

Patron FAQ

What platform is used for the live event and registration?

- Events take place on Zoom.

Will this program be recorded?

- Yes. **Event recordings will be accessible** to registered attendees for a limited time, typically up to 30 days, as per contractual agreements with the speaker.

Where will the recording be posted?

- On YouTube. The link will be emailed to **Zoom registrants** (those who attended the live event **and** those who did not). The email will come directly from Zoom and will include the final date to view the recording.

When will the recording be posted?

- Within 5 days of the program (pending actual post-production time). It will be viewable typically up to 30 days from the post date.

Can I share the video with my patrons after the event?

- Yes, the event recording will be posted to [ILP's YouTube channel](#). Member libraries may share these with their library community only through the final view date. Follow us on YouTube to stay notified about new videos as they are posted.

Will the event be captioned?

- Yes

Who is the audience for this event?

- Adults

What if someone needs accommodations?

- **American Sign Language (ASL) interpretation and Closed Captioning are provided** for all events by default—no special request needed.
- If a patron needs accommodations not listed above, the member library should email illinoislibrariespresent@ila.org

Are attendees allowed to use AI-based tools (such as notetakers, summarizers, or transcription services)?

- Attendees are NOT permitted to use AI-based tools (such as notetakers, summarizers, or transcription services) or to record the event in any form. If an ILA-ILP moderator observes the use of these tools during a session, **attendees may be immediately removed from the event**. Repeated violations may result in a temporary or permanent ban from attending future events.

What if a patron can't find/says they never received their Zoom registration link?

- After completing registration on Zoom, patrons need to allow up to two business days for the registration to be approved. Once approved, registrants will receive an email confirmation with the link to join the event. We recommend that patrons check their spam/junk mail folders if they do not receive a confirmation within two business days
- The event link is emailed from Zoom with the subject heading related to the event they are registering for.