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Reaching Across Illinois Library System

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TO: **RAILS Board of Directors**

FROM: **Deirdre Brennan**

SUBJECT: **System Membership Standards next steps**

Kathy Parker, chair of the system membership standards committee, and I met with Greg McCormick when we were in Springfield to discuss the proposed system membership standards and next steps. In addition to concerns, we discussed the many benefits that standards will bring to libraries in Illinois, and he noted that the majority of the proposed standards do not present any concerns. Those that do present concerns, as well as other issues, are as follows:

Waiver process: for libraries that do not meet core standard(s), libraries will be able to request a waiver. We will need to have an advisory or oversight entity that is independent and composed of multiple stakeholders, including the state library, RAILS board, and member libraries, to ensure there is objectivity and consistency in the enforcement of standards going forward.

Recordkeeping and compliance: since this is a new program, we do not know how much time record keeping will take. We will be depending on libraries to accurately self-report, as they do for certification and per capita grants, for core standards only.

Collection %: we are proposing an expanded definition of collection that takes into account expenditures on consortial membership, interlibrary loan and bibliographic utilities as we believe they are major components in expanding access to resources for library users. Since we don't want to cause confusion with the state/federal definition of collection, we will ask an additional question to capture the needed information.

Online catalog requirement: how many libraries don't meet this standard?

Internet access requirement: how many libraries don't meet this standard?

Greg reminded us of the requirement in the administrative code – 23 Ill. Adm. Code 3030.200 (a) (2) (N) – that by March 2022 every library will be required to evaluate and report to the system regarding the library's plans to provide and maintain access to its new acquisitions via an LLSAP or a shared bibliographic database if it is not already doing so. We may be able to build on this requirement for online catalog and internet access standards.

Hours open: how many libraries don't meet the proposed standard?

2 year time limit for training for new directors: is it enough?

We agreed that the only way we will find out the answers to some of the above questions is to do a thorough assessment of where libraries stand on these and other proposed standards. Again, we agreed that while there are concerns, there are also standards that do not present concerns and that there are potential benefits to the establishment of system membership standards.

Therefore, I am asking the board to release the proposed standards as they are written in the packet for data collection.

Suggested motion: the RAILS board release the proposed system membership standards for data collection and direct RAILS staff to work with the state library to determine the best way to collect accurate and complete data from all RAILS member libraries to determine where libraries stand on the standards, and that the board will review the results of the data collection no later than May of 2019 to determine what additional changes may need to be made.

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. 2. The collection provides materials in a variety of formats, including electronic, for all ages and abilities served by the library. 3. The library conducts ongoing evaluation and weeding of the collection. 4. The library participates in resource sharing by making collections discoverable and available to other Illinois library system members. 5. The library has formal policies on intellectual freedom, circulation/borrowing/use of materials, and collection development and management. 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.	1. A minimum of 12% of the library's operating budget is spent on collections and content. 2. The library makes digital collections available to library customers. (examples: ebooks, databases)	1. A minimum of 16% of the library's operating budget is spent on collections and content. 2. The library uses statistical tools to assist in collection development and management. 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

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 policies that ensure consistent, courteous, and equitable customer service. 2. The library, or its parent organization, has policies that ensure reasonable accommodations are made to provide access to its collections and services to persons with disabilities, and that it 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. 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 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. 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.

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

3. The facility provides Internet access.

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

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

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

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 an annual budget approved by the governing authority.	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. PUBLICS ONLY: 3. The library has a reserve fund and regularly adds to the reserve as possible if allowed by its funding agency.	1. The library budget provides appropriate financial support for the library to meet other relevant system membership standards at the exemplary level. 2. When appropriate, the library has a long-range or strategic plan that includes goals for gaining alternative revenues. SCHOOLS & SPECIALS ONLY: 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 through system training or Directors University. (Directors University applies only to public libraries) 4. Experienced directors attend 6 hours of training on an annual basis.

Public libraries	
Criteria	Required training
Population Under 15,000	Provided by system (list of topics below)
Population Over 15,000	MLS degree

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 administrator has an MLS degree or meets the requirements of the 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. 2. Each management staff member (as defined by the library's organizational chart) attends six continuing education hours annually. 3. The library has a continuing education budget for staff and trustees. 4. The library has a strategic plan and implements it. PUBLICS ONLY: 5. The public library meets the "established" staffing level in *Serving Our Public*. 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. 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.) SCHOOLS ONLY: 9. At least one school librarian employed by a district meets the "accomplished" criteria in the current version of *Linking for Learning:* 10. The school library provides training opportunities to library staff. 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.	1. Librarians share knowledge and attend networking events. 2. Each management staff member (as defined by the library's organization chart) attends twelve hours of continuing education annually. PUBLICS ONLY: 3. The public library meets the "advanced" staffing level in *Serving Our Public*. 4. 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.) SCHOOLS ONLY: 5. At least one school librarian employed by the district meets the "exemplary" criteria in the current edition of *Linking for Learning* 6. The school has an "effective school library program" as defined by the American Association of School Librarians (AASL). 7. Management staff members attend training such as networking meetings, workshops, etc. 8. The school librarian's performance is evaluated per the district schedule.