

STATE OF ILLINOIS )  
 ) SS  
COUNTY OF COOK )

**SECRETARY'S CERTIFICATE**

I, Tracy Boland, the duly qualified and acting Secretary of the Board of Library Trustees of the Palatine Public Library District, Cook County, Illinois, and the keeper of the records thereof, do hereby certify that attached hereto is a true and correct copy of an Ordinance entitled:

**ORDINANCE NO. 2021-02**

**ORDINANCE PROVIDING FOR BUDGET AND APPROPRIATIONS OF  
PALATINE PUBLIC LIBRARY DISTRICT, COOK COUNTY, ILLINOIS  
FOR THE FISCAL YEAR BEGINNING JULY 1, 2020  
AND ENDING JUNE 30, 2021**

adopted at a regular meeting of the said Board of Library Trustees at which a quorum was present held pursuant to the Illinois Open Meetings Acts on the 15<sup>th</sup> day of September, 2020.

**IN WITNESS WHEREOF**, I have hereunto set my hand this 15th day of September, 2020.

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Tracy Boland  
Secretary, Board of Library Trustees

**ORDINANCE NO. 2021-02**

**ORDINANCE PROVIDING FOR BUDGET AND APPROPRIATIONS  
OF PALATINE PUBLIC LIBRARY DISTRICT, COOK COUNTY, ILLINOIS  
FOR THE FISCAL YEAR BEGINNING JULY 1, 2020, AND ENDING JUNE 30, 2021**

**WHEREAS**, the Board of Library Trustees for the Palatine Public Library District, Cook County, Illinois, caused to be prepared in tentative form a Budget and the Secretary of this Board has made the same conveniently available to public inspection for at least thirty (30) days prior to final action thereon; and

**WHEREAS**, a public hearing was held as to such Budget on the 15<sup>th</sup> day of September 2020, and notice of said hearing was given at least thirty (30) days prior thereto as required by law, and all other legal requirements have been complied with.

**NOW, THEREFORE**, be it ordained by the Board of Library Trustees of the Palatine Public Library District, Cook County, Illinois, as follows:

**Section 1:** That the fiscal year of this Public Library District is hereby fixed to begin on July 1, 2020, and end on June 30, 2021.

**Section 2:** That the following Budget containing an estimate of the amount available and expenditures and the appropriations contained therein be and the same is hereby adopted as the Budget and Appropriations for this Public Library District for this fiscal year; and the sum of \$24,718,097.45, or as much thereof as may be authorized by law, is hereby appropriated for the purpose of the Palatine Public Library District, as hereinafter specified for said fiscal year.

**PART I**

**Estimated Revenue Available**

<b>Item 1:</b>	Balance on hand as of July 1, 2020	\$6,300,798.44
<b>Item 2:</b>	Receipts during current fiscal year from library district levy of 2020 and prior years, and receipts from other sources such as fines, rentals, donations and personal property replacement taxes	\$9,053,355.00
	<b>TOTAL ESTIMATED AMOUNT AVAILABLE</b>	<b><u>\$15,354,153.44</u></b>

**PART II**

**Estimated Expenditures - Operating Fund**

<b>ACCOUNT</b>	<b>AMOUNT BUDGETED</b>	<b>AMOUNT APPROPRIATED</b>
Print Materials	324,650.00	405,812.50
Databases	236,454.49	295,568.11
Nonprint Materials	186,505.00	233,131.25
Electronic Materials	171,000.00	233,131.25
<b>Total Materials</b>	<b>918,609.49</b>	<b>1,167,643.11</b>
Furniture	20,000.00	30,000.00
Computers/Technology	256,347.00	512,694.00
<b>Total Capital Expenditures</b>	<b>276,347.00</b>	<b>542,694.00</b>
Gross Salaries	3,318,704.33	4,148,380.42
Health & Life Insurance	282,580.80	423,871.20
Misc. Fringe Benefits	19,624.00	29,436.00
<b>Total Capital Expenditures</b>	<b>3,620,909.13</b>	<b>4,601,687.61</b>
Gas	28,632.67	42,949.00
Electricity	188,476.33	282,714.50
Water	9,296.33	16,268.58
<b>Total Utilities</b>	<b>226,405.33</b>	<b>341,932.08</b>

Copier Costs	29,073.96	36,342.45
Technology Support	95,811.00	143,716.50
Postage Machine Lease	1,890.67	2,363.33
LAN Management	83,412.00	104,265.00
Integrated Library Systems	155,265.78	194,082.23
Internet Service	23,406.84	35,110.26
Bibliographic Support	350.00	700.00
Book Recovery Service	4,403.67	6,605.50
Accounting/Payroll	12,268.00	18,402.00
Leases (Office Park)	2,638.00	3,297.50
Consultants	29,600.00	59,200.00
Leases (Branches)	37,080.00	55,620.00
Telephone Lease	21,342.24	32,013.36
<b>Total Contracts</b>	<b>496,542.16</b>	<b>691,718.13</b>

Human Resources Supplies	1,500.00	2,250.00
Art & Printing Supplies	11,000.00	16,500.00
Copier & Printer Supplies	3,500.00	4,375.00
Library Services Supplies	49,000.00	73,500.00
Program Supplies	15,000.00	22,500.00
<b>Total Supplies</b>	<b>80,000.00</b>	<b>119,125.00</b>

Interlibrary Loan/Recip Borrow	6,726.00	8,407.50
Telephone	3,087.60	6,175.20
Postage	1,835.33	4,588.33
Cultural/Educational Programs	35,400.00	53,100.00
Inservice & Training	32,137.16	48,205.75
Memberships	11,736.00	17,604.00
Community Information	14,000.00	21,000.00
Legal	6,350.00	12,700.00
Want Ads/Legal Notices	872.00	1,744.00
Gifts/Donations	10,000.00	110,000.00
POC Shared Administrative Costs	10,000.00	15,000.00
Other Grant Expenditures	0.00	100,000.00
Sales Tax	1,200.00	1,800.00
<b>Total Operating - Other</b>	<b>132,144.10</b>	<b>398,524.78</b>

Newsletter/Communication	68,000.00	85,000.00
Volunteer Programs	3,000.00	3,750.00

Total Auxiliary	71,000.00	88,750.00
<b>TOTAL OPERATING FUND</b>	<b>5,821,957.21</b>	<b>7,952,074.72</b>

**PART III**

**Estimated Expenditures - Audit Fund**

<b>ACCOUNT</b>	<b>AMOUNT BUDGETED</b>	<b>AMOUNT APPROPRIATED</b>
Audit Fund Expenses	5,400.00	6,750.00

**PART IV**

**Estimated Expenditures - Building and Maintenance Fund**

<b>ACCOUNT</b>	<b>AMOUNT BUDGETED</b>	<b>AMOUNT APPROPRIATED</b>
Cleaning Service	100,000.00	125,000.00
Equipment Repair	500.00	625.00
Trash	4,000.00	5,000.00
Landscaping & Lawn Service	12,636.00	18,954.00
Fire and Security	11,000.00	13,750.00
Elevator	9,000.00	27,000.00
Building Maintenance	25,000.00	37,500.00
Snow Removal	10,000.00	17,500.00
HVAC	55,000.00	110,000.00
Parking Areas	10,000.00	15,000.00
Van Maintenance	500.00	1,500.00
Roof Maintenance	4,500.00	9,000.00
Van Fuel	1,300.00	1,950.00
Maintenance Supplies	35,000.00	43,750.00
<b>Total Building &amp; Maintenance Fund</b>	<b>278,436.00</b>	<b>426,529.00</b>

**PART V**

**Estimated Expenditures - Illinois Municipal Retirement Fund**

<b>ACCOUNT</b>	<b>AMOUNT BUDGETED</b>	<b>AMOUNT APPROPRIATED</b>
<b>IMRF Fund Expense</b>	<b>416,661.08</b>	<b>520,826.35</b>

**PART VI**

**Estimated Expenditures - Social Security Fund**

<b>ACCOUNT</b>	<b>AMOUNT BUDGETED</b>	<b>AMOUNT APPROPRIATED</b>
<b>Social Security Expenses</b>	<b>252,623.20</b>	<b>315,779.00</b>

**PART VII**

**Estimated Expenditures – Tort Immunity Fund**  
**(Including Workers' Compensation & Public Officials' Insurance)**

<b>ACCOUNT</b>	<b>AMOUNT BUDGETED</b>	<b>AMOUNT APPROPRIATED</b>
<b>Tort Immunity Expenses</b>	<b>94,890.49</b>	<b>142,335.74</b>

**PART VIII**

**Estimated Expenditures - Unemployment Compensation**

<b>ACCOUNT</b>	<b>AMOUNT BUDGETED</b>	<b>AMOUNT APPROPRIATED</b>
<b>Unemployment Fund Expenses</b>	<b>500.00</b>	<b>5,500.00</b>

**PART IX**

**Estimated Expenditures – Special Reserve Fund**

<b>ACCOUNT</b>	<b>AMOUNT BUDGETED</b>	<b>AMOUNT APPROPRIATED</b>
Capital Expenditures	432,750.00	865,500.00

**PART X**

**Estimated Expenditures – Bond Fund**

<b>ACCOUNT</b>	<b>AMOUNT BUDGETED</b>	<b>AMOUNT APPROPRIATED</b>
Bond Fund Expenses	666,041.67	832,552.09

**PART XI**

**Estimated Expenditures – Capital Projects Fund**

<b>ACCOUNT</b>	<b>AMOUNT BUDGETED</b>	<b>AMOUNT APPROPRIATED</b>
Total Capital Projects Fund	6,825,125.28	13,650,250.55

**SUMMARY**

**TOTAL APPROPRIATIONS**

OPERATING		7,952,074.72
AUDIT		6,750.00
BUILDING AND MAINTENANCE		426,529.00
IMRF		520,826.35
SOCIAL SECURITY		315,779.00
TORT IMMUNITY		142,335.74
UNEMPLOYMENT		5,500.00
SPECIAL RESERVE		865,500.00
BOND FUND		832,552.09
CAPITAL PROJECTS		13,650,250.55
<b>TOTAL ALL FUNDS</b>		<b>\$24,718,097.45</b>

**Section 3:** That all unexpended balances of any item or items of any general appropriation in this Ordinance be expended in making up any insufficiency in any other item or items in the same general appropriation and for the same general purpose of any like appropriation made by this Ordinance.

**Section 4:** That the invalidity of any item or section of this Ordinance shall not affect the validity of the whole or part thereof.

**Section 5:** That all ordinances or parts of ordinances conflicting with any provision of this Ordinance be and the same are hereby repealed.

**Section 6:** That the Board of Library Trustees of the Palatine Public Library District has established a Special Reserve Fund to be accumulated from the unexpended balance from the proceeds received from the library taxes levied for the year 1989 and subsequent years, said fund to be accumulated and set aside as a Special Reserve Fund for the purchase of sites and construction and equipment of buildings for library purposes in accordance with Chapter 75, Act 16/40-50 of the Illinois Compiled Statutes as amended, and that said Board of Library Trustees has adopted a plan or plans pursuant to the provisions of Article 40 of the Public Library District Act of 1991.



**Section 7:** That this Ordinance shall be in full force and effect from and after passage and publication as provided by law.

**ADOPTED** this day 15<sup>th</sup> day of September, 2020, pursuant to a roll call vote as follows:

**AYES:** \_\_\_\_\_

**NAYS:** \_\_\_\_\_

**ABSENT:** \_\_\_\_\_

**ABSTAIN:** \_\_\_\_\_

\_\_\_\_\_  
Andrea Vanderhoek  
President, Board of Library Trustees

ATTEST:

\_\_\_\_\_  
Tracy Boland  
Secretary, Board of Library Trustees

## 3—Library Operations

### 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 as official holidays when the Library will be closed:

1. New Year's Eve (Main closed at 1:00 pm; 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, 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 their absence, any other member of the Board). (Adopted 8-13-86; Last Revised 8-20-19, Effective 9-1-19)

### 3-3 Emergency Closings

Any decision to close the Library because of emergency must be approved by the President of the Board, or in 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:

- damage to building that would endanger staff or public
- complete power failure for an extended period
- loss of water to the building
- loss of heating system during winter (interior temperature drops below 55 degrees)
- extreme weather conditions
- explosions, fire in neighboring buildings, or other catastrophes that demand the immediate clearance of the building

(Adopted 3-14-74; Last Revised 8-20-19, Effective 9-1-19)

#### 3-4 Code of Conduct and Loss of Library Privileges

All visitors to the Library are expected to follow the Library's Code of Conduct (see Appendix 3D—Code of Conduct).

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). The Board gives the Executive Director the authority to make decisions about banning persons from use of the Library.

Patron~~Visitors~~ of to 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 the following:

- excessive and continued noise
- running in the building
- fighting
- threatening (in-person or electronically) or assaulting a staff member or member of the public
- deliberate damage of Library resources
- serious violation of Library policy
- other unacceptable behavior

Such ~~patron~~visitors 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.

Persons banned from the Library may appeal the decision to the Board. The decision of the Board is final.

(Adopted 2-9-83, Last Revised 8-20-19, Effective 9-1-19)

#### 3-5 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~~ that 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)

### 3-6 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~~ to 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)

### 3-6.1 Vulnerable Adults

All adults who can understand and follow the Library's policies and who can care for themselves are welcome in the Library. Vulnerable adults must be attended and have adequate supervision by an adult over the age of 18 during their visit. A vulnerable adult is functionally, mentally, or physically unable to care for themselves and should not be left unattended or unsupervised when in the Library. Library facilities are neither designed nor licensed to provide adult care needs.

If it is determined a vulnerable adult is in the Library without a parent, legal guardian, or caregiver, staff will attempt to contact the parent, legal guardian, or caregiver. If a parent, legal guardian, or caregiver cannot be reached within 30 minutes, the police law enforcement will be contacted and asked to assist, including assistance at the library's closing time.

### 3-7 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. Checkout of Library resources is limited to Library cardholders and to those with valid cards from libraries participating in the statewide 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 ~~patron~~ visitors 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 stand in the drop-off zone for up to five minutes.

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 8-20-19, Effective 9-1-19)

### 3-8 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)

### 3-9 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~~Visitor names will never be used without the ~~patron~~visitor's written consent. If a ~~patron~~visitor prefers not to have Library staff photograph or film them or a member of their family, that ~~patron~~visitor should notify a staff member at that time.

~~Patron~~Visitors are permitted to take photos of any physical object within Library facilities. ~~Patron~~Visitors may not take photos or videos of other ~~patron~~visitors or staff without permission of the staff or person being photographed. Requests to conduct extensive filming in the Library or anywhere on Library property must be preapproved by the Executive Director. (Adopted 4-9-14; Last Revised 8-20-19, Effective 9-1-19)

### 3-10 Lost and Found Items

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 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 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 patronvisitors' personal possessions and cannot be responsible for lost or damaged personal property. (Adopted 11-10-10; Last Revised 8-20-19, Effective 9-1-19)

### 3-11 Service to PatronVisitors with Disabilities

The Library is committed to providing service to patronvisitors 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 patronvisitors. PatronVisitor 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 8-73-13 Animals)

In addition to those services, the Library acts as facilitator between the patronvisitor and the federal program known as "Services to the Blind and Visually Impaired." (Adopted 12-15-05; Last Revised 8-20-19, Effective 9-1-19)

### 3-12 Homebound Services

The Library offers materials delivery service to patronmembers 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 patronmembers may complete an application form and submit it to the Library.

Delivery will be scheduled at the mutual convenience of staff and patronmember, generally once per month. All Library materials are available for home delivery.

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 patronmember for purposes of selecting materials for that person.

PatronMembers 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 patronmember's Library card on the patronmember's behalf. Such designated persons will have full access to the patronmember'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 patronmember, patronmember's parent or legal guardian, or an individual with power of attorney to act on behalf of the patronmember. (Adopted 3-9-11, Last Revised 5-9-18, Effective 6-1-18)

### 3-13 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



patronvisitors or staff. (Approved 12-12-73; Last Revised 6-18-19, Effective 8-1-19)

### 3-14 Reference and Reader's Advisory Policy

Library staff provides reference service (defined as connecting patronvisitors with the resources and information requested or required) and reader's advisory service (defined as connecting patronvisitors with materials, both print and digital). The goal in offering these services is to provide accurate, timely, thorough, interesting, and beneficial information and resources to patronvisitors.

#### 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 Rreference and reader's advisory service. 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 reader's advisory services are provided by trained staff all hours the Library is open. PatronVisitors 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 reader's advisory services 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 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 patronvisitor. Reader's advisory recommendations will be based upon staff knowledge and resources.

Staff members do not offer personal opinion, advice, or interpretation as fact when providing Rreference or Rreader's Aadvisory Sservices. 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 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 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 Rreference or Rreader's Aadvisory assistance and will not be conducted by Library staff.

### Standards

PatronVisitor 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 Rreference and Rreader's Aadvisory Sservices 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 8-20-19, Effective 9-1-19)

## 3-15 Interlibrary Loan

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

### PatronMember Responsibilities

1. A valid Palatine Public Library District card is required to initiate the interlibrary loan process.
2. ~~Patron~~Members are responsible for paying any fees assessed by the lending library, any shipping fees incurred in obtaining the loaned items, 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. ~~Patron~~Members are expected to return items on time and in the same condition as received.
4. ~~Patron~~Members 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 are available to loan and borrow:

- books
- music CDs
- audiobooks on CD
- nonfiction DVDs (including Blu-ray)

The following items are not available to loan or borrow:

- new materials (one year old or less)
- video games or software
- periodicals
- entertainment DVDs (including Blu-ray)
- reference resources
- textbooks

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.

~~Patron~~Members 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 patronmember does not comply with these guidelines.

PatronMembers 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 8-20-19, Effective 9-1-19)

### 3-16 Public Use of Study Rooms

The Main Library has study rooms available for public use. The study rooms are designed to meet the needs of patronmembers 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 one to eight patrons-visitors depending upon the size of the room.

PatronMembers 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, patronmembers can extend their current session with no time guarantee.

Valid Library cardholders 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 patronmembers 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. PatronMembers may not bring additional chairs or furniture into a study room.

A multi-seat quiet study-reading room is available for individuals who desire a quiet space. This room is available to any patronmember 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 ~~patron~~member vacate the room 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 8-20-19, Effective 9-1-19)

### 3-17 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>
Meeting Room 1	185
Meeting Room 2	40
Meeting Room 3	20
Board Room	40

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 ~~patron~~members, 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)

### 3-18 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 patronmembers 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:

- informational, educational, and entertainment needs and interests of the community
- relevance to community interests and issues
- suitability of content for intended audiences
- presenter experience including background or qualifications in content or format area
- budget
- historical or educational significance
- connection 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 patronmembers who arrive after the publicized start time for a program or event might not be able to attend the program. Staff will admit standby patronmembers 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 cosponsor 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 seven days' notice to the Library. Accommodations may be possible with less notice. (Adopted 9-12-12; Last Revised 8-20-19, Effective 9-1-19)

Policy 3 Comprehensive Review: Adopted 3-14-74; Last Revised 8-20-19, Effective 9-1-19.

## Appendix 3D—Code of Conduct

### **Be kind.** *We welcome everyone.*

- Use polite language and courteous behavior.
- Verbal threats, acts of violence, or abusive behavior will not be tolerated.

### **Be respectful.** *We honor your freedom to read and view.*

- Respect the collection and building, and help us maintain them.
- Conversations and audio devices should not disturb other people.
- Honor privacy and respect boundaries.

### **Be safe.** *We work to offer a safe environment.*

- Keep your belongings with you.
- When you bring family members to the Library, keep them close. Caregivers are expected to monitor and control the behavior of their children and vulnerable adults.
- Follow policies and make good decisions.

Staff and visitors must work together to ensure that everyone can experience a safe, clean, pleasant, and productive environment.

We are here for you. Tell us your concerns, and we'll do our best to come to a resolution.

## 8—Community Relations

### 8-1 Media Relations

The Palatine Public Library District (the Library) recognizes the important role of the media for communicating timely information to the public regarding the Library. To facilitate such communication, the Library provides information regarding library activities to appropriate media representatives on an impartial basis. All media releases relative to implementation of Board decisions will be reviewed by the Board prior to release. Other publicity shall be under the direction of the Executive Director. The Board of Trustees complies with the Illinois Open Meetings Act and the Illinois Freedom of Information Act. (Approved 8-13-86; Last Revised 6-18-19, Effective 8-1-19)

### 8-2 Trustee Contact Information

Names and Library email addresses of current members of the Board of Trustees are posted in the Library District buildings and on the Library's website. Trustees may be contacted via Library email or by U.S. mail (700 N. North Court, Palatine, IL 60067). (Approved 8-13-86; Reapproved 1-10-18)

### 8-3 Solicitations and Sale of Goods or Services

No person or entity other than the Library, the Friends of the Palatine Public Library, or the Palatine Public Library District Foundation may solicit funds or sell goods or services on Library premises, property, or facilities, including the Main Library's parking garage and elevator entry areas. The Friends and Foundation are Library affiliates with the exclusive purpose of supporting the Library.

Presenters of Library-sponsored programs may receive permission from the Executive Director or designee in advance to sell program-related materials at the program. The Library will have no involvement or liability arising from such sales, and the presenter will indemnify the Library for any claim or cause of action arising from or related to any such sales of materials.

No person may approach ~~patron~~visitors or staff for solicitation purposes, including petition signing, on Library premises, property, or facilities, including the Main Library's parking garage, parking lots, and elevator entry areas. (Approved 12-12-90; Last Revised 6-18-19, Effective 8-1-19)

### 8-3.1 Charity Collections

The Library provides an area in the Main Library for charity collection sponsored by, or designed to benefit, local not-for-profit organizations to serve the needs of the Library's community. A single container is provided for organizations with which the Library has a partnership, organizations that reside within the Library District, or organizations that reside outside the Library District but serve residents within the Library's service area.

The Executive Director may exercise discretion in determining what is considered an appropriate use for a collection container and is authorized to act accordingly.

Only one charity may use the Library-designated container at any given time. Organizations are permitted to use the charity collection container once per year. Collection is limited to a maximum period of 30 days, unless otherwise approved by the Executive Director. The organization must use the collection container provided by the Library. The collection container will be housed in the lobby of the Library, unless determined otherwise by the Library.

Hosting a container for a charity collection does not imply endorsement by the Library staff or the Board of Trustees of any product, service, activity, event, or viewpoint.

Once deposited in the collection container, donated items will not be returned to the donor. The Library accepts no responsibility for the loss of or damage to any items deposited in any charity collection container. It is the responsibility of the charitable organization collecting donations to make arrangements for their prompt pick-up from the Library. (Adopted 6-18-19 Effective 8-1-19)

### 8-4 Use of Library Bulletin Boards

Bulletin board space is available for postings by local ~~not-for-profit~~ organizations engaged in educational, cultural, intellectual, civic, or charitable activities. Posters or announcements must be submitted to a Library service desk for staff approval.

Because space is limited, it may not be possible to display all posters and announcements. The following priorities will be used to determine which posters and announcements can be posted:

1. ~~M~~aterials produced by the Library, the Friends of the Palatine Public Library, and the Palatine Public Library District Foundation
2. ~~M~~aterials produced by ~~not-for-profit~~ organizations headquartered within the Library District

3. ~~A~~announcements of events held within the Library District
4. ~~A~~all other announcements

The following items will not be accepted for posting:

- ~~A~~advertisements of products or services offered by commercial organizations or individuals
- ~~M~~aterials requesting contributions, with the exception of those from the Friends of the Palatine Public Library and the Palatine Public Library District Foundation
- ~~P~~etitions
- ~~E~~lectioneering materials

The determination that material is not acceptable for posting under the criteria for rejection contained herein will be made by the Executive Director or designee. Any person who wishes to appeal a rejection decision may do so in writing to the Executive Director. Appeal of the Executive Director's decision may be made in writing to the Board of Library Trustees. The decision of the Board of Library Trustees is final.

Posters will be displayed for no more than 30 days and thereupon shall be removed by Library staff. The Library is not responsible for the care or return of postings.

Permission to use bulletin boards does not imply Library endorsement or support of any organization using the bulletin boards or the ideas presented therein, nor should the organization imply Library endorsement or support. (Approved 3-12-03; Last Revised 6-18-19, Effective 8-1-19)

## 8-5 Exhibits and Displays

The Library's exhibit and display space is a resource to be used in fulfillment of its mission statement.

Although space is limited, the Library welcomes requests from persons and organizations wishing to use exhibit and display space in the Library according to guidelines found in Appendix 8A. The Library is unable to secure items in ~~patron~~-displays and cannot be responsible for lost or damaged personal property.

Library-sponsored displays always have the highest priority in the scheduling of exhibit and display space. Furthermore, Library residents and organizations consisting of at least one ~~Library~~-District cardholder have priority over non-residents and organizations without a ~~Library~~ District cardholder in the scheduling of exhibit and display space.

Permission to use exhibit and display space does not imply Library endorsement of any ideas presented therein.

Uses of exhibit and display space that will interfere with Library operations, such as those that produce excessive noise or that present a safety hazard or a security risk will not be permitted.

The determination that material is not acceptable for exhibit and display space will be made by the Executive Director or designee. Any person who wishes to appeal a rejection decision may do so in writing to the Executive Director. Appeal of the Executive Director's decision may be made in writing to the Board of Library Trustees. The decision of the Board of Library Trustees is final. (Approved 3-12-03; Last Revised 6-18-19, Effective 8-1-19)

#### 8-6 Distribution of Material

The Library has a limited amount of space available for the distribution of announcements and literature by ~~not-for-profit~~ organizations engaged in educational, cultural, intellectual, civic, or charitable activities within the Library District. Announcements and literature for distribution must be submitted to a Library service desk for staff approval.

Because space is limited, it may not be possible to distribute all announcements and literature that are acceptable under the above guidelines. The following priorities will be used to determine which items will be distributed:

1. ~~M~~materials produced by the Library, the Friends of the Palatine Public Library, and the Palatine Public Library District Foundation
2. ~~M~~materials created to promote a partnership event or endeavor between the Library and another organization or entity
3. ~~A~~announcements of events to be held in Library facilities, with preference given to ~~not-for-profit~~ organizations
4. ~~M~~materials produced by organizations headquartered within the ~~Library District~~ [Library District](#)
5. ~~A~~all other materials

The following items will not be accepted for distribution:

1. ~~A~~advertisements of products or services offered by commercial organizations or individuals
2. ~~P~~romotions for fundraising events or requests for contributions, with the exception of those from the Friends of the Palatine Public Library and the Palatine Public Library District Foundation
3. ~~P~~etitions

#### 4. Electioneering materials

The determination that material is not acceptable for distribution under the criteria for rejection contained herein will be made by the Executive Director or designee. Any person who wishes to appeal a rejection decision may do so in writing to the Executive Director. Appeal of the Executive Director's decision may be made in writing to the Board of Library Trustees. The decision of the Board of Library Trustees is final.

Signage posted on Library property or Handouts found anywhere in the Library, including in the front entry area of the Main Library, that have not been approved for display or distribution will be removed and disposed of by Library staff. (Approved 3-12-03; Last Revised 6-18-19, Effective 8-1-19)

#### 8-6.1 Tabling

Local ~~not-for-profit~~ organizations engaged in educational, cultural, intellectual, civic, or charitable activities may request table space in the Library's lobby to interact with patronvisitors and provide information about the organization's services.

Only one organization may have a table at any given time. Organizations are permitted a maximum of 48 hours per year. The organization must use the table provided by the Library. The table will be located in the lobby of the Main Library, unless determined otherwise by the Library.

Current elected politicians or their representatives also may request a table to provide information and constituent services under the same restrictions listed above. The space may not be used for campaigning. (Adopted 6-18-19 Effective 7-1-19)

#### 8-7 Palatine Historical Library

The Library District is a party to an interlocal governmental agreement with both the Palatine Park District and the Palatine Historical Society. This agreement states that the building known as the Clayson House shall be used as an historical library and museum. Further, this historical library and museum shall be operated and insured by the Palatine Historical Society. The Library shall be absolved of any liability originating with the Clayson House or its operations. The Library shall be listed as an additional insured on all insurance for the Clayson House. (Approved 8-13-86, Last Revised 6-18-19, Effective 8-1-19)

## 8-8 Volunteers

The Library endeavors to encourage volunteerism by providing opportunities for residents to perform a variety of tasks and functions. The Library has two affiliate groups: the Friends of the Palatine Library and the Palatine Public Library District Foundation. This policy does not extend to these affiliates. Each is governed by its own Board of Directors and bylaws.

All new volunteers must have a valid Palatine Public Library District card. Residents age 14 and over are eligible to apply for volunteer service. Youth ages 11 to 13 may only apply to serve as volunteers for designated youth programs and special projects, and must have written parental approval.

All new volunteers who are 18 years of age or older must sign a release for a criminal background investigation on a form provided by the Illinois State Police pursuant to the Illinois Uniform Conviction Information Act. ~~The Library cannot accommodate persons seeking to fulfill court-ordered community service or peer jury sentencing.~~

Staff may decline to assign an applicant based upon, but not limited to results of a background check, failure of the applicant to abide by Library policies, tasks available at any given time, ability of an applicant to perform available tasks, or ability of an applicant to be present on dates and at times specified by staff. Once assigned, volunteers will continue to serve by mutual agreement with staff.

Staff will thank and recognize volunteers on a regular basis.

Volunteers will be assigned to conduct specific tasks. Certain duties and tasks are performed only by staff and will not be assigned to volunteers. (Approved 5-27-09; Last Revised 6-18-19, Effective 8-1-19)

### 8-8.1 Court-Ordered Volunteers

Volunteers who are performing court-ordered service must be referred in writing by court authorities and be approved by the Human Resources Manager. The Library reserves the right to decline volunteers based on the nature of court charges.

- Court-ordered service volunteers must provide court paperwork before being brought on board.
- Library staff is not responsible for enforcement of volunteer attendance.



## 8-9 Partnerships

The Library recognizes that partnerships benefit District residents. The Library will consider partnering with an organization, business, government entity, affiliate, or individual in order to provide or enhance programs or services in a manner consistent with the mission, policies, goals, programs, and interests of the Library.

Purposes of entering into partnerships include but are not limited to the following:

- To promote the Library as a public resource in the community
- To support the Library's Strategic Plan goals and mission
- To supplement the Library's revenue or resources in order to provide or enhance programs and services

The Library and each partner will agree to act or contribute in ways that are mutually beneficial as outlined in a written partnership agreement. Partners will be provided a level of recognition commensurate with their contributions as set forth in the partner agreement.

The Executive Director or designee is responsible for final endorsement of the terms of any agreement with a partner.

At all times, the Library protects the confidentiality of patronmember records and will not share any information about patronmembers or patronmember records with any partner under any circumstances.

Partnerships do not imply Library endorsement of any products or services. Agreements with a partner will have no impact on and no conflict with the policies and practices of the Library, including those governing access to Library programs, services, and collections.

The Library staff or Board reserves the right to terminate any agreement with a partner if for any reason it is determined that the agreement no longer supports the best interests of the Library or its patronmembers.

Partners who terminate an agreement with the Library are to give 30 days' written notice. Failure to provide adequate written notice of termination or failure to meet the terms of the agreement may disqualify the organization from future partnering agreements.

Intergovernmental agreements or long-term partnership agreements (longer than one year) may be subject to additional or different provisions than those included in this policy.

The word “partnership” as used in this policy or in the partnership agreement means a collaboration between the Library and a participating person, firm, organization, or entity to expand and promote Library services to the community and is not intended to and does not mean or create a “partnership” as defined by law. (Approved 2-13-13, Last Revised 6-18-19, Effective 8-1-19)

Policy 8 Comprehensive Review: Adopted 8-13-86; Last Revised 6-18-19, Effective 8-1-19.