than** 15 minutes after the **l**ibrary closes each day. The garage may remain open longer by request of Library staff, Friends of the Library, or the Foundation Board when Library or **A**ffiliate events require after-hours accommodation.

The North Hoffman Branch is normally open the following hours:

11:00 a.m. to 7:00 p.m.	Monday through Friday
9:00 a.m. to 3:00 p.m.	Saturday
Closed	Sunday

The Rand Road Branch is normally open the following hours:

10:00 a.m. to 6:00 p.m.	Monday through Thursday
9:00 a.m. to 4:00 p.m.	Friday
9:00 a.m. to 1:00 p.m.	Saturday
Closed	Sunday

(Appendix referenced in Policies 3 and 8. Approved by PPLD Board of Trustees 9-1-05, Last Revised 1-11-17, Effective 3-1-17)



## APPENDIX 3B - ALA ~~Statement of Professional~~Code of Ethics

### NOTE TO BOARD:

This appendix seems to have been adapted from the official ALA Code of Ethics to change the subject of each sentence to be "Staff and Trustees." Four paragraphs of preamble were removed. The official ALA Code of Ethics is below. The Policy Committee decided to delete our language and just have the appendix give the official ALA Code of Ethics, in keeping with other ALA statements we've included in other appendices.

~~Staff and Trustees must provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.~~

~~Staff and Trustees must uphold the principles of intellectual freedom and resist all efforts to censor library resources.~~

~~Staff and Trustees must protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.~~

~~Staff and Trustees must respect intellectual property rights and advocate balance between the interests of information users and rights holders.~~

~~Staff and Trustees must treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.~~

~~Staff and Trustees must not advance private interests at the expense of library users, colleagues, or our employing institutions.~~

~~Staff and Trustees must distinguish between personal convictions and professional duties and must not allow personal beliefs to interfere with fair representation of the aims of their institutions or the provision of access to their information resources.~~

~~Staff and Trustees must strive for excellence in the profession by maintaining and enhancing personal knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.~~

~~Code of Ethics of the American Library Association  
Adopted June 28, 1997, by the ALA Council; amended January 22, 2008.~~

## ALA Code of Ethics

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
4. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional

development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

(Appendix referenced in Policy 3. Approved by PPLD Board of Trustees 1-13-99, Last revised 2-8-12, Reapproved 11-9-16)

## APPENDIX 3C — ALA Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
- All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

~~Adopted June 18, 1948. Amended February 2, 1961; June 28, 1967; January 23, 1980 and June 24, 1996 (inclusion of age reaffirmed) by the ALA Council.~~

(Appendix referenced in Policies 3 and 7. Approved by PPLD Board of Trustees 1-13-99, Reapproved 3-14-18)

## ILLINOIS PUBLIC LIBRARY ANNUAL REPORT (IPLAR) 2019

**PALATINE PUBLIC LIBRARY DISTRICT****IPLAR****IDENTIFICATION (1.1 - 1.31)**

This section is information about the administrative entity. "Administrative Entity" is defined as the agency that is legally established under local or state law to provide public library service to the population of a local jurisdiction. The administrative entity may have a single outlet or it may have more than one outlet (an outlet is a location, whether a central library, branch or bookmobile). The majority of the information in this section is pre-filled. If information needs to be updated, enter the corrected information in the box provided on the next line of the survey.

1.1 ISL Control # [PLSC 151, PLSC 701]	30524
1.2 ISL Branch # [PLSC 151, PLSC 701]	0
1.3a FSCS ID [PLSC 150, PLSC 700]	IL0408
1.3b FSCS_SEQ [PLSC 700]	002
1.4a Legal Name of Library [PLSC 152]	Palatine Public Library District
1.4b If the library's name has changed, then enter the updated answer here.	
1.4c Was this an official name change?	
1.5a Facility Street Address [PLSC 153]	700 North North Court
1.5b If the facility's street address has changed, then enter the updated answer here.	
1.5c Was this a physical location change?	
1.6a Facility City [PLSC 154]	Palatine
1.6b If the facility's city has changed, then enter the updated answer here.	
1.7a Facility Zip [PLSC 155]	60067
1.7b If the facility's zip code has changed, then enter the updated answer here.	
1.8a Mailing Address [PLSC 157]	700 North North Court
1.8b If the facility's mailing address has changed, then enter the updated answer here.	
1.9a Mailing City [PLSC 158]	Palatine
1.9b If the facility's mailing city has changed, then enter the updated answer here.	
1.10a Mailing Zip [PLSC 159]	60067
1.10b If the facility's mailing zip code has changed, then enter the updated answer here.	
1.11a Library Telephone Number [PLSC 162]	(847) 358-5881
1.11b If the telephone number has changed, then enter the updated answer here.	
1.12a Library FAX Number	(847) 358-5998
1.12b If the fax number has changed, then enter the updated answer here.	
1.13 Website	<a href="http://www.palatinelibrary.org">http://www.palatinelibrary.org</a>

**Library Director's Information**

Please enter the full name, title and e-mail address of the library director.

1.14 Name	Jeannie Dilger
1.15 Title	Executive Director
1.16 Library Director's E-mail	<a href="mailto:jdilger@palatinelibrary.org">jdilger@palatinelibrary.org</a>

**Library Information**

Please provide the requested information about the library type.

1.17a Type of library	District
1.17b If the library type has changed, then enter the updated answer here.	
1.18 Is the main library a combined public and school library?	No
1.19 Does your library contract with another library to RECEIVE ALL your library services?	

No

**Contract for Services**

Please provide the full legal name(s) of the library(ies) with which your library contracts for service. If you need more than one line, a new one will appear once text has been entered in the first box.

Number of contracting libraries:

Legal name of library you contract with:

**Administrative Information**

Libraries are required by statute [75 ILCS 5/4-10(5), 75 ILCS 16/30-65(a)(2)] to provide a statement as to any extensions of library service or any changes to the limits or boundaries of library service areas. Most of the information in this section will be pre-filled. If the information is incorrect, please enter the updated information in the box provided on the next line of the survey. If your library has had a population change, you must submit official verification to the Illinois State Library.

1.21a County in which the administrative entity is located [PLSC 161]	Cook
1.21b If the administrative entity's county has changed, then enter the updated answer here.	
1.22a Did the administrative entity's legal service area boundaries change during the past year? [PLSC 205]	No
1.22b IF YES, indicate the reason for the boundary change	
1.23a Population residing in tax base (Use the latest official federal census figure) [PLSC 208]	88,983
1.23b If the population residing in the tax base has had a LEGAL change, then enter the updated answer here.	
1.23c Documentation of legal population change	
1.24 If the population has changed from the prior year's answer, then indicate the reason.	
1.25a This library is currently a member of what Illinois library system?	RAILS
1.25b If the library's system has changed, then enter the updated answer here.	

**Federal Public Library Criteria**

According to the Institute of Museum and Library Services' Public Library Survey, a public library is an entity that is established under state enabling laws or regulations to serve a community, district, or region, and that provides at least the following:

1. An organized collection of printed or other library materials, or a combination thereof;
2. Paid staff;
3. An established schedule in which services of the staff are available to the public;
4. The facilities necessary to support such a collection, staff, and schedule; and
5. Is supported in whole or in part with public funds.

1.26 Does this library have an organized collection of printed or other library materials, or a combination thereof?	Yes
1.27 Does this library have paid staff?	Yes
1.28 Does this library have an established schedule in which services of the staff are available to the public?	Yes
1.29 Does the library have the facilities necessary to support such a collection, staff, and schedule?	Yes
1.30 Is this library supported in whole or in part with public funds?	Yes
1.31 Does this public library meet ALL the criteria of the PLSC public library definition? [PLSC 203]	Yes



**SERVICE OUTLETS (2.1 - 2.14)**

This section gathers information about the service outlets (centrals, branches, bookmobiles) of your library. If you do not have service locations beyond the central library, this section will not open for completion. Locations can only be added to this survey by State Library staff. If you have a branch or bookmobile and do not see its name listed in question 2.3a, please contact Pat Burg (217-785-1168, pburg@ilsos.net) so that it can be added.

<b>2.1a Total number of bookmobiles [PLSC 211 &amp; PLSC 712]</b>	<b>0</b>
<b>2.1b Total number of branch libraries [PLSC 210]</b>	<b>2</b>
<b>2.2a Are any of the branch libraries a combined public and school library?</b>	<b>No</b>
<b>2.2b If YES, provide the name of the branch or branches in the box provided.</b>	

**Service Outlet Name**

Location	2.3a Branch or Bookmobile Legal Name [PLSC 702]	2.3b If the outlet's legal name has changed, then enter the updated answer here.	2.3c Was this an official name change?
NORTH HOFFMAN BRANCH	NORTH HOFFMAN BRANCH		
PALATINE P.L.D.	PALATINE PUBLIC LIBRARY DISTRICT		
RAND ROAD BRANCH	Rand Road Branch		

**ISL Control Number**

Location	2.4 ISL Control # [PLSC 701]	2.5 ISL Branch # [PLSC 701]
NORTH HOFFMAN BRANCH	30524	3052401
PALATINE P.L.D.	30524	3052400
RAND ROAD BRANCH	30524	3052402

**Street Address**

Location	2.6a Street Address [PLSC 703]	2.6b If the outlet's street address has changed, then enter the updated answer here.	2.6c Was this a physical location change?
NORTH HOFFMAN BRANCH	3600 LEXINGTON DRIVE		
PALATINE P.L.D.	700 NORTH NORTH COURT		
RAND ROAD BRANCH	1585 RAND ROAD		

**Address**

Location	2.7a City [PLSC 704]	2.7b If the outlet's city has changed, then enter the updated answer here.	2.8a Zip Code [PLSC 705]	2.8b If the outlet's zip code has changed, then enter the updated answer here.
NORTH HOFFMAN BRANCH	HOFFMAN ESTATES		60192	
PALATINE P.L.D.	PALATINE		60067	
RAND ROAD BRANCH	PALATINE		60074	

**County & Phone**

Location	2.9a County [PLSC 707]	2.9b If the outlet's county has changed, then enter the updated answer here.	2.10a Telephone [PLSC 708]	2.10b If the outlet's phone number has changed, then enter the updated answer here.
NORTH HOFFMAN BRANCH	Cook		8479340220	
PALATINE P.L.D.	Cook		8473585881	
RAND ROAD BRANCH	Cook		8472021194	

**Square Feet**

**Square Feet**

Location	2.11a Square Footage of Outlet [PLSC 711]	2.11b If the facility's square footage has changed, then enter the updated answer here.	2.11c Indicate the reason for the change/variance in square footage for this annual report as compared to the previous annual report.
NORTH HOFFMAN BRANCH	1,248		
PALATINE P.L.D.	96,000		
RAND ROAD BRANCH	1,230		

**IDs****Hours and Attendance**

Location	2.12 Total public service hours PER YEAR for this branch or bookmobile [PLSC 713]	2.13 Total number of weeks, during the fiscal year, this branch or bookmobile was open for service to the public [PLSC 714]	2.14 Total annual attendance/visits in the outlet
NORTH HOFFMAN BRANCH	2,328	52	33,865
PALATINE P.L.D.	3,524	52	397,790
RAND ROAD BRANCH	2,173	52	37,897

**ANNUAL REPORT DATA (3.1 - 3.7)**

Please enter the time period covered by this annual report and the name and contact information for the person preparing the report. The report period should cover the time from the end of the previous IPLAR through the end of your most current fiscal year. If your library switched to a new fiscal year during the latest period, this may mean that your report needs to cover more or less than a twelve (12) month period.

3.1 Fiscal Year Start Date (mm/dd/year) [PLSC 206]	07/01/2018
3.2 Fiscal Year End Date (mm/dd/year) [PLSC 207]	06/30/2019
3.3 Number of months in this fiscal year	12
3.4 Name of person preparing this annual report	Jeannie Dilger
3.5 Telephone Number of Person Preparing Report	847-358-5881
3.6 FAX Number	847-358-5998
3.7 E-Mail Address	jdilger@palatinelibrary.org

**REFERENDA (4.1 - 4.11)**

Please enter information regarding any referenda the library was involved in during the fiscal year report period. A referendum is a particular issue that is taken to the public for a vote. Examples are: bond issue, district establishment, tax increase.

4.1a Was your library involved in a referendum during the fiscal year reporting period?	Yes
4.1b How many referenda was your library involved in?	1

**Referendum 1**

4.2 Referendum Type	4.3 If Other, what was the referendum type?	4.4 Referendum Date (mm/dd/year)	4.5 Passed or Failed?	4.6 Effective Date (mm/dd/year)	4.7 Referendum ballot language documentation
Tax Increase		04/02/2019	Passed	01/01/2020	20181212-Referendum on Ballot.docx

**Referendum 2**

4.2 Referendum Type	4.3 If Other, what was the referendum type?	4.4 Referendum Date (mm/dd/year)	4.5 Passed or Failed?	4.6 Effective Date (mm/dd/year)	4.7 Referendum ballot language documentation

**Referendum 3**



4.2 Referendum Type	4.3 If Other, what was the referendum type?	4.4 Referendum Date (mm/dd/year)	4.5 Passed or Failed?	4.6 Effective Date (mm/dd/year)	4.7 Referendum ballot language documentation

**Referendum 4**

4.2 Referendum Type	4.3 If Other, what was the referendum type?	4.4 Referendum Date (mm/dd/year)	4.5 Passed or Failed?	4.6 Effective Date (mm/dd/year)	4.7 Referendum ballot language documentation

**Referendum 5**

4.2 Referendum Type	4.3 If Other, what was the referendum type?	4.4 Referendum Date (mm/dd/year)	4.5 Passed or Failed?	4.6 Effective Date (mm/dd/year)	4.7 Referendum ballot language documentation

**Board Action and Backdoor Referenda**

If, during the fiscal year report period, the library board took action to a) convert to public library district status by approval of the corporate authority [75 ILCS 16/10-15]; and/or b) the public library district annexed additional territory in an unincorporated area by backdoor referendum [75 ILCS 16/15-5, et seq.]; and/or c) your public library district took any other action by backdoor referendum, indicate the effective date of the action. "Backdoor referendum" means the submission of a public question to the voters of a governmental unit, initiated by a petition of voters, residents or property owners of such governmental unit, to determine whether an action by the governing body of such governmental unit shall be effective, adopted or rejected.

4.8 District Conversion - Effective Date (mm/dd/year)	
4.9 Territory Annexation - Effective Date (mm/dd/year)	
4.10a Other Action by Backdoor Referendum (please specify)	
4.10b Other - Effective Date (mm/dd/year)	
4.11a Other Action by Backdoor Referendum (please specify)	
4.11b Other - Effective Date (mm/dd/year)	

**CURRENT LIBRARY BOARD (5.1 - 5.13)**

Please report the number of board seats and the number of vacancies. Be sure to provide current board member information; including name, position, telephone number, e-mail address, home address, and term expiration date. If there are vacancies, please explain.

All personal identifying information is FOIA exempt and will NOT be released to the public. The only information that the Illinois State Library will release upon request is the board member name, trustee position and term expiration date.

Report the most current information available.

5.1 Total number of board seats	7
5.2 Total number of vacant board seats	0
5.2b Please explain	
5.3 This public library board of trustees attests that the current board is legally established, organized, and the terms of office for library trustees are all unexpired.	Yes
5.4 IF NO, please explain	

**First Member**

5.5 Name	Bruce Jefferson
5.6 Trustee Position	Treasurer
5.7 Present Term Ends (mm/year)	05/2021

<b>5.8 Telephone Number</b>	<b>224-578-4323</b>
<b>5.9 E-mail Address</b>	<b>bjefferson@palatinelibrary.org</b>
<b>5.10 Home Address</b>	<b>347 N. Fremont</b>
<b>5.11 City</b>	<b>Palatine</b>
<b>5.12 State</b>	<b>IL</b>
<b>5.13 Zip Code</b>	<b>60067</b>

**Second member**

<b>5.5 Name</b>	<b>Andrea Vanderhoek</b>
<b>5.6 Trustee Position</b>	President
<b>5.7 Present Term Ends (mm/year)</b>	<b>05/2021</b>
<b>5.8 Telephone Number</b>	<b>847-293-7222</b>
<b>5.9 E-mail Address</b>	<b>avanderhoek@palatinelibrary.org</b>
<b>5.10 Home Address</b>	<b>1103 E. Paddock</b>
<b>5.11 City</b>	<b>Palatine</b>
<b>5.12 State</b>	<b>IL</b>
<b>5.13 Zip Code</b>	<b>60074</b>

**Third member**

<b>5.5 Name</b>	<b>Hal Snyder</b>
<b>5.6 Trustee Position</b>	Vice-President
<b>5.7 Present Term Ends (mm/year)</b>	<b>05/2023</b>
<b>5.8 Telephone Number</b>	<b>224-764-0425</b>
<b>5.9 E-mail Address</b>	<b>hsnyder@palatinelibrary.org</b>
<b>5.10 Home Address</b>	<b>3902 Newport Way</b>
<b>5.11 City</b>	<b>Arlington Heights</b>
<b>5.12 State</b>	<b>IL</b>
<b>5.13 Zip Code</b>	<b>60004</b>

**Fourth member**

<b>5.5 Name</b>	<b>Jeffrey Westhoff</b>
<b>5.6 Trustee Position</b>	Other
<b>5.7 Present Term Ends (mm/year)</b>	<b>05/2021</b>
<b>5.8 Telephone Number</b>	<b>847-306-0614</b>
<b>5.9 E-mail Address</b>	<b>jwesthoff@palatinelibrary.org</b>
<b>5.10 Home Address</b>	<b>1995 N. Lexington Drive</b>
<b>5.11 City</b>	<b>Palatine</b>
<b>5.12 State</b>	<b>IL</b>
<b>5.13 Zip Code</b>	<b>60074</b>

**Fifth member**

<b>5.5 Name</b>	<b>Tracy Boland</b>
<b>5.6 Trustee Position</b>	Secretary
<b>5.7 Present Term Ends (mm/year)</b>	<b>05/2023</b>

<b>5.8 Telephone Number</b>	<b>847-991-8323</b>
<b>5.9 E-mail Address</b>	<b>tboland@palatinelibrary.org</b>
<b>5.10 Home Address</b>	<b>826 W. Exner Court</b>
<b>5.11 City</b>	<b>Palatine</b>
<b>5.12 State</b>	<b>IL</b>
<b>5.13 Zip Code</b>	<b>60067</b>

**Sixth member**

<b>5.5 Name</b>	<b>Debby Brauer</b>
<b>5.6 Trustee Position</b>	Other
<b>5.7 Present Term Ends (mm/year)</b>	<b>05/2021</b>
<b>5.8 Telephone Number</b>	<b>847-409-7151</b>
<b>5.9 E-mail Address</b>	<b>dbrauer@palatinelibrary.org</b>
<b>5.10 Home Address</b>	<b>624 N. Rohlwing Road</b>
<b>5.11 City</b>	<b>Palatine</b>
<b>5.12 State</b>	<b>IL</b>
<b>5.13 Zip Code</b>	<b>60074</b>

**Seventh member**

<b>5.5 Name</b>	<b>Valerie Sherman</b>
<b>5.6 Trustee Position</b>	Other
<b>5.7 Present Term Ends (mm/year)</b>	<b>05/2021</b>
<b>5.8 Telephone Number</b>	<b>815-280-3409</b>
<b>5.9 E-mail Address</b>	<b>vsherman@palatinelibrary.org</b>
<b>5.10 Home Address</b>	<b>238 Golfview Terrace</b>
<b>5.11 City</b>	<b>Palatine</b>
<b>5.12 State</b>	<b>IL</b>
<b>5.13 Zip Code</b>	<b>60067</b>

**Eighth member**

<b>5.5 Name</b>	
<b>5.6 Trustee Position</b>	
<b>5.7 Present Term Ends (mm/year)</b>	
<b>5.8 Telephone Number</b>	
<b>5.9 E-mail Address</b>	
<b>5.10 Home Address</b>	
<b>5.11 City</b>	
<b>5.12 State</b>	
<b>5.13 Zip Code</b>	

**Ninth member**

<b>5.5 Name</b>	
<b>5.6 Trustee Position</b>	
<b>5.7 Present Term Ends (mm/year)</b>	

**5.8 Telephone Number****5.9 E-mail Address****5.10 Home Address****5.11 City****5.12 State****5.13 Zip Code****FACILITY/FACILITIES (6.1-6.4)**

Please provide the requested information about the library's facilities.

<b>6.1a Total square footage of the main library building [PLSC 711]</b>	<b>96,000</b>
<b>6.1b If the main library's square footage has changed, then enter the updated answer here.</b>	
<b>6.1c Indicate the reason for the change/variance in square footage for this annual report as compared to the previous annual report.</b>	
<b>6.2a Does the library address the environmental needs of patrons on the autism spectrum?</b>	Yes
<b>6.2b If so, please describe</b>	<b>One study room can be used as a sensory room.</b>
<b>6.3a Total Number of Meeting Rooms</b>	<b>3</b>
<b>6.3b Total number of times meeting room(s) used by the public during the fiscal year</b>	<b>699</b>
<b>6.4a Total Number of Study Rooms</b>	<b>8</b>
<b>6.4b Total number of times study room(s) used by the public during the fiscal year</b>	<b>10,310</b>

**Capital Needs Assessment**

**Public Act 96-0037, the Public Library Construction Act, requires the Illinois Secretary of State to file a comprehensive assessment report of the capital needs of all Illinois public libraries to the General Assembly every two years. In an effort to compile this data, please fill in the requested information below. If you have any questions about this section, please contact Mark Shaffer (217-524-4901 or mshaffer@ilsos.net) at the Illinois State Library.**

**Age of Facility**

Please indicate the number of buildings in each category below.

	<b>5 years or less</b>	<b>6-10 years</b>	<b>11-25 years</b>	<b>26-50 years</b>	<b>51-100 years</b>	<b>100+ years</b>
Number of Facilities				1		

**Type of Work Needed**

Please provide estimates of the costs for the type of work needed. If you do not have branch locations, the "Other Facilities" columns should be pre-populated with zeros. If not, please enter zeros to complete the section.

	<b>Headquarters - Number of Buildings</b>	<b>Headquarters - Estimate \$</b>	<b>Other Facilities - Number of Buildings</b>	<b>Other Facilities - Estimate \$</b>
General repair/remodeling	1	\$2,171,400	2	\$306,200
Structural repairs (walls, foundations, etc.)	1	\$206,888	0	\$0
Roof repair/replacement	1	\$491,826	0	\$0
Heating/ventilation/air conditioning	1	\$1,377,107	0	\$0
Electrical systems other than alarms	1	\$590,536	0	\$0
Plumbing systems	1	\$243,287	0	\$0
Egress systems (doors, stairs, etc.)	1	\$112,049	0	\$0
Fire protection (detectors, alarms, etc.)	1	\$3,956	0	\$0
Asbestos abatement	0	\$0	0	\$0



Security measures	0	\$0	0	\$0
Energy conservation	0	\$0	0	\$0
Repair of sidewalks, curbing, parking areas	1	\$556,433	0	\$0
Accessibility measures	0	\$0	0	\$0
Technology upgrading	1	\$1,000,000	0	\$0
New building construction (construction of a new facility)	0	\$0	0	\$0
Building additions (adding square feet to existing facility)	0	\$0	0	\$0

### Type of Work in Progress

Please provide estimates of the costs for the type of work currently in progress. If you do not have branch locations, the "Other Facilities" columns should be pre-populated with zeros. If not, please enter zeros to complete the section.

	Headquarters - Number of Buildings	Headquarters - Estimate \$	Other Facilities - Number of Buildings	Other Facilities - Estimate \$
General repair/remodeling	1	\$94,949	0	\$0
Structural repairs (walls, foundations, etc.)	1	\$100,000	0	\$0
Roof repair/replacement	0	\$0	0	\$0
Heating/ventilation/air conditioning	1	\$209,782	0	\$0
Electrical systems other than alarms	1	\$277,546	0	\$0
Plumbing systems	0	\$0	0	\$0
Egress systems (doors, stairs, etc.)	1	\$8,419	0	\$0
Fire protection (detectors, alarms, etc.)	0	\$0	0	\$0
Asbestos abatement		\$0	0	\$0
Security measures	1	\$35,000	0	\$0
Energy conservation	0	\$0	0	\$0
Repair of sidewalks, curbing, parking areas	0	\$0	0	\$0
Accessibility measures	0	\$0	0	\$0
Technology upgrading	1	\$157,871	0	\$0
New building construction (construction of a new facility)	0	\$0	0	\$0
Building additions (adding square feet to existing facility)	0	\$0	0	\$0

### ASSETS AND LIABILITIES (7.1 - 7.13)

The below sections request information regarding property, fiscal accumulations and outstanding liabilities. These sections are required by statute [ 75 ILCS 5/4-10, 75 ILCS 16/30-65] to be included in the annual report. Please provide the requested information in each section.

#### Property

Libraries are required by statute [75 ILCS 5/4-10(4), 75 ILCS 16/30-65(a)(3)] to provide a statement as to property acquired through legacy, purchase, gift or otherwise. Please provide this information in the section below.

7.1 What is the estimated current fair market value for the library's real estate (land and buildings including garages, sheds, etc.)?	\$37,113,911
7.2 During the last fiscal year, did the library acquire any real and/or personal property?	No

**IF YES, how much of the property was acquired through the following options? (Enter dollar amount for each option 7.3-7.6 that applies)**

7.3 Purchase	
7.4 Legacy	
7.5 Gift	
7.6 Other	
7.7 Provide a general description of the property acquired.	

**Fiscal Accumulations**

Libraries are required by statute [75 ILCS 5/4-10(7), 75 ILCS 16/30-65(a)(4)] to provide a statement as to the amount of any fiscal accumulations and the reasons for the accumulations. Please provide this information in the section below.

7.8 Does your library have fiscal accumulations (reserve funds, outstanding fund balances, etc.)?	Yes
7.9 IF YES, then provide a statement that details the dollar amount(s) and the reason(s) for the fiscal accumulations.	Corporate: \$3,402,052.67 IMRF: \$203,763.51 Special Reserve: \$1,261,948.60 All Other Funds: \$451,391.43 Accumulations are to cover 9-12 months of operating costs should tax receipts be delayed. Special reserve fund accumulations are for ongoing repair, maintenance, and improvements to the building.

**Liabilities**

Libraries are required by statute [75 ILCS 5/4-10(8), 75 ILCS 16/30-65(a)(5)] to provide a statement as to any outstanding liabilities, including for bonds still outstanding. Please provide this information in the section below.

7.10 Does your library have any outstanding liabilities including bonds, judgments, settlements, etc.?	No
7.11 IF YES, what is the total amount of the outstanding liabilities?	
7.12 IF YES, then prepare a statement that identifies each outstanding liability and its specific dollar amount.	

**OPERATING RECEIPTS BY SOURCE (8.1 - 8.21)**

Libraries are required by statute [75 ILCS 5/4-10(1)(6), 75 ILCS 16/30-65(a)(6)] to provide an itemized statement of operating receipts. "Operating receipts" are the monies received and utilized during the library's fiscal year to support the provision of ongoing, day-to-day library services. Only include funds received during the report period. If the library was awarded a grant, but only received part of the funds during the report period, report only the portion of the grant received, not the whole amount of the grant.

Exclude revenue for major capital expenditures, contributions to endowments, revenue passed through to another agency, funds unspent in previous fiscal years (e.g. carryover), and tax anticipation warrants.

NOTE: Round answers to the nearest whole dollar.

**Local Government**

This includes all local government funds designated by the community, district, or region and available for expenditure by the public library. For example, include receipts from: local property taxes (library taxes), impact fees (IL Highway Code), the Mobile Home Local Services Tax Act. Do not include the value of any contributed or in-kind services or the value of any gifts and donations, library fines, fees, or grants. Do not include state, federal, and other funds passed through local government for library use. Report these funds with state government revenue or federal government revenue, as appropriate.

8.1 Local government [PLSC 300] (includes all local government funds designated by the community, district, or region and available for expenditure by the public library, except capital income from bond sales which must be reported in 12.1a only)	\$6,437,106
8.1a Is this library's annual tax levy/fiscal appropriation subject to tax caps [the Property Tax Extension Limitation Law, 35 ILCS 200/18-185, et seq.]?	Yes

<b>8.1b Local government funds for the ensuing or upcoming/current fiscal year (includes all local government funds designated by the community, district, or region and available for expenditure by the public library, except capital income from bond sales.)</b>	<b>\$0</b>
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#### State Government

These are all funds distributed to public libraries by state government for expenditure by the public libraries, except for federal money distributed by the state. This includes funds from such sources as penal fines, license fees, and mineral rights.

Note: If operating revenue from consolidated taxes is the result of state legislation, the revenue should be reported under state revenue (even though the revenue may be from multiple sources).

If you are not sure if funds you received through the State of Illinois are federal or state funds, please contact Pat Burg (217-785-1168, pburg@ilsos.net).

<b>8.2 Per capita grant</b>	<b>\$111,229</b>
<b>8.3 Equalization aid grant</b>	<b>\$0</b>
<b>8.4 Personal property replacement tax</b>	<b>\$63,084</b>
<b>8.5 Other State Government funds received</b>	<b>\$0</b>
<b>8.6 If Other, please specify</b>	<b>-1 Not Applicable</b>
<b>8.7 Total State Government Funds (8.2 + 8.3 + 8.4 + 8.5) [PLSC 301]</b>	<b>\$174,313</b>

#### Federal Government

This includes all federal government funds distributed to public libraries for expenditure by the public libraries, including federal money distributed by the State of Illinois (e.g., LSTA grants paid directly to your library).

If you are unsure if the funds you received through the State of Illinois were federal or state funds, please contact Pat Burg (217-785-1168, pburg@ilsos.net).

<b>8.8 LSTA funds received</b>	<b>\$0</b>
<b>8.9 E-Rate funds received</b>	<b>\$0</b>
<b>8.10 Other federal funds received</b>	<b>\$0</b>
<b>8.11 If Other, please specify</b>	<b>-1 Not Applicable</b>
<b>8.12 Total Federal Government Funds (8.8 + 8.9 + 8.10) [PLSC 302]</b>	<b>\$0</b>

#### Other Income

This is all operating revenue other than that reported under local, state, and federal funds. Include, for example, monetary gifts and donations received in the current year, interest, library fines, fees for library services, or grants. Do not include the value of any contributed or in-kind services or the value of any non-monetary gifts and donations.

<b>8.13 Monetary Gifts and Donations</b>	<b>\$52,019</b>
<b>8.14 Other receipts intended to be used for operating expenditures</b>	<b>\$296,462</b>
<b>8.15 TOTAL all other receipts (8.13 + 8.14) [PLSC 303]</b>	<b>\$348,481</b>
<b>8.16 Other non-capital receipts placed in reserve funds</b>	<b>\$0</b>

#### Total Operating Receipts

<b>8.17 TOTAL receipts ( 8.1 + 8.7 + 8.12 + 8.15) [PLSC 304]</b>	<b>\$6,959,900</b>
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**Safeguarding of Library Funds**

This section requests information to verify that libraries meet the statutory required minimum level of insurance for library funds [75 ILCS 5/4-9 and 75 ILCS 16/30-45(e)]. According to these statutes, "the library shall provide the Illinois State Library a copy of the library's certificate of insurance at the time the library's annual report is filed."

For municipalities of less than 500,000 population, 75 ILCS 5/4-9 requires that the bond be "...not less than 50% of the total funds received by the library in the last fiscal year..." or the insurance policy or other insurance instrument's coverage "...shall be in an amount at least equal to 50% of the average amount of the library's operating fund from the prior 3 fiscal years."

For public library districts, 75 ILCS 16/30-45(e) requires that the bond be "...based upon a minimum of 50% of the total funds received by the district in the last previous fiscal year..." or the insurance policy or other insurance instrument's coverage "... shall be in an amount at least equal to 50% of the average amount of the district's operating fund from the prior 3 fiscal years."

8.18a The library safeguards its funds using which option?	Insurance Policy/Instrument
8.18b Proof of Certificate of Insurance for Library Funds	
8.19 What is the coverage amount of either the surety bond OR the insurance policy/insurance instrument?	\$10,000,000
8.20 Is the amount of the surety bond, insurance policy or other insurance instrument in compliance with library law?	Yes
8.21 The designated custodian of the library's funds is:	Library Treasurer

**OPERATING EXPENDITURES BY CATEGORY (9.1 - 11.2)**

Libraries are required by statute [75 ILCS 5/4-10(2), 75 ILCS 16/30-65(a)(6)] to provide an itemized statement as to how operating revenues have been expended during the fiscal year report period. "Operating expenditures" are the current and recurrent costs necessary to support the provision of library services.

**Include:** Significant costs, especially benefits and salaries, that are paid by other taxing agencies (government agencies with the authority to levy tax) "on behalf of" the library may be included if the information is available to the reporting agency. Only such funds that are supported by expenditure documents (such as invoices, contracts, payroll records, etc.) at the point of disbursement should be included.

**Exclude:** Do not report the value of free items, estimated costs, and capital expenditures.

**NOTE:** Round answers to the nearest whole dollar.

**STAFF EXPENDITURES (9.1-9.3)**

This section gathers information on staff benefits and salaries. If the information is available, include benefits and salaries for staff that are paid by other taxing agencies (government agencies with the authority to levy tax) "on behalf of" the library.

**NOTE:** Round answers to the nearest whole dollar.

9.1 Salaries and wages for all library staff [PLSC 350]	\$3,184,821
9.2a Fringe benefits, for all library staff, paid for from either the library's or the municipal corporate authority's appropriation [PLSC 351]	\$861,475
9.2b If this library answered question 9.2a as zero, please select an explanation from the drop-down box.	
9.3 Total Staff Expenditures (9.1 + 9.2) [PLSC 352]	\$4,046,296



**COLLECTION EXPENDITURES (10.1 - 10.4)**

Include expenditures for all materials in all formats (e.g., print, microform, electronic) whether purchased, leased or licensed. Exclude charges or fees for interlibrary loans and expenditures for document delivery.

**NOTE: Round answers to the nearest whole dollar.**

10.1 Printed Materials (books, newspapers, etc.) [PLSC 353]	\$373,761
10.2 Electronic Materials (e-books, databases, etc.) [PLSC 354]	\$222,218
10.3a Other Materials (CDs, DVDs, video games, etc.) [PLSC 355]	\$337,793
10.3b Please provide an explanation of the other types of material expenditures.	CDs, DVDs, and video games
10.4 TOTAL Collection Expenditures (10.1 + 10.2 + 10.3) [PLSC 356]	\$933,772

**OTHER OPERATING EXPENDITURES (11.1 - 11.2)**

This includes all expenditures other than those reported for Staff Expenditures and Collection Expenditures. Exclude purchases of major fixed assets, which should be reported in capital expenditures (12.7).

**NOTE: Round answers to the nearest whole dollar.**

11.1 All other operating expenditures not included above (supplies, utilities, legal fees, etc.) [PLSC 357]	\$1,732,300
11.2 TOTAL operating expenditures (9.3 + 10.4 + 11.1) [PLSC 358]	\$6,712,368

**CAPITAL REVENUE AND EXPENDITURES (12.1 - 12.7)**

This section gathers information on capital revenue and expenditures. Provide information for funds received and spent during the fiscal year report period only. If the library was awarded a grant, but only received part of the funds during the report period, report only the amount of the funds received, not the entire grant award.

**Capital Revenue**

Include funds received during the fiscal year report period for: site acquisitions; new building(s); additions to or renovations of existing buildings; furnishings, equipment, and initial collections for new buildings, building additions, or building renovations; computer hardware and software used to support library operations, to link to networks, or to run information products; new vehicles; or other one-time major projects.

Exclude revenue for: replacement and/or repair of existing furnishings and equipment, regular purchase of library materials, investments for capital appreciation, income passed through to another agency (e.g., fines), and funds unspent in previous fiscal year (e.g., carryover).

**NOTE: Round answers to the nearest whole dollar.**

12.1a Local Government: Capital Income from Bond Sales	\$0
12.1b Local Government: Other	\$0
12.1c Total Local Government (12.1a + 12.1b) [PLSC 400]	\$0
12.2 State Government [PLSC 401]	\$0
12.3 Federal Government [PLSC 402]	\$0
12.4 Other Capital Revenue [PLSC 403]	\$0
12.5 If Other, please specify	-1 Not Applicable
12.6 Total Capital Revenue (12.1c + 12.2 + 12.3 + 12.4) [PLSC 404]	\$0

**Capital Expenditures**

Include funds expended during the fiscal year report period for: site acquisitions; new building(s); additions to or renovations of existing buildings; furnishings, equipment, and initial collections for new buildings, building additions, or building renovations; computer hardware and software used to support library operations, to link to networks, or to run information products; new vehicles; or other one-time major projects.

Exclude expenditures for: replacement and/or repair of existing furnishings and equipment, regular purchase of library materials, investments for capital appreciation, income passed through to another agency (e.g., fines), and funds unspent in previous fiscal year (e.g., carryover).

**NOTE: Round answers to the nearest whole dollar.**

12.7 Total Capital Expenditures [PLSC 405]	\$489,941
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**PERSONNEL (13.1 - 13.46)**

Include all positions funded in the library's budget whether those positions are filled or not. Report position figures as of the last day of the fiscal year. Include only paid employees. Do NOT include volunteers.

Report personnel in the appropriate categories based on the type of library work being performed rather than on an employee's educational qualifications.

The FTE (full-time equivalent/employee) calculator utilizes the IMLS/PLSC national standard for a full-time work week as 40 hours per week. Illinois libraries should report each staff member's hours per week based on the number of hours worked. If your library considers 35-39+ hours per week as a full-time work week, then report using those figures. DO NOT inflate the hours your library considers as a full-time work week in order to force the resulting calculation to equal 1 FTE. For national comparison purposes, your library must report the total hours per week based on your local standard. For example, for an Illinois library that considers 37.5 hours per week as a full-time work week, the FTE calculation reported nationally will be .9375 or .94 rather than 1.00.

**Group A**

This category includes all LIBRARIANS with MASTER'S DEGREES from an American Library Association (ALA) ACCREDITED program of Library and Information Studies. Another row will automatically appear once data is entered in the current row.

Summary	17	17	\$552.45	612.52
	<b>13.1 Position Title</b>	<b>13.2 Primary Work Area</b>	<b>13.3 Hourly Rate</b>	<b>13.4 Total Hours/Week</b>
	Executive Director	Library Director		37.50
	Assistant Director	Assistant Library Director		37.52
	Librarian 1	Children's Services		37.50
	Librarian 1	Reference		37.50
	Manager	Adult Services		37.50
	Manager	Reference		37.50
	Manager	Automation/Technology/Systems		37.50
	Assistant Manager	Automation/Technology/Systems		37.50
	Assistant Manager	Reference		37.50
	Assistant Manager	Young Adult Services		37.50
	Librarian 1	Reference		37.50
	Manager	Collection Development Acquisitions		37.50
	Librarian 1	Young Adult Services		37.50
	Librarian 1	Children's Services		37.50

<b>Librarian 1</b>	Reference	<b>25.00</b>
<b>Library Associate 2</b>	Reference	<b>25.00</b>
<b>Librarian 1</b>	Children's Services	<b>37.50</b>

**Group A Total**

<b>13.5 Total Group A: FTE ALA-MLS (13.4 / 40) [PLSC 250]</b>	<b>15.31</b>
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**Group A hidden group hours****Group B**

This category includes other librarians. Include employees with the TITLE of LIBRARIAN who either have other types of library education (non-American Library Association (ALA) accredited library degrees; undergraduate library science majors or minors) OR do paid work that usually requires professional training and skill in the theoretical or scientific aspects of library work, or both, as distinct from its mechanical or clerical aspects. Another row will automatically appear once data is entered in the current row.

Summary	12	12	12	\$245.55	345.00
	<b>13.6 Position Title</b>	<b>13.7 Primary Work Area</b>	<b>13.8 Education Level</b>	<b>13.9 Hourly Rate</b>	<b>13.10 Total Hours/Week</b>
	<b>Assistant Manager</b>	Collection Development Acquisitions	Bachelor's Degree: No library science		<b>37.50</b>
	<b>Library Associate 2</b>	Children's Services	Less than a Bachelor's degree		<b>25.00</b>
	<b>Library Associate 2</b>	Children's Services	Less than a Bachelor's degree		<b>25.00</b>
	<b>Library Associate 2</b>	Reference	Less than a Bachelor's degree with LTA		<b>37.50</b>
	<b>Library Associate 2</b>	Reference	Less than a Bachelor's degree		<b>25.00</b>
	<b>Library Associate 3</b>	Young Adult Services	Bachelor's Degree: No library science		<b>37.50</b>
	<b>Library Associate 3</b>	Reference	Master's Degree: Not in library science		<b>25.00</b>
	<b>Library Associate 2</b>	Adult Services	Less than a Bachelor's degree		<b>25.00</b>
	<b>Library Associate 2</b>	Children's Services	Bachelor's Degree: No library science		<b>20.00</b>
	<b>Library Associate 2</b>	Reference	Bachelor's Degree: No library science		<b>25.00</b>
	<b>Library Associate 2</b>	Reference	Master's Degree: Not in library science		<b>25.00</b>
	<b>Library Associate 2</b>	Children's Services	Bachelor's Degree: No library science		<b>37.50</b>

**Group B Total**

<b>13.11 Total Group B: FTE Other Librarians (13.10/40)</b>	<b>8.63</b>
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<b>13.12 Total FTE Librarians (13.5 + 13.11) [PLSC 251]</b>	<b>23.94</b>
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**Group C**

This category includes full-time and part-time professional staff without the title of librarian and administrative support specialists (personnel director, business manager, public relations, other non-library specialists), information technology professionals (IT director, webmaster) and other technical and clerical employees.

<b>13.13 Total hours worked in a typical week by all Group C employees</b>	<b>1,442.50</b>
<b>13.14 Minimum hourly rate actually paid</b>	<b>\$11.20</b>
<b>13.15 Maximum hourly rate actually paid</b>	<b>\$35.62</b>
<b>13.16 Total FTE Group C employees (13.13 / 40)</b>	<b>36.06</b>

**Group D**

This category includes full-time and part-time pages or shelvers.

<b>13.17 Total hours worked in a typical week by all Group D employees</b>	<b>192.50</b>
<b>13.18 Minimum hourly rate actually paid</b>	<b>\$10.15</b>
<b>13.19 Maximum hourly rate actually paid</b>	<b>\$15.81</b>
<b>13.20 Total FTE Group D employees (13.17 / 40)</b>	<b>4.81</b>

**Group E**

**This category includes full-time and part-time building maintenance, security or plant operation employees.**

<b>13.21 Total hours worked in a typical week by all Group E employees</b>	<b>177.50</b>
<b>13.22 Minimum hourly rate actually paid</b>	<b>\$14.35</b>
<b>13.23 Maximum hourly rate actually paid</b>	<b>\$39.81</b>
<b>13.24 Total FTE Group E employees (13.21 / 40)</b>	<b>4.44</b>
<b>13.25 Total FTE Other Paid Employees from Groups C, D, and E (13.16 + 13.20 + 13.24) [PLSC 252]</b>	<b>45.31</b>
<b>13.26 Total FTE Paid Employees (13.12 + 13.25) [PLSC 253]</b>	<b>69.25</b>

**Librarian Vacancies**

**Include only those budgeted librarian positions vacant on the last day of this fiscal year for which there was an active search while the position remained vacant. Another row will automatically appear once data is entered in the current row.**

Summary 1	13.27 Position Title	13.28 Primary Work Area	13.29 Education Level	13.30 Total Hours/Week	13.31 Number of Weeks Vacant during report period.	13.32 Annual Salary Range Minimum	13.33 Annual Salary Range Maximum
	none						

**Newly Created Librarian Positions**

**Include any newly created librarian positions which were created during the fiscal year reporting period. Another row will automatically appear once data is entered in the current row.**

Summary 1	13.34 Position Title	13.35 Primary Work Area	13.36 Education Level	13.37 Total Hours/Week	13.38 Current Status: Filled or Unfilled	13.39 Date Filled (mm/year, if applicable)
1	Librarian 1	Children's Services	Master's Degree (ALA accredited)	37.50	Filled	01/2019

**Eliminated Librarian Positions**

**An eliminated librarian position is one that was budgeted for during the previous fiscal year period but was not in the budget for the current report period. Another row will automatically appear once data is entered in the current row.**

Summary 1	13.40 Position Title	13.41 Primary Work Area	13.42 Education Level	13.43 Total Hours/Week	13.44 Date Eliminated (mm/year)	13.45 Last Annual Salary Paid	13.46 Reason Eliminated
	none						



**SERVICE HOURS/LIBRARY VISITS (14.1 - 14.3)**

This section collects information on the number of library service hours and visits. Use an actual annual count, if available; otherwise, calculate an estimate based on a typical week and then multiply by the number of weeks open.

Minor variations in actual public service hours need not be included; however, extensive hours closed to the public due to natural disasters or other critical events should be excluded from the annual calculation.

14.1a Total public service hours PER YEAR for the MAIN/CENTRAL LIBRARY [PLSC 713]	3,524
14.1b Total public service hours PER YEAR for all BRANCH LIBRARIES & BOOKMOBILES	4,501
14.1c Total scheduled public service hours PER YEAR for ALL SERVICE OUTLETS (14.1a + 14.1b) [PLSC 500]	8,025
14.2 Total number of weeks, during the fiscal year, the MAIN/CENTRAL LIBRARY was open for service to the public [PLSC 714]	52
14.3 Total annual visits/attendance in the library [PLSC 501]	469,552

**PROGRAMS & ATTENDANCE (15.1 - 15.17)****Programs:**

A program is any planned event which introduces the group attending to any of the broad range of library services or activities or which directly provides information to participants. Programs may cover use of the library, library services, or library tours. Programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include film showings; lectures; story hours; literacy, English as a second language, citizenship classes; and book discussions.

Count all programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Exclude programs sponsored by other groups that use library facilities. If programs are offered as a series, count each program in the series. For example, a film series offered once a week for eight weeks should be counted as eight programs.

**Note:** Exclude library activities delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, resume writing assistance, homework assistance, and mentoring activities.

**Passive Programs:**

A passive program is any planned event for which the patron can participate on their own (instead of at a designated time with a group). Registration is not required. A staff member may monitor the activity, but may or may not directly interact with the participants. Examples of these types of events include drop-in craft sessions, library scavenger hunts (when not done as part of a group), etc.

Count all passive programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Exclude programs sponsored by other groups that use library facilities. If programs are offered as a series, count each program in the series.

	15.1 Programs	15.2 Attendance	15.3 Passive Programs	15.4 Passive Program Attendance
Children's	954	29,700	116	5,348
Young Adult	61	1,049	2	400
Other	439	8,301	12	1,475
Total	1,454	39,050	130	7,223
15.17a Did the library provide any special programming for patrons on the autism spectrum?	Yes			
15.17b Please describe the programming provided.	We do sensory storytimes for schools upon request.			

**REGISTERED USERS (16.1 - 16.4)**

This section collects information about the number of resident and non-resident library users. A registered user is a library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow library materials and gain access to other library resources.

**Note:** Files should have been purged within the past three (3) years.

16.1 Total Number of Unexpired Resident Users Cards	57,996
16.2a Total Number of Unexpired Non-resident Users Cards	144
16.2b What was the total amount of the fees collected from the sale of non-resident user's cards during the past fiscal year?	\$13,322.00
16.3 Total Number of Registered Users (16.1 + 16.2a) [PLSC 503]	58,140
16.4 Is your library's registered user/patron file purged a minimum of one time every three years?	Yes

**RESOURCES OWNED (17.1 - 17.9)**

Libraries are required by statute [75 ILCS 5/4-10(3), 75 ILCS 16/30-65(a)(6)] to provide a statement as to the number and character of items in the library's collection available for use as of the last day of the fiscal year report period.

This section of the survey collects data on selected types of materials. It does not cover all materials (i.e., microforms, loose sheet music, maps, and pictures) for which expenditures are reported under Print Materials Expenditures, Electronic Materials Expenditures, and Other Material Expenditures. Under this category report only items the library has acquired as part of the collection and cataloged, whether purchased, lease, licensed, or donated as gifts that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.

For guidance in counting electronic materials, please reference the following guide: [Counting Electronic Materials for the IPLAR](#)

17.1 Print Materials [PLSC 450]	203,435
17.2 Current Print Serial Subscriptions [PLSC 460]	264
17.3 Total Print Materials (17.1+17.2)	203,699
17.4 E-books Held at end of the fiscal year [PLSC 451]	61,977
17.5a Audio Recordings: Physical Units Held at end of the fiscal year [PLSC 452]	20,664
17.5b Audio Recordings: Downloadable Units Held at end of the fiscal year [PLSC 453]	40,430
17.6a DVDs/Videos: Physical Units Held at end of the fiscal year [PLSC 454]	33,980
17.6b DVDs/Videos: Downloadable Units Held at end of the fiscal year [PLSC 455]	137

**Electronic Collections**

Report the number of electronic collections. An electronic collection is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts, photographs, music, video, etc.) with a common user interface and software for the retrieval and use of the data. An electronic collection may be organized, curated and electronically shared by the library, or rights may be provided by a third party vendor. An electronic collection may be funded by the library, or provided through cooperative agreement with other libraries, or through the State Library. Do not include electronic collections that are provided by third parties and freely linked to on the web.

Electronic Collections do not have a circulation period, and may be retained by the patron. Remote access to the collection may or may

not require authentication. Unit records may or may not be included in the library's catalog; the library may or may not select individual titles. Include electronic collections that are available online or are locally hosted in the library.

**Note:** The data or records are usually collected with a particular intent and relate to a defined topic.

Report the number of electronic collections acquired through curation, payment or formal agreement, by source of access.

17.7 Local/Other Cooperative agreements [PLSC 456]	42
17.8 State (state government or state library) [PLSC 457]	13
17.9 Total Electronic Collections (17.7 + 17.8) [PLSC 458]	55

#### USE OF RESOURCES (18.1 - 18.17)

Libraries are required by statute [75 ILCS 5/4-10(3), 75 ILCS 16/30-65(a)(6)] to provide a statement as to the number and character of items circulated by the library. Report for the library's entire fiscal year.

18.1 Number of adult materials loaned	581,255
18.2 Number of young adult materials loaned	34,640
18.3 Number of children's materials loaned [PLSC 551]	509,450
18.4 Total number of materials loaned (18.1 + 18.2 + 18.3)	1,125,345

#### Report circulation, including renewals, by the material types below.

For guidance in counting electronic content circulation and usage, please reference the following guide: [Reporting Electronic Item Usage for the IPLAR](#)

18.5 Books- Physical	736,367
18.6 Videos/DVDs- Physical	136,594
18.7 Audios (include music)- Physical	68,125
18.8 Magazines/Periodicals- Physical	12,132
18.9 Other Items- Physical	19,576
18.10 Physical Item Circulation (18.5-18.9) [PLSC 553]	972,794
18.11 Use of Electronic Materials [PLSC 552]	152,551
18.12 Total Circulation of Materials (18.10+18.11) [PLSC 550]	1,125,345
18.13 Successful Retrieval of Electronic Information [PLSC 554]	21,273
18.14 Electronic Content Use (18.11+18.13) [PLSC 555]	173,824
18.15 Total Collection Use (18.10+18.11+18.13) [PLSC 556]	1,146,618
18.16 Interlibrary Loans Provided TO other libraries [PLSC 575]	1,658
18.17 Interlibrary Loans Received FROM other libraries [PLSC 576]	1,360

#### PATRON SERVICES (19.1-19.2)

This section gathers information on services the library provides to its patrons. Please fill in the information requested.

#### Reference Transactions

Reference Transactions are information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs.

A reference transaction includes information and referral service as well as unscheduled individual instruction and assistance in using information sources (including web sites and computer-assisted instruction). Count Readers Advisory questions as reference transactions.

**NOTE: It is essential that libraries do not include directional transactions in the report of reference transactions. Directional transactions include giving instruction for locating staff, library users, or physical features within the library. Examples of directional transactions include, "Where is the reference librarian? Where is Susan Smith? Where is the rest room? Where are the 600s? Can you help me make a photocopy?"**

**If an annual count is not available, then select a typical week and multiply by 52 to estimate the annual count.**

<b>19.1 Total Annual Reference Transactions [PLSC 502]</b>	<b>148,998</b>
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#### **One-on-One Tutorials**

**One-on-one tutorials are when a staff member spends a considerable amount of time tutoring or teaching a patron on a specific subject. Note that these are different from programs, which are put on for a group, and reference transactions, which are limited to information consultations (see definition above).**

<b>19.2 Total Annual One-on-One Tutorials</b>	<b>48</b>
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#### **AUTOMATION (20.1 - 20.5)**

**This section is collecting information about automation technology in your library. Please provide the requested information below.**

<b>20.1 Total number of ALL computers in the library</b>	<b>227</b>
<b>20.2 Total number of PUBLIC USE (Internet and non-Internet accessible) computers in the library)</b>	<b>118</b>
<b>20.3 Is your library's catalog automated?</b>	Yes
<b>20.4 Is your library's catalog accessible via the web?</b>	Yes
<b>20.5 Does your library have a telecommunications messaging device for the hearing impaired?</b>	No

#### **INTERNET (21.1 - 21.9)**

**This section collects information about internet services in the library facility. Please provide the requested information below.**

<b>21.1 Does your library have Internet access?</b>	Yes
<b>21.2a What is the maximum speed of your library's Internet connection? (Select one)</b>	45 Mbps or more
<b>21.2b If Other, please specify</b>	N/A
<b>21.3 What is the monthly cost of the library's internet access?</b>	\$1,950
<b>21.4 Number of Internet Computers Available for Public Use [PLSC 650]</b>	110
<b>21.5 Number of Uses (Sessions) of Public Internet Computers Per Year [PLSC 651]</b>	62,996
<b>21.6 Wireless Sessions Per Year [PLSC 652]</b>	2,230,176
<b>21.7 Does your library utilize Internet filters on some or all of the public access computers?</b>	Yes
<b>21.8 Does your library provide instruction (workshops, classes) to patrons on the use of the Internet?</b>	Yes
<b>21.9 Number of website visits or sessions to your library website [PLSC 653]</b>	950,620



**E-RATE (22.1 - 22.3)**

**E-Rate is the commonly used name for the Schools and Libraries Program of the Universal Service Fund, which is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC). The program provides discounts to assist schools and libraries in the United States to obtain affordable telecommunications and Internet access.**

22.1 Did your library apply directly for E-rate discounts for the fiscal year?	No
22.2a If YES, did your library apply for Category 1, Category 2 or both?	
22.2b IF YES, what is the dollar amount that your library was awarded for the fiscal year report period?	
22.3 If NO, why did your library NOT participate in the E-rate program?	Too cumbersome; limited benefit.

**STAFF DEVELOPMENT & TRAINING (23.1 - 23.5)**

**This section focuses on staff development and training. Please provide the requested information below.**

23.1 How much money did your library spend on staff development and training this fiscal year? (Round answer to the nearest whole dollar.)	\$22,590
23.2 Does the above amount include travel expenses?	Yes
23.3 How many hours of training did employees receive this year?	2,292.00
23.4 Does your library provide training to enable staff to better serve their patrons on the autism spectrum?	No
23.5 Would you like to receive autism training at your library?	Yes

**COMMENTS AND SUGGESTIONS (24.1-24.3)**

**Please use this section to provide further information about your library and/or comments or suggestions for changes to the IPLAR process. We will use the comments you supply to better represent your data to the Public Library Survey and to help improve future versions of the IPLAR.**

24.1 Are there any other factors that may have affected your library's annual report data of which you would like to make us aware?	
24.2 Are there any unique programs or services your library provided during the report period of which you would like to make us aware?	
24.3 Please provide any comments, suggestions or concerns about the Illinois Public Library Annual Report (IPLAR).	

**PUBLIC LIBRARY DISTRICT SECRETARY'S AUDIT (25.1-25.5)**

**Public Library Districts are required by statute [75 ILCS 16/30-65(a)(1),(c)(d)] to submit the Public Library District Secretary's Audit.**

**NOTE: If there ARE any errors or discrepancies, please list and explain fully.**

25.1 Were the secretary's records found to be complete and accurate?	Yes
25.2 If NO, please list and explain any errors or discrepancies.	
25.3 First board member completing the audit	Tracy Boland
25.4 Second board member completing the audit	Hal Snyder
25.5 Date the Secretary's Audit was completed	08/07/2019

**IPLAR CERTIFICATION**

Please have the library director, board president and board secretary type their names in the boxes provided to certify that they agree with the following statement:

This Illinois Public Library Annual Report (IPLAR) is being filed in accordance with 75 ILCS 5/4-10 (municipal libraries) or 75 ILCS 16/30-65 (public library districts). The undersigned authorized agents for this public library: (1) accept and acknowledge that the appended IPLAR is essentially accurate and correct; (2) transmit the appended IPLAR for review and any subsequent resolution; and, (3) agree that the electronic IPLAR copy submitted to the Illinois State Library shall serve as the official file copy.

	Electronic Signature	Date
Library Director	Jeannie Dilger	08/13/2019
President		
Secretary		

**IPLAR SUBMISSION REMINDERS**

Follow these steps for IPLAR submission:

1. Select the "Verify" button located at the top of the screen.
2. Review the form and resolve any required fields or edit checks (they will be highlighted in red). In the case of edit checks, explain pragmatically why this year's answer is equal to, less than, or more than the previous year's answer.
3. Select the "Submit/Lock" button at the top of the page.

**NOTE:** All required questions must be answered and all edit checks must contain narrative notes in order for the survey to electronically submit, otherwise you will be taken to a review screen listing the questions that require additional information. If you have trouble getting the form to submit/lock, please contact Pat Burg (217-785-1168, pburg@ilsos.net).

Year-to-Year Comparison

Category	2015-16	2016-17	2017-18	% Change3	2018-19	% Change2
<b>HOURS &amp; VISITORS</b>						
<b>Hours</b>						
NHB	2,322	2,338	2,336	0%	2,328	0%
MAIN	3,519	3,546	3,536	0%	3,524	0%
RRB	2,275	2,253	2,180	-3%	2,173	0%
<b>Total</b>	<b>8,116</b>	<b>8,137</b>	<b>8,052</b>	<b>-1%</b>	<b>8,025</b>	<b>0%</b>
<b>Visits</b>						
NHB	NA	34,927	34,860	0%	33,865	-3%
MAIN	NA	433,146	425,124	-2%	397,790	-6%
RRB	NA	41,379	40,049	-3%	37,987	-5%
<b>Total</b>	<b>532,365</b>	<b>509,452</b>	<b>500,033</b>	<b>-2%</b>	<b>469,642</b>	<b>-6%</b>
<b>ROOM USE</b>						
Meeting Rooms	NA	929	946	2%	699	-26%
Study Rooms	NA	7,911	8,410	6%	10,310	23%
<b>PROGRAMS &amp; ATTENDANCE</b>						
<b>Programs</b>						
Children's	751	690	778	13%	954	23%
Young Adult	44	55	78	42%	61	-22%
Other	401	384	399	4%	439	10%
<b>Total</b>	<b>1,196</b>	<b>1,129</b>	<b>1,255</b>	<b>11%</b>	<b>1,454</b>	<b>16%</b>
<b>Attendance</b>						
Children's	28,384	25,238	31,801	26%	29,700	-7%
Young Adult	3,098	2,224	3,734	68%	1,049	-72%
Other	12,048	10,917	11,009	1%	8,301	-25%
<b>Total</b>	<b>43,530</b>	<b>38,379</b>	<b>46,544</b>	<b>21%</b>	<b>39,050</b>	<b>-16%</b>
<b>USERS</b>						
Residents	54,735	59,006	63,767	8%	57,996	-9%
Non-Residents	165	183	158	-14%	144	-9%
<b>Total</b>	<b>54,900</b>	<b>59,189</b>	<b>63,925</b>	<b>8%</b>	<b>58,140</b>	<b>-9%</b>
<b>CIRCULATION</b>						
Adult	828,537	807,243	759,615	-6%	581,255	-23%
Young Adult	NA	45,100	43,086	-4%	34,640	-20%
Children's	594,866	497,299	494,981	0%	509,450	3%
<b>Total</b>	<b>1,423,403</b>	<b>1,349,642</b>	<b>1,297,682</b>	<b>-4%</b>	<b>1,125,345</b>	<b>-13%</b>
<b>REFERENCE</b>						
Questions	83,606	131,113	140,224	7%	148,998	6%
1on1 Assistance	NA	66	66	0%	48	-27%
<b>COMPUTERS</b>						
PC Use	72,403	70,197	66,653	-5%	62,996	-5%
WiFi Use	1,964,736	2,099,616	2,193,168	4%	2,230,176	2%