rails
Reaching Across Illinois Library System

Fax: 630.734.5050 | railslibraries.info

125 Tower Drive | Burr Ridge IL 60527 | 630.734.5000 |

20 April 2018

TO: **RAILS Board of Directors**

FROM: **Deirdre Brennan**

SUBJECT: **System Membership Standards**

Last June, the board approved draft membership standards. The specific motion was:

"The RAILS board approved the system membership standards as amended for implementation by July 1, 2018. The RAILS staff will move forward with testing and further data analysis. Board will review the results of testing and data analysis no later than May 2018 and make any further revisions and additions in standards."

As I reported last month, we have finished testing and are moving forward to present revised standards to the board, for discussion at the April meeting, and approval at the May meeting. The testing included libraries of all types from both RAILS and IHLS.

In your packet, you will find the standards as approved last June. Also, you will find a redlined version of the board approved standards with changes and additions in yellow.

The board approved version did not include standards related to collection expenditures, hours open above 15 hours per week and the requirement for an online catalog. We have added these standards back in to the current version, as we are proposing that the standards become effective July 1, 2018 with a year of data collection only. **Therefore, the standards will have no impact on system membership during this first year.** We feel this is necessary because, while the test was certainly helpful, we definitely need to see current and complete data from all libraries to really be able to gauge the impact of the standards and to ensure that the actual data collection process goes smoothly and is easy for libraries. We are tentatively planning at this point to schedule data collection, via a web form, for the late fall.

Other changes include the removal of standards that the test and participant feedback showed were too vague or not widely applicable and the addition of examples in some standards. We have also added an introductory statement for each category of standard that delineates the standard's purpose. We are also working on revising the glossary so that all definitions are clear and complete. This will be available at the May meeting.

We are meeting with the state library on April 26 to go over the standards in detail and we hope to also meet with IHLS. We will be communicating with the members of the System Membership Standards Committee about our progress and plans, and be forming an oversight or advisory group. We are also working with ILA on their revisions to the ILA guidelines for public library service to ensure alignment between them and the system membership standards.

I look forward to our discussion on April 27.

System Membership Standards

Membership Standards approved June 16, 2017 by the RAILS Board.

THE RAILS BOARD APPROVED THE SYSTEM MEMBERSHIP STANDARDS AS AMENDED FOR IMPLEMENTATION BY JULY 1, 2018. THE RAILS STAFF WILL MOVE FORWARD WITH TESTING AND FURTHER DATA ANALYSIS. BOARD WILL REVIEW THE RESULTS OF TESTING AND DATA ANALYSIS NO LATER THAN MAY 2018 AND MAKE ANY FURTHER REVISIONS AND ADDITIONS IN STANDARDS.

Content/ Collections

To qualify for system membership, libraries must meet the membership standards
established by the system board.

Core	Accomplished	Exemplary
1. The collection provides materials in a variety of formats, including electronic, for all ages and abilities served by the library. 2. The library conducts ongoing evaluation and weeding of the collection. 3. The library participates in resource sharing by making collections discoverable and available to other Illinois library system members. 4. The library has written policies on intellectual freedom, circulation/borrowing/use of materials, and collection development and management. 5. The library abides by the Illinois Library Laws & Rules, ILLINET Interlibrary Loan Code, ALA Interlibrary Loan Code for the United States, and the RAILS Resource Sharing Plan.	1. The library makes virtual collections available to library customers.	1. The library uses statistical tools to assist in collection development and management. 2. The library is an early adopter of innovative content delivery and shares strategies with others in the system and state. 3. The library provides access to unique materials such as local history, digital collections, and customer-created content. 4. The library offers mobile access to discovery methods for the collections.

Customers

To qualify for system membership, libraries must meet the membership standards
established by the system board.

Core	Accomplished	Exemplary
1. The library has a customer service policy that ensures consistent, courteous, and equitable customer service. 2. The library has a policy that ensures reasonable accommodations are made to provide access to its collections and services to persons with disabilities, and that meets relevant requirements of the Americans with Disabilities Act. 3. The library uses processes to regularly gather input from the community on customer service needs and customer satisfaction with library services.	1. The library has an online presence to serve customers (Facebook page, website as examples). 2. Customers have access to computers, Internet, Wi-Fi, and other relevant technologies. 3. The library has strategies to attract new customers. (i.e. strategic plan or programs). 4. The library uses online and in-person processes to regularly gather input from the community on customer service needs and customer satisfaction with library services. 5. The library provides outreach services for customers who are unable to visit the library in person.	1. The library uses processes to gather targeted customer feedback about library services and shares information received with the governing authority and community served. 2. The library provides self-service options for customers.

Facilities

To qualify for system membership, libraries must meet the membership standards established by the system board.

Core	Accomplished	Exemplary
1. The facility is designed for efficiency and comfort and to encourage extensive use. 2. The facility provides sufficient, clean physical space that is safe and secure with appropriate furnishings and equipment and convenient hours for all types of users. 3. The facility is compliant with all applicable local, state, and federal requirements. 4. The facility provides Internet access. 5. The library is open at least 15 hours per week.	1. The facility provides meeting space for the community it serves, if applicable. 2. The facility provides the right amount and type of space to meet the provisions of its long-range/strategic plan. 3. The organization develops a plan and annual budget for the maintenance of buildings and grounds and asset replacement. 4. The organization has a capital budget for facility upgrades. 5. The facility provides free Wi-Fi. 6. The organization has an emergency preparedness plan.	1. The facility provides flexible space for creative and collaborative activities and work. 2. The facility provides enough space for multiple programs to occur simultaneously. 3. Innovative technologies are available to use and borrow. 4. The library may provide services at multiple locations to serve a diverse or widespread population, or take services where needed to enhance convenience to customers. 5. The organization is environmentally conscious and undertakes activities such as recycling, energy audits, and the purchase of green supplies.

Funding

To qualify for system membership, libraries must meet the membership standards established by the system board.

Core	Accomplished	Exemplary
1. The library budget provides appropriate financial support for the library to meet other relevant system membership standards at the core level. 2. The library practices good stewardship and is accountable to its funders through regular budget monitoring, evaluation, and reporting. 3. The library has adequate, dedicated funding to provide services and resources that meet the reasonable expectations of library customers. 4. The library has a written annual budget approved by the governing authority. 5. A community without public library service investigates affiliation with an existing library before establishing a new library. 6. Established libraries contact surrounding or nearby communities without public library service for expansion of services to unserved residents.	1. The library budget provides appropriate financial support for the library to meet other relevant system membership standards at the accomplished level. 2. The library seeks out and applies for additional revenue through grants and fundraising. 3. The library has a reserve fund and regularly adds to the reserve as possible if allowed by its funding agency. 4. The library has a long-range or strategic plan that includes goals for gaining alternative revenues.	1. The library budget provides appropriate financial support for the library to meet other relevant system membership standards at the exemplary level. **School and Special Libraries** 2. School and special librarians define the budgetary needs and manage the annual program budget to maximize impact. 3. Funding supports a collection of resources in multiple formats and access to resources outside the school/special library. 4. Funding ensures upgrades of resources, equipment, and facilities. 5. School and special librarians regularly consult with administrators about budgetary needs and are proactive in seeking additional funding sources for library program enhancements.

Professional Leadership & Training

To qualify for system membership, libraries must meet the membership standards
established by the system board.

Core
1. Library staff are trained in the library's mission, services, and policies.
2. The library has a permanent paid library administrator who meets the qualifications for its population group or library type.
3. A first-time library administrator has two years after starting a job to become certified through system training.
4. Experienced directors have access to advanced training.

Public libraries	
Criteria	Required training
Population Under 15,000	Provided by system (list of topics below)
	Years of service and education formula
	Experienced directors are required to take advanced or refresher courses
Population Over 15,000	MLS degree
	First time directors are required to complete training in certain topics
	Experienced directors are required to take advanced or refresher courses

School libraries
1. Valid Illinois teaching certificate.
2. Meets current library information specialist certification standards of the Illinois State Board of Education (one library information specialist per district.)

Academic libraries
1. MLS degree or meets the requirements of the accrediting body or professional association standards, where applicable.

Special libraries
1. Meets the requirements of an accrediting body or professional association standards, where applicable.

Training Topics

- resource sharing
- history of Illinois library systems
- Illinois library laws
- cataloging
- collection development
- management
- fundamentals of library science
- training or teaching skills

- reference and information services
- technology
- communications
- teamwork
- budgeting & finance
- human resources training or access to human resource department or expertise

Professional Leadership &Training

To qualify for system membership, libraries must meet the membership standards
established by the system board.

Accomplished
1. The library administrator's performance is evaluated at least annually by the appropriate body or individual.   2. Each management staff member (as defined by the library's organizational chart) attends six continuing education hours annually. Each member of the board of trustees attends two continuing education hours annually, virtually or in person.   3. The library has a continuing education budget for staff and trustees.   4. The library has a strategic plan and implements it.   **PUBLICS ONLY:**   1. The public library meets the "established" staffing level in *Serving Our Public*.   2. The public library has staff trained in adult, children's, teen, and senior services.   3. The public library board of trustees follows written bylaws and evaluates their performance as a board annually.   **SCHOOLS ONLY:**   1. At least one school librarian employed by a district meets the "accomplished" criteria in the current version of *Linking for Learning: The Illinois School Library Media Program Guidelines*.   2. The school library provides training opportunities to library staff.   3. The school librarian meets the performance requirements of their district or institution.   4. The school librarian's performance is evaluated per the district schedule

Professional Leadership &Training

To qualify for system membership, libraries must meet the membership standards
established by the system board.

Exemplary
Librarians share knowledge and attend networking events   **PUBLICS ONLY:**   1. The public library meets the "advanced" staffing level in *Serving Our Public*.   2. Each management staff member (as defined by the library's organization chart) attends twelve hours of continuing education annually. Each trustee attends four hours of continuing education annually.   **SCHOOLS ONLY:**   1. At least one school librarian employed by the district meets the "exemplary" criteria in the current edition of *Linking for Learning: The Illinois School Library Media Program Guidelines.*   2. The school has an "effective school library program" as defined by the American Association of School Librarians (AASL).   3. Management staff members attend training such as networking meetings, workshops, etc.   4. The school librarian's performance is evaluated per the district schedule.

RAILS System Membership Standards
Glossary of terms

Academic library: "Library or libraries of an institution of education beyond the secondary level that is recognized by the Illinois Board of Higher Education as either an Illinois academic institution or an out-of-state academic institution with a physical presence in Illinois." PART 3030 THE ILLINOIS LIBRARY SYSTEM ACT SECTION 3030.110 DEFINITIONS

Accomplished: Library that meets and exceeds the membership criteria outlined in the core membership category. The library is capable and efficient in meeting the needs of the identified community served. Accomplished library members have the opportunity to make progress on the pathway to excellence to meet the membership criteria outlined in the exemplary category.

ACRL: Association of College and Research Libraries

ADA: Americans with Disabilities Act

ALA: American Library Association

Capital budget: Major expenditures for tangible assets such as new or remodeled library buildings, extensive technology upgrades, or the purchase of expensive equipment or furnishings. Special fundraising efforts or municipal borrowing may be required.

Circulation: The process of checking books and other materials in and out of a library. Also refers to the total number of items checked out by library borrowers over a designated period of time and to the number of times a given item is checked out during a fixed period of time, usually one year. In public libraries, low circulation is an important criterion for weeding items from the collection. Books for which circulation is anticipated to be high may be ordered in multiple copies to satisfy demand or given a more durable binding to withstand heavy use. Some integrated library systems provide circulation statistics by classification and material type for use in collection development. Circulation is a fundamental service.

Collections: The total accumulation of books and other materials owned by a library, cataloged and arranged for ease of access, often consisting of several smaller collections (reference , circulating books, serials , government documents , rare books , special collections , etc.).

Consortium (consortia, plural): An agreement, combination, or group (of libraries) formed to undertake an enterprise beyond the resources of any one member. Services provided by library consortia vary, but often include cooperative purchasing, shared software, shared collections, and/or training. A library may choose to participate in more than one consortium to take advantage of different services.

Continuing education hours: Education provided for adults after they have left the formal education system, consisting typically of workshops or short courses. In libraries, continuing education provides ongoing or specialized training for library staff so that they remain up to date in their skills and aware of trends.

Core: Library that meets the membership criteria to qualify as a full system member at the core membership level. Library operates at the essential yet basic membership criteria level in meeting the needs of the identified community served. Core library members have the opportunity to make progress on the pathway to excellence to meet the membership criteria outlined in the accomplished and exemplary categories.

RAILS System Membership Standards
Glossary of terms

Customer: Recipient of a good or a service of a particular type of library.

Discovery layer or system: A single interface, providing integrated access to the multiple information resources (catalogs, publishers' e-book and e-journal collections, subscription databases, archival collections) to which a library has rights. Discovery systems use consolidated subject indexing and metadata. Search results are generally deduped and relevance ranked (examples: EBSCO Discovery Service, Ex Libris Primo).

Exemplary: Library that exceeds the membership criteria outlined in the core and accomplished membership categories. The library strategically anticipates the needs of the identified community served and continually develops services, collections and programs to meet these changing needs. Exemplary library members serve as models of the pathway to excellence for meeting the membership criteria outlined in the core and accomplished categories.

ESSA The Every Student Succeeds Act: replaced and updates No Child Left Behind Act (NCLB).

Governing authority: "Body or individual that has the legal authority to enter into contracts on behalf of the institution desiring to become a member of a library system." PART 3030 THE ILLINOIS LIBRARY SYSTEM ACT SECTION 3030.110 DEFINITIONS

HSLI: Health Science Librarians of Illinois

IACRL: Illinois Association of College & Research Libraries

ILA: Illinois Library Association

ILLINET (Illinois Library and Information Network): A collective term for all academic, public, school, and special libraries belonging to an Illinois library system.

ILLINET Interlibrary Loan Code: The ILL Code, approved by the Illinois State Library (ISL) Advisory Committee, endorsed by the Illinois library systems, and adopted by the ISL, governs interlibrary loan policy within ILLINET. Revised in 2015, the ILL Code is based on the most current American Library Association (ALA) Interlibrary Loan Code for the United States.

Illinois Library Laws and Rules: Compilation reflecting all changes to laws affecting libraries passed by the Illinois General Assembly since the previous 2012 edition, including changes to administrative rules. Recommended for all library trustees, directors, and others charged with library administration and compliance.

Illinois State Code: The Illinois Compiled Statutes (ILCS) are a cumulative organization of Public Acts into a coherent framework.

ILS or Integrated library system: Multifunction library software that at a minimum tracks information on items owned, items checked out, and patrons, as well as providing a catalog for discovery of items owned. Additional functionality, such as acquisitions or serials management, may be included. Also called a library management system (LMS).

RAILS System Membership Standards
Glossary of terms

Intellectual freedom: Rights of library users to read, seek information, and speak freely as guaranteed by the First Amendment. Intellectual freedom is a core value of the library profession, and a basic right in our democratic society. A publicly supported library provides free, equitable, and confidential access to information for all people of its community.

ISLMA: Illinois School Library Media Association

ISBE: Illinois State Board of Education

Library administrator or director: The person who has overall responsibility for supervising the operations of a library or library system, including planning, budgeting, policymaking, personnel management, and program assessment. In public libraries, the library director is usually subject to the oversight of a board of trustees; in academic libraries, by a dean of academic affairs or provost.

Library facility: The physical structure housing a library, or part of a library, as distinct from the collections and equipment it contains, and the personnel who operate and maintain it. A library facility can be stand-alone or a multi-purpose structure of which the library is one of two or more components.

Linking for Learning: The professional guidelines published by the Illinois School Library Media Association. *Linking for Learning* focuses on the integration of information and technology into learning. *Linking for Learning* provides an implementation framework that emphasizes planning and assessment. http://www.islma.org/linkingforlearning.htm

LLSAP: Local Library System Automation Program, a term used by the Illinois State Library to identify library consortia that receive financial support from Illinois library systems.

LMS: Library management system. Multifunction library software that at a minimum tracks information on items owned, items checked out, and patrons, as well as providing a catalog for discovery of items owned. Additional functionality, such as acquisitions or serials management, may be included. Also called an integrated library system (ILS).

Online presence: The appearance of an organization on the World Wide Web.

Operating budget: A combination of known expenses, expected future costs, and forecasted income over the course of a year. Operating activities are those that recur regularly and can be anticipated from year to year. Included as operating expenditures are staff salaries and benefits; books and other media acquired for the library; heating, cooling, and regular cleaning and maintenance of the building; and technology support contracts. For academic, school, and special libraries, some of these expenses may be included in the operating budget of the parent organization and not reflected in the library's budget.

Public library: "A tax-supported public library established by or as a governmental unit that is authorized to levy a tax for library purposes or supports the library at least in part from local tax revenues. Such a library is established by a city, village, incorporated town, township, county or library district under the Illinois Local Library Act [75 ILCS 5], the Village Library Act [75 ILCS 40], Division 5-38 of the Counties Code (Public County Library Service) [55 ILCS 5/Div. 5-38], the Village Library Conversion Act [75 ILCS 45], the Library Property Sale Act [75 ILCS 55], and the Public Library District Act of 1991 [75 ILCS 16]. A

3

library that receives no income from local tax sources but does receive ongoing income from other sources at least sufficient to qualify for per capita grants provided in Section 8.1 of the Act, and provides library service to the residents of a city, village, incorporated town, township or county through contractual agreement, may also be considered a public library." PART 3030 THE ILLINOIS LIBRARY SYSTEM ACT SECTION 3030.110 DEFINITIONS

Resource sharing : "Making the collections of one library available to the patrons of another library efficiently and effectively. Resource sharing encompasses the technical capabilities, staff expertise and policies necessary to achieve that objective. Resource sharing incorporates activities related to automated discovery tools (including bibliographic library databases), collection management, bibliographic description, delivery, interlibrary loan, reciprocal access and reciprocal borrowing. Resource sharing is a core system service." PART 3030 THE ILLINOIS LIBRARY SYSTEM ACT SECTION 3030.110 DEFINITIONS

Resources: A stock or supply of money, materials, staff, and other assets that can be drawn on by a person or organization in order to function effectively.

School library: "The library or libraries of an elementary and/or secondary school district, or private elementary and/or secondary schools under a single governing authority." PART 3030 THE ILLINOIS LIBRARY SYSTEM ACT SECTION 3030.110 DEFINITIONS

School library information specialist: A librarian trained to deliver library services to students in a school library media center on a walk-in basis or at the request of the classroom teacher. In addition to managing daily operations, the library media specialist supports the curriculum through collection development, teaches research and library skills appropriate to grade level, assists students with reading selections appropriate to reading level, helps classroom teachers integrate library services and multimedia materials into instructional programs, establishes standards of behavior for the library, and assists students in developing information-seeking skills and habits needed for lifelong learning. Certification is required in many states. Synonymous with school librarian.

Serving Our Public: *Serving Our Public 3.0: Standards for Illinois Public Libraries, 2014*

SLA: Special Libraries Association

SLA-IL: Special Libraries Association, Illinois chapter

Special library: "A library with a unique collection or specialized services recognized by the Illinois State Library that does not meet the definition of academic, public or school library." PART 3030 THE ILLINOIS LIBRARY SYSTEM ACT SECTION 3030.110 DEFINITIONS

Staff: The entire group of paid employees responsible for the operation and management of a library or library system, including its director, librarians, paraprofessionals, technical assistants, clerical personnel, and pages or student assistants. In academic libraries at institutions that grant librarians faculty status, a distinction is usually made between faculty members and nonfaculty staff. In other types of libraries, a distinction may be made between professionally trained librarians and support staff.

RAILS System Membership Standards Committee
Glossary of terms

Stewardship: "Administration, management, control including [the] responsible use of resources" (*OED Online*, 2005). Stewardship implies mission, responsibility, integrity, trust, accountability, service, and preservation and sustainability for future use.

Trustee: A member of an appointed or elected board responsible for overseeing the growth and development of an organization, including long-range planning and policymaking, public relations, and fundraising. Public library trustees are usually library advocates but may sometimes be political appointees.

Unserved residents: For public libraries: Nonresident "means an individual residing in Illinois who does not have his or her principal residence within a public library service area." PART 3030 THE ILLINOIS LIBRARY SYSTEM ACT SECTION 3030.110 DEFINITIONS

Virtual collection: or digital collection: A special collection with a focus on digital objects that can include text, visual material, audio material, video material, stored as electronic media formats (as opposed to print, microform, or other media), along with means for organizing, storing, and retrieving the files and media contained in the library collection.

Weeding: The removal of materials (books, periodicals, encyclopedias, videos etc.) from a library collection in a planned and systematic way. The deselecting process is an ongoing part of collection development, a deliberate and thoughtful activity that will keep the library current and vital.

5

RAILS System Membership Standards
Proposed Waiver Process
Discussion DRAFT

Libraries that do not meet RAILS core system membership standards may use the waiver process to present documentation that states the reason that prevents the library from meeting the standard.

The RAILS Membership Development and Resource Sharing Department will work directly with the library and board (if needed) to meet the standards within two years.

The RAILS Board will make the final decision regarding the standards waiver.

Components of waiver process:

- Documentation from library board requesting waiver stating reason the library is unable to meet the standard (s)
- Site visit from RAILS library staff (required)
- The library will work with RAILS staff throughout the process to develop a plan (including timeline and budget) to meet the standard if recommended by RAILS staff or requested by the RAILS Board.
- The RAILS Board will make the final decision regarding the standard waiver.

In some cases, the library may not be able to meet the standard within two years and the standard may be waived.

Examples include:

- community fiscal crisis
- natural disaster
- unplanned library leadership changes or
- unforeseen emergency expenses

Communities have varying needs and libraries use different strategies to meet these needs. Local library boards may make decisions that are in the best interest of the community served but do not meet a certain standard.

Examples of circumstances that will not be waived include:

- Disproportionate cut to the library funding
- Failure to comply with Illinois library laws or accrediting agency reporting requirements
- Failure to comply with reporting requirements

RAILS System Membership Standards Waiver Examples—DRAFT

Library	Population Served/FTE	Operating Budget	RAILS System Membership Standard-Core	Category	Need for Waiver / Standards Issue	Documented reason from Library Board requesting standard waiver
Elsie Hughes Public Library	89,078	$4,106,678.00	A minimum of 8% of the library's operating budget is spent on collections and content.	Content/Collections	Library spends 7% on collections	Library board decision to focus part of collection budget on expanding services to immigrant population, which is the majority of community
John Bates Public Library District	1,946	$44,875.00	The library has an online catalog available to customers.	Content/collections	Library has online catalog but it is not available for customer use—only staff	Library will develop a plan with timeline with support of RAILS staff to join automation group through RAILS grant program
Earl of Grantham Library	223	$8,140.00	Public Libraries that serve populations under 2,000 are open at least 15 hours a week.	Facilities	Current library budget cannot support additional hours for staff	Library will develop a plan with timeline with support of RAILS staff to advocate for additional funds from local government and board fundraising strategies
Dowager Countess Violet Free Public Library	19,288	$410,175.00	Public libraries with populations over 15,000 are required to have a library director with an MLS	Professional Leadership & Training	Current library director does not have MLS	Library director will complete webinar and in-person training available from RAILS within two years

Content/ Collections

The content/collections standard ensures that libraries offer a wide range of materials in multiple formats that are current, accessible, and relevant to community needs. Libraries that meet these core standards have relevant collection development policies and fully participate in resource sharing.

Core	Accomplished	Exemplary
1. A minimum of 8% of the library's operating budget is spent on collections and content.	1. A minimum of 12% of the library's operating budget is spent on collections and content.	1. A minimum of 16% of the library's operating budget is spent on collections and content.
2. The collection provides materials in a variety of formats, including electronic, for all ages and abilities served by the library.	2. The library makes ~~virtual~~ digital collections available to library customers. (examples: ebooks, databases)	2. The library uses statistical tools to assist in collection development and management.
3. The library conducts ongoing evaluation and weeding of the collection.		3. ~~The library is an early adopter of innovative content delivery and shares strategies with others in the system and state.~~
4. The library participates in resource sharing by making collections discoverable and available to other Illinois library system members.		~~4.~~3. The library provides access to unique materials such as local history, digital collections, and customer-created content.
5. The library has ~~written~~ formal policies on intellectual freedom, circulation/borrowing/use of materials, and collection development and management.		~~5.~~4. The library offers mobile access to discovery methods for the collections.
6. The library abides by the Illinois Library Laws & Rules, ILLINET Interlibrary Loan Code, ALA Interlibrary Loan Code for the United States, and the RAILS Resource Sharing Plan.		
7. The library has an online catalog available to customers.		

Customers

This standard requires that libraries provide timely and reliable service
to all users with policies that support equitable access and routine evaluation of service.

Core	Accomplished	Exemplary
1. The library or its parent organization has ~~a customer service~~ polic~~ies~~y that ensures consistent, courteous, and equitable customer service. 2. The library or its parent organization, has ~~a~~ polic~~ies~~y that ensures reasonable accommodations are made to provide access to its collections and services to persons with disabilities, and that meets relevant requirements of the Americans with Disabilities Act. 3. The library uses processes to regularly gather input from the community on customer service needs and customer satisfaction with library services. (examples: suggestion box or board, surveys)	1. The library has an online presence to serve customers (examples: Facebook page, website). 2. Customers have access to computers, internet, Wi-Fi, and other relevant technologies. 3. The library uses strategies to attract new customers. ~~(i.e. strategic plan or programs).~~ 4. The library uses online and in-person processes to regularly gather input from the community on customer service needs and customer satisfaction with library services. 5. The library provides outreach services for customers who are unable to visit the library in person. (examples: homebound delivery, visits to schools, nursing homes, day care centers; partnering with cultural community organizations, embedded librarians).	1. ~~The library uses processes to gather targeted customer feedback about library services and shares information received with the governing authority and community served.~~ 2. The library provides self-service options for customers. (examples: self check-out, hold pick up, web-based options)

Facilities

The facilities standard provides that a library is located in a facility that is designed for library purposes, follows all applicable codes, and is responsive to the needs of its customers.

Core

1. The facility is designed for efficiency and comfort and to encourage extensive use.

2.1. Given possible restraints related to facility age and design, the library facility provides sufficient, clean physical space that is safe and secure with appropriate furnishings and equipment and convenient hours for all types of users.

3.2. To the best of the knowledge of the library administrator the facility is compliant with all applicable local, state, and federal requirements.

4.3. The facility provides Internet access.

5.4. The library is open at least 15 hours per week.

PUBLICS ONLY:
Minimum Hours Open Requirement
(per typical week, Labor Day to Memorial Day)
(agency wide—If the library has multiple branches, figure from earliest opening time to latest closing time across all branches.)

Population Size	Number of Hours	Number of Days	Portion of Day
Under 2,000	15	not specified	including some evening and weekend hours
2,001–4,999	20	not specified	including some evening and weekend hours
5,000–9,999	30	not specified	including some evening and weekend hours
10,000–14,999	40	5	including some evening and weekend hours
15,000–24,999	50	5	including some evening and weekend hours
25,000–49,999	59	6	including some morning, afternoon, evening and weekend hours
50,000 and over	63	6	including some morning, afternoon, evening and weekend hours

Facilities

~~To qualify for system membership, libraries must meet the membership standards established by the system board.~~

Accomplished	Exemplary
1. The facility provides meeting space for the community it serves, if applicable. 2. The facility provides the right amount and type of space to meet the provisions of its long-range/strategic plan. 3. The organization develops a plan and annual budget for the maintenance of buildings and grounds and asset replacement. 4. The organization has a capital budget for facility upgrades. 5. The facility provides free Wi-Fi. 6. The organization has an emergency preparedness plan.	1. The facility provides flexible space for creative and collaborative activities and work. 2. The facility provides enough space for multiple programs to occur simultaneously. 3. Innovative technologies are available to use and borrow. 4. The library may provide services at multiple locations to serve a diverse or widespread population, or take services where needed to enhance convenience to customers. 5. The organization is environmentally conscious and undertakes activities such as recycling, energy audits, and the purchase of green supplies.

Funding

<mark>The funding standard requires that a library practice responsible budgeting which supports the services and resources required by its customers.</mark>

Core	Accomplished	Exemplary
1. The library budget provides appropriate financial support for the library to meet other relevant system membership standards at the core level. 2. The library practices good stewardship and is accountable to its funders through regular budget monitoring, evaluation, and reporting. 3. The library has adequate, dedicated funding to provide services and resources that meet the reasonable expectations of library customers. 4. The library has a~~n written~~ annual budget approved by the governing authority. 5. ~~A community without public library service investigates affiliation with an existing library before establishing a new library.~~ 6. ~~Established libraries contact surrounding or nearby communities without public library service for expansion of services to unserved residents.~~	1. The library budget provides appropriate financial support for the library to meet other relevant system membership standards at the accomplished level. 2. The library seeks out and applies for additional revenue through grants and fundraising. <mark>Public Libraries only:</mark> 3. The library has a reserve fund and regularly adds to the reserve as possible if allowed by its funding agency. 4. ~~The library has a long-range or strategic plan that includes goals for gaining alternative revenues.~~	1. The library budget provides appropriate financial support for the library to meet other relevant system membership standards at the exemplary level. 2. <mark>When appropriate, the library has a long-range or strategic plan that includes goals for gaining alternative revenues.</mark> School and Special Libraries 3. School and special librarians define the budgetary needs and manage the annual program budget to maximize impact. 4. Funding supports a collection of resources in multiple formats and access to resources outside the school/special library. 5. Funding ensures upgrades of resources, equipment, and facilities. 6. School and special librarians regularly consult with administrators about budgetary needs and are proactive in seeking additional funding sources for library program enhancements.

Professional Leadership & Training

The professional leadership and training standard sets specific educational benchmarks based on population size or library type for the library director. These requirements ensure a minimum understanding of core library principles.

Core
At the date of implementation of these standards, all incumbent library directors will be considered in compliance with this standard.   1. Library staff are trained in the library's mission, services, and policies.   2. The library has a permanent paid library administrator who meets the qualifications for its population group or library type.   3. A first-time library administrator has two years after starting a job to be compliant with this standard come certified through system training or Directors University. (Directors University applies only to public libraries)   3.4. Experienced directors attend 6 hours have access to advanced of training on an annual basis.

Public libraries	
Criteria	Required training
Population Under 15,000	Provided by system (list of topics below)
	Years of service and education formula
	Experienced directors are required to take advanced or refresher courses
Population Over 15,000	MLS degree
	First time directors are required to complete training in certain topics
	Experienced directors are required to take advanced or refresher courses

School libraries
1. Valid Illinois teaching certificate.
2. Meets current library information specialist certification standards of the Illinois State Board of Education (one library information specialist per district.)

Academic, public and special libraries
1. Library adminstrator has an MLS degree or meets the requirements of the accrediting body or professional association standards, where applicable.

Special libraries
1. Meets the requirements of an accrediting body or professional association standards, where applicable.

Training Topics
underlined items are required
*included in Directors University curriculum

- budgeting and finance*
- cataloging
- collection development
- communications
- fundamentals of library science
- history of Illinois library systems*
- human resources training or access to human resource department or expertise*

- Illinois Library Laws*
- intellectual freedom
- management
- reference and information services
- resource sharing
- technology
- teamwork

Professional Leadership & Training

Accomplished	Exemplary
1. The library administrator's performance is evaluated at least annually by the appropriate body or individual.	1. Librarians share knowledge and attend networking events.
2. Each management staff member (as defined by the library's organizational chart) attends six continuing education hours annually. ~~Each trustee attends four hours of continuing education annually.~~	2. Each management staff member (as defined by the library's organization chart) attends twelve hours of continuing education annually.
3. The library has a continuing education budget for staff and trustees.	PUBLICS ONLY:
4. The library has a strategic plan and implements it.	3. The public library meets the "advanced" staffing level in *Serving Our Public*.
PUBLICS ONLY: 5. The public library meets the "established" staffing level in *Serving Our Public*.	4. ~~Each management staff member (as defined by the library's organization chart) attends twelve hours of continuing education annually.~~ Each trustee attends four hours of continuing education annually. (board development at regular board meetings, RAILS Trustee Short Takes, Trustee Academy, ILA conferences or events, legislative meetings, etc.)
6. The public library has staff trained in adult, children's, teen, and senior services.	
7. The public library board of trustees follows written bylaws and evaluates their performance as a board annually.	SCHOOLS ONLY:
8. Each member of the board of trustees attends two continuing education hours annually, virtually or in person. (board development topics including per capita grant chapters at regular board meetings, RAILS Trustee Short Takes, Trustee Academy, ILA conferences or events, legislative meetings, etc.)	5. At least one school librarian employed by the district meets the "exemplary" criteria in the current edition of *Linking for Learning: ~~The Illinois School Library Media Program Guidelines.~~*
SCHOOLS ONLY:	6. The school has an "effective school library program" as defined by the American Association of School Librarians (AASL).
9. At least one school librarian employed by a district meets the "accomplished" criteria in the current version of *Linking for Learning:*	7. Management staff members attend training such as networking meetings, workshops, etc.
10. The school library provides training opportunities to library staff.	8. The school librarian's performance is evaluated per the district schedule.
11. The school librarian meets the performance requirements of their district or institution.	
12. The school librarian's performance is evaluated per the district schedule.	