



**Normal Public Library—Board of Trustees
Meeting Agenda**

**October 15, 2025 at 6 p.m.
Normal Public Library, 206 W College Ave, Board Room 018**

1. Review of the Agenda: Corrections or Additions
2. President's Report
3. Public Comment
4. Committee and Liaison Reports [Foundation; Library Advocacy; Library Planning]
5. Library Director's Report
6. Omnibus Vote Agenda
(All items under the Omnibus Vote Agenda are considered to be routine in nature and will be enacted by one motion. There will be no separate discussions of these items unless a Board Member so requests, in which event, the item will be removed from the Omnibus Vote Agenda and considered as the first item after approval of the Omnibus Vote Agenda.)
 - a. Approval of the Minutes of the Regular Board Meeting of September 17, 2025
 - b. Approval of Normal Public Library Expenditures for Payment as of October 9, 2025
7. Items Removed from The Omnibus Vote Agenda
8. New Business
 - a. Approve Electronic Meetings Policy
 - b. Approve Photography and Video Recording Policy
 - c. Review Partial Requirements of Per Capita Grant (Discussion)
 - d. Library Tour
9. Unfinished Business
 - a. Strategic Planning Discussion
10. Suggested Items for the Next Agenda
11. Board Comments and Concerns
12. Next Meeting Date: November 19, 2025
13. Adjournment

Final vote or action may be taken at the meeting on any agenda item subject matter listed above, unless the agenda line item specifically state otherwise.

**Minutes of the Board of Trustees
Normal Public Library
September 17, 2025**

Call to order: A regular meeting of the Board of Trustees of the Normal Public Library was held in Board Room 018, Normal Public Library, Normal, Illinois on Wednesday, September 17, 2025. The meeting convened at 6:00 pm, President Beth Robb, presiding.

Members Present: Beth Robb, President, Katelyn Trunnell, Vice-president, Erin Ripley-Gataric, Secretary, Lynda Lane, Treasurer, Terry Lindberg, Susan Lash

Members Participating via Phone: David Sye

Members Absent: None

Library Staff Present: John Fischer, Library Director, Jennifer Williams

NPL Foundation Liaison: Michelle Freeman

Town of Normal Staff Present: None

Community Members Present: None

Ms Lane moved to allow Mr Sye to participate via phone. Ms Lash seconded the motion.

1. Beth Robb: Yes
2. Katelyn Trunnell: Yes
3. Erin Ripley-Gataric: Yes
4. Lynda Lane: Yes
5. Terry Lindberg: Yes
6. Susan Lash: Yes

1. **Review of the Agenda:** No corrections or additions
2. **President's Report:** Ms. Robb complimented the Ribbon Cutting ceremony yesterday. The Board shared appreciation for staff effort and community attendance.
3. **Public Comment:** None
4. **Committee and Liaison Reports [Foundation; Library Advocacy; Library Planning]:**

Foundation: The foundation is currently in a building phase. Discussion with Foundation President to follow.

Library Advocacy: Excellent turnout from local and state elected officials. Ms. Robb spoke with Speaker Welch. Mr. Lindberg spoke to many Town representatives.

Library Planning: Meeting was cancelled. October meeting to be scheduled.

5. **Library Director's Report:** Mr. Fischer presented the items in his report.

6. OMNIBUS VOTE AGENDA

- A. Approval of the Minutes of the Regular Board Meeting of August 20, 2025

- B. Report to Receive and File Normal Public Library Expenditures for Payment, including \$191,934.26 for two payrolls, and \$533,618.88 for expenditures as of September 11, 2025.
- C. Approval of Holiday and Closed Schedule 2026

Ms. Lane moved to approve the Omnibus Vote agenda, Ms. Trunnell seconded.

Motion passed 7-0.

- 1. Beth Robb: Yes
- 2. Katelyn Trunnell: Yes
- 3. Erin Ripley-Gataric: Yes
- 4. Lynda Lane: Yes
- 5. Terry Lindberg: Yes
- 6. Susan Lash: Yes
- 7. David Sye: Yes

7. ITEMS REMOVED FROM THE OMNIBUS VOTE AGENDA

No items were removed.

8. NEW BUSINESS

- A. NPL Foundation Discussion (Michelle Freeman)
- B. Approval of FY2027 Budget and associated Tax Levy Letter to Town of Normal (Action)

Ms. Lane moved to approve the FY 2027 Budget and associated Tax Levy Letter to the Town of Normal Mayor as edited. Ms. Trunnell seconded.

- 1. Beth Robb: Yes
- 2. Katelyn Trunnell: Yes
- 3. Erin Ripley-Gataric: Yes
- 4. Lynda Lane: Yes
- 5. Terry Lindberg: Yes
- 6. Susan Lash: Yes
- 7. David Sye: Yes

- C. Review Partial Requirements of Per Capita Grant (Discussion)
- D. Executive Session: [5 ILCS 120/2(c)(21)] Six-Month Review of Executive Session Minutes
 - 1. Ms. Lane moved to enter executive session. Ms. Trunnell seconded.
Beth Robb: Yes
 - 2. Katelyn Trunnell: Yes
 - 3. Erin Ripley-Gataric: Yes
 - 4. Lynda Lane: Yes
 - 5. Terry Lindberg: Yes
 - 6. Susan Lash: Yes
 - 7. David Sye: Yes
- E. Review and Approve Executive Session Minutes, to Release Certain Executive Session Minutes, and to Retain Confidentiality for Certain Executive Session Minutes

Mr. Lindberg moved to approve but not release and to retain confidential executive session minutes. Ms. Lane seconded the motion.

1. Beth Robb: Yes
2. Katelyn Trunnell: Yes
3. Erin Ripley-Gataric: Yes
4. Lynda Lane: Yes
5. Terry Lindberg: Yes
6. Susan Lash: Yes
7. David Sye: Yes

- F. Authorize the disposal of the verbatim record of Executive Session meetings dated prior to September 2023.

Ms. Lane moved to authorize the disposal of the verbatim records dated prior to September 2023. Ms. Lash seconded.

1. Beth Robb: Yes
2. Katelyn Trunnell: Yes
3. Erin Ripley-Gataric: Yes
4. Lynda Lane: Yes
5. Terry Lindberg: Yes
6. Susan Lash: Yes
7. David Sye: Yes

9. UNFINISHED BUSINESS

A. Strategic Planning Discussion

10. SUGGESTED ITEMS FOR THE NEXT AGENDA

A. Strategic Planning Discussion (continued)

11. Board comments or concerns: none

12. Next Meeting Date: October 15, 2025

13. Adjournment

Ms. Lane moved to adjourn the meeting, Ms. Trunnell seconded.

1. Beth Robb: Yes
2. Katelyn Trunnell: Yes
3. Erin Ripley-Gataric: Yes
4. Lynda Lane: Yes
5. Terry Lindberg: Yes
6. Susan Lash: Yes
7. David Sye: Yes

Meeting adjourned at 7:42 pm.

Secretary

Date

**Director's Report
October 15, 2025**

1. Monthly Financial Report

- **Revenue:** The reporting dashboard provided by Town administration was not available at the time of this report.
- **Expenses:** A report showing expenses totaling \$92,331.79 from September 12 to October 9 is included in this packet. There are two payrolls (September 26 and October 10) totaling \$194,739.69.
- **Budget:** Budget meetings continue through October and November. The library levy will be subject for approval at Town Council in December.

2. Circulation

- Total circulation for September was 51,884, an increase of 113% from September 2024.

3. Capital Projects

- **Renovation:** There are still small but significant items being delivered and a repair to drywall on the second floor as wrap up for the renovation project.
- **Roof update:** Work on the roof continues along the east side with the south roof prepped to receive metal sheeting. There have been no major surprises along the way. Rain has held up work on several occasions. Final roof completion is due in November.
- Two exterior doors have been replaced (not part of the renovation project); our west door and the double doors in the sub-basement. These will be highlighted on tonight's tour.
- Otto-Baum completed work on the north planters. Some touch up flashing has yet to be completed for the new drainage.

4. Library Planning Committee

- The next Library Planning Committee is still TBD.

5. Illinois Library Association Conference

- The ILA Conference is this week with the final day on Thursday. I plan to attend on Thursday. Three other library staff are attending the conference.

6. Town Leadership/Department Head Retreat

- The annual Department Head Retreat for the Town of Normal is in November. I plan on attending.

7. Public Library Standards

- Each month we will review chapters of the Illinois Public Library Standards in preparation of our Per Capita Grant Application in January 2026. We have several standards for review on this agenda.

8. Events

- The library staff have been offering events in all of our spaces including Tinker Studio!
- Upcoming events worth noting: Undercover with Detectives Hopps and Wilde (10/18), An Inside Look (10/20), Cottagecore (10/22), Illinois State University World Language Program (10/23), Recipe Rotisserie (11/2), and voting for the Great Pumpkin Contest is open now until October 31!
- Thank you to Normal Public Library Foundation for continuing to support Itsy Arts, 1,000 Books Before Kindergarten, Lunchtime Yoga, our Tiny Book Concerts, and so many more programs!

Report to Receive and File Town of Normal Expenditures for Payment as of 09/12/2025-10/09/2025

Library Fund

<u>Vendor Name</u>	<u>Payment Description</u>	<u>Transaction Amount</u>
ILLINOIS DEPARTMENT OF REVENUE	SALES TAX PAYMENT	2.00
US BANK/P-CARD	ADULT RDG PRIZES-(1) \$25	25.00
US BANK/P-CARD	ADULT RDNG CHALLENGE-STIC	155.50
US BANK/P-CARD	SUMMER RDG PRIZES-(12) \$1	120.00
US BANK/P-CARD	SUMMER RDG PRIZES-(3) \$10	30.00
US BANK/P-CARD	SUMMER RDG PRIZES-(4) \$10	111.29
US BANK/P-CARD	SUMMER RDG PRIZES-(6) \$10	60.00
US BANK/P-CARD	SUMMER RDG PRIZES-(8) \$10	80.00
US BANK/P-CARD	SUMMER RDG PRIZES-(9) \$10	90.00
Library Fund	Total	673.79

Library Fund Library Administration

<u>Vendor Name</u>	<u>Payment Description</u>	<u>Transaction Amount</u>
66DEGREES, LLC	ANNUAL GW BUS RENEWAL	6,329.72
AMERENIP	JUL 25 UTILITIES	605.07
BAKER & TAYLOR COMPANIES	ADULT BOOKS	1,878.28
BAKER & TAYLOR COMPANIES	CHILDREN'S BOOKS	992.51
BAKER & TAYLOR COMPANIES	YOUNG ADULT BOOKS	375.85
BAKER & TAYLOR CONTINUATION	ADULT BOOKS	190.84
BARNES & NOBLE INC	YOUNG ADULT BOOKS	94.40
BOUND TO STAY BOUND BOOKS INC	CHILDREN'S BOOKS	432.19
BRODART COMPANY	CATALOG/PROCESSING SUPPLY	359.16
CENGAGE LEARNING INC	ADULT BOOKS	894.72
CENTER POINT LARGE PRINT	ADULT BOOKS	248.61
CIRBN, LLC	INTERNET SERVICE MONTHLY	76.08
COUNCIL - COMM & ECONOMIC RESEARCH	ADULT BOOKS	190.00
DELL MARKETING LP	MONITOR SOUNDBAR	39.93
DIRECT ENERGY SERVICES LLC	JUN 25 UTILITIES	4,514.89
EBSCO SUBSCRIPTION SERVICES	PUBLIC ACCESS SOFTWARE	4,984.00
ELM USA INC	RETURNED PARTS	-61.11
FRONTIER	MONTHLY PHONE BILL	127.92
GREY HOUSE PUBLISHING	PUBLIC ACCESS SOFTWARE	2,595.00
HANNAH MESOUANI	INCLUSION CONSULTING	450.00
KANOPY INC	DIGITAL CONTENT	260.00
MCLEAN COUNTY GLASS	DOOR MAINT SERVICE	90.00
MCLEAN COUNTY GLASS	PUBLIC ENTRANCE REPAIR	120.00
MENARDS	OPERATING SUPPLIES	24.66

Report to Receive and File Town of Normal Expenditures for Payment as of 09/12/2025-10/09/2025

<u>Vendor Name</u>	<u>Payment Description</u>	<u>Transaction Amount</u>
MIDWEST TAPE	DIGITAL CONTENT	8,309.31
OVERDRIVE, INC	DIGITAL CONTENT	1,235.66
PLAYAWAY PRODUCTS LLC	AUDIOBOOKS	326.94
RAINBOW BOOK COMPANY	CHILDREN'S BOOKS	235.39
Randi Sutter	REIMB/RANDI S. SPEC.PROG.	37.47
REACHING ACROSS IL LIBRARY SYSTEM	PUBLIC ACCESS SOFTWARE	2,500.00
RON SMITH PRINTING CO INC	ENVELOPES	490.00
SCHOLASTIC LIBRARY PUBLISHING	PUBLIC ACCESS SOFTWARE	3,461.00
SUFFOLK COOPERATIVE LIBRARY SYSTEM	DUES-SLI ANNUAL MEMBERSHP	200.00
TRANSPARENT LANGUAGE INC.	PUBLIC ACCESS SOFTWARE	2,268.00
UNIQUE MANAGEMENT SERVICES INC	AUG PLACEMENTS	53.75
US BANK/P-CARD	ADVERTISING-CHAMBER COMME	200.00
US BANK/P-CARD	ADVERTISING-GIVEAWAYS-GRA	1,382.16
US BANK/P-CARD	ADVERTISING-GIVEAWAYS-OUT	856.91
US BANK/P-CARD	AV-DIG.MEDIA-(1) VIDEO GA	61.94
US BANK/P-CARD	AV-DIG.MEDIA-(6) VIDEO GA	315.84
US BANK/P-CARD	BOOKS ADULT-(1) LOCAL AUT	11.37
US BANK/P-CARD	BOOKS ADULT-(1) PATRON RE	65.09
US BANK/P-CARD	BOOKS ADULT-(2) BOOK CLUB	63.74
US BANK/P-CARD	BOOKS ADULT-(3) PATRON RE	43.95
US BANK/P-CARD	BOOKS ADULT-(7) PATRON RE	117.50
US BANK/P-CARD	BOOKS ADULT-(8) PATRON RE	131.72
US BANK/P-CARD	CONTRACTUAL-ANNUAL NPL PL	1,200.00
US BANK/P-CARD	DVDS-(1) MOVIE	12.99
US BANK/P-CARD	DVDS-(1) MOVIE (1) TV SH	45.37
US BANK/P-CARD	DVDS-(1) REPLACEMENT	36.30
US BANK/P-CARD	DVDS-(15) MOVIES (2) TV	317.17
US BANK/P-CARD	DVDS-(2) MOVIES	63.96
US BANK/P-CARD	DVDS-(2) TV SHOWS	51.95
US BANK/P-CARD	DVDS-(2); AV-DIG. MEDIA-(89.91
US BANK/P-CARD	DVDS-(4) PATRON REQ.	79.96
US BANK/P-CARD	DVDS-(7) MOVIES	117.71
US BANK/P-CARD	FACILITIES-(12) TOILET PA	31.41
US BANK/P-CARD	FACILITIES-(120) DUSTING	33.30
US BANK/P-CARD	FACILITIES-(16) PAPER TOW	34.49
US BANK/P-CARD	FACILITIES-(4) FOAM HAND	107.06
US BANK/P-CARD	FACILITIES-(4) WALL CLOCK	119.92
US BANK/P-CARD	FACILITIES-(6) PAPER TOWE	64.34

Report to Receive and File Town of Normal Expenditures for Payment as of 09/12/2025-10/09/2025

<u>Vendor Name</u>	<u>Payment Description</u>	<u>Transaction Amount</u>
US BANK/P-CARD	FACILITIES-DEPOSIT-(8) BL	2,087.50
US BANK/P-CARD	FACILITIES-WATER FILTER	76.61
US BANK/P-CARD	OP.SUPPLIES & SPEC.PROG-A	90.77
US BANK/P-CARD	OP.SUPPLIES & SPEC.PROG-S	44.98
US BANK/P-CARD	OP.SUPPLIES-(1) DIG SCALE	14.20
US BANK/P-CARD	OP.SUPPLIES-(100) CASH EN	13.99
US BANK/P-CARD	OP.SUPPLIES-(118) COIN WR	12.34
US BANK/P-CARD	OP.SUPPLIES-(12) MAGNETIC	23.75
US BANK/P-CARD	OP.SUPPLIES-(2) 3D PRINTI	52.00
US BANK/P-CARD	OP.SUPPLIES-(2) SURGE PRO	39.59
US BANK/P-CARD	OP.SUPPLIES-(300) POSTAGE	29.41
US BANK/P-CARD	OP.SUPPLIES-(44) STAFF FO	37.59
US BANK/P-CARD	OP.SUPPLIES-(5) STAFF FOB	8.30
US BANK/P-CARD	OP.SUPPLIES-(6) STAPLERS	17.88
US BANK/P-CARD	OP.SUPPLIES-3D PRINTING F	28.00
US BANK/P-CARD	OP.SUPPLIES-ART CENTER-BI	6.92
US BANK/P-CARD	OP.SUPPLIES-ART CENTER-FA	3.00
US BANK/P-CARD	OP.SUPPLIES-ART CENTER-PA	40.32
US BANK/P-CARD	OP.SUPPLIES-ASTD. COIN WR	16.18
US BANK/P-CARD	OP.SUPPLIES-CRICUT BLANKS	26.72
US BANK/P-CARD	OP.SUPPLIES-DESK ORGANIZE	91.04
US BANK/P-CARD	OP.SUPPLIES-DOORBELL BAT	19.68
US BANK/P-CARD	OP.SUPPLIES-MAGNET STRIP	32.41
US BANK/P-CARD	OP.SUPPLIES-MAKERSPACE ST	59.92
US BANK/P-CARD	OP.SUPPLIES-MARKERS (256)	53.99
US BANK/P-CARD	OP.SUPPLIES-PRINTABLE WAR	13.93
US BANK/P-CARD	OP.SUPPLIES-SCISSORS	6.48
US BANK/P-CARD	OP.SUPPLIES-STEP STOOL	29.49
US BANK/P-CARD	PERIODICALS-CHICAGO TRIB	87.75
US BANK/P-CARD	POSTAGE-(1) PKG-ELM USA P	10.50
US BANK/P-CARD	PRINTING-FONTS LICENSES	31.50
US BANK/P-CARD	PUBLIC ACCESS-MUSIC STREA	1,162.38
US BANK/P-CARD	REFUND-OP.SUPPLIES-(12) M	-23.75
US BANK/P-CARD	REFUND-SALES TAX-PLANT IN	-53.99
US BANK/P-CARD	SEPT. 16 GRAND REOPENING	254.32
US BANK/P-CARD	SPEC.PROG-ADULT DIY-SUNFL	173.16
US BANK/P-CARD	SPEC.PROG-ADULT DIY; OP.S	75.14
US BANK/P-CARD	SPEC.PROG-ADULT ONE TIME-	82.78

Report to Receive and File Town of Normal Expenditures for Payment as of 09/12/2025-10/09/2025

<u>Vendor Name</u>	<u>Payment Description</u>	<u>Transaction Amount</u>
US BANK/P-CARD	SPEC.PROG-ART SPARKS-PAPE	59.24
US BANK/P-CARD	SPEC.PROG-CHILDREN'S-ART	14.87
US BANK/P-CARD	SPEC.PROG-CODE CLUB-SNACK	33.87
US BANK/P-CARD	SPEC.PROG-DAY OF PLAY-JUM	135.31
US BANK/P-CARD	SPEC.PROG-DAY OF PLAY-STI	44.24
US BANK/P-CARD	SPEC.PROG-LIB.CARD PHOTO	9.49
US BANK/P-CARD	SPEC.PROG-STORYTIME-CUPS	25.22
US BANK/P-CARD	SPEC.PROG-TINY CHEFS-SNAC	11.44
US BANK/P-CARD	TRAVEL-JU CONF. LODGING 8	868.50
US BANK/P-CARD	TRAVEL-MR ILA REGISTRATIO	280.00
US BANK/P-CARD	TRAVEL-TRAINING-CENTRAL I	25.45
VERIZON WIRELESS	7/26-8/28 WIRELESS PHONES	247.60
WALMART COMMUNITY BRC	SPECIAL PROG, DVDS	474.95
WALMART COMMUNITY BRC	SUPPLIES, SPCL PROG, DVDS	449.13
WATTS COPY SYSTEMS, INC.	STAFF PRINTS	120.64
Library Fund	Library Administration Total	58,163.03

Library Replacement Fund Library Administration

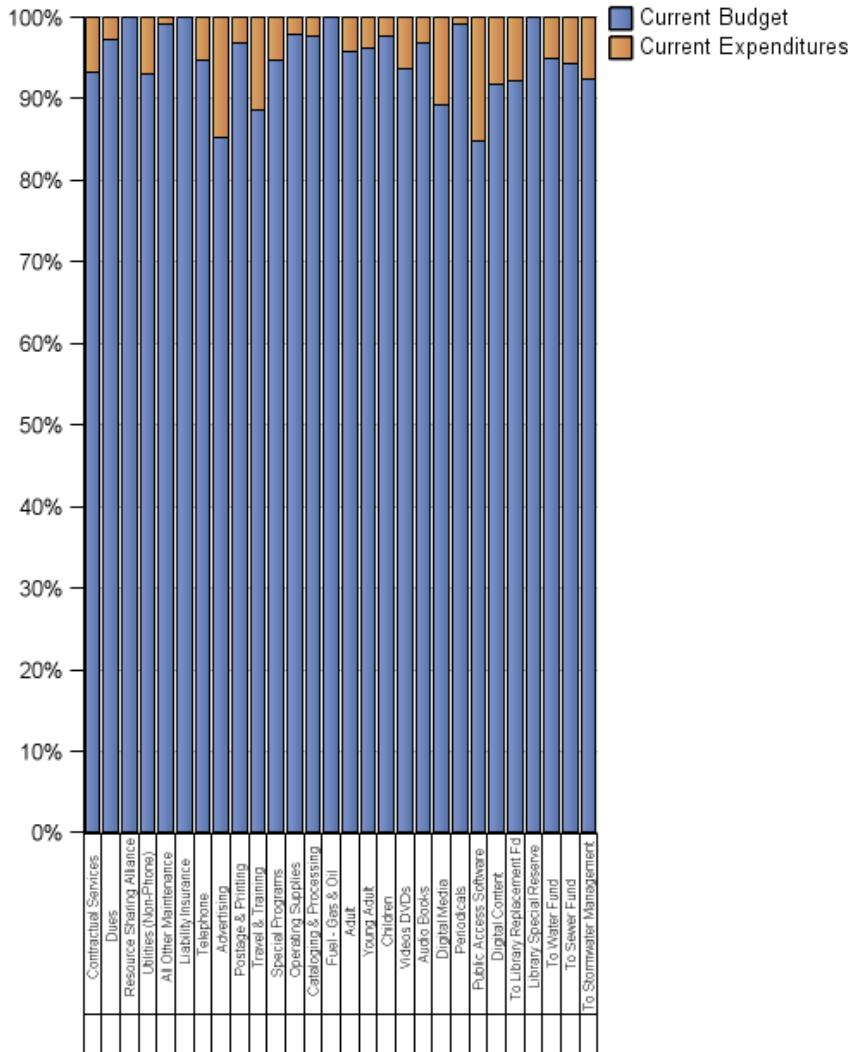
<u>Vendor Name</u>	<u>Payment Description</u>	<u>Transaction Amount</u>
DELL MARKETING LP	COMPS-PUBLIC(10)STAFF(15)	30,912.50
Library Replacement Fund	Library Administration Total	30,912.50

Library Special Reserve Library Administration

<u>Vendor Name</u>	<u>Payment Description</u>	<u>Transaction Amount</u>
SCHOOL SPECIALTY	ART COUNTER SEATING RENOV	1,922.47
US BANK/P-CARD	PROJ#CIP129-RENOVATION-WI	660.00
Library Special Reserve	Library Administration Total	2,582.47
Overall - Total		92,331.79

Budget to Actual Expenditures

Library - Administration (Library Fund)



Expenditure Fiscal Year					Current Expenditures	Year to Date Expenditures	Current Encumbered Amount	Current Budget	Variance	Original Budget	% Remaining	Exp + Enc
Library Fund	Library	Administration	221-9010-455.20-10	Contractual Services	\$10,001.61	\$71,511.22	\$48,973.59	\$136,600.00	\$6,113.58	\$133,600.00	4%	\$58,975.20
			221-9010-455.20-20	Dues	\$200.00	\$1,406.00	\$5,075.00	\$7,100.00	\$419.00	\$7,100.00	6%	\$5,275.00
			221-9010-455.24-10	Resource Sharing Alliance	\$0.00	\$67,399.38	\$0.62	\$67,400.00	\$0.00	\$67,400.00	0%	\$0.62
			221-9010-455.25-10	Utilities (Non-Phone)	\$5,157.82	\$8,617.10	\$15,521.09	\$68,000.00	\$38,703.99	\$68,000.00	57%	\$20,678.91
			221-9010-455.25-60	All Other Maintenance	\$413.14	\$29,067.15	\$13,564.92	\$50,000.00	\$6,954.79	\$50,000.00	14%	\$13,978.06
			221-9010-455.30-10	Liability Insurance	\$0.00	(\$149.00)	\$0.00	\$55,000.00	\$55,149.00	\$55,000.00	100%	\$0.00
			221-9010-455.30-15	Telephone	\$451.60	\$2,009.45	\$3,650.95	\$8,160.00	\$2,048.00	\$8,160.00	25%	\$4,102.55

		221-9010-455.30-20	Advertising	\$2,439.07	\$3,985.50	\$0.00	\$14,000.00	\$7,575.43	\$14,000.00	54%	\$2,439.07
		221-9010-455.30-25	Postage & Printing	\$532.00	\$8,912.82	\$5,912.65	\$16,000.00	\$642.53	\$16,000.00	4%	\$6,444.65
		221-9010-455.30-35	Travel & Training	\$1,878.27	\$2,842.60	\$7,566.32	\$14,600.00	\$2,312.81	\$14,600.00	16%	\$9,444.59
		221-9010-455.30-40	Special Programs	\$1,149.62	\$5,576.94	\$1,640.43	\$20,400.00	\$12,033.01	\$20,400.00	59%	\$2,790.05
		221-9010-455.35-10	Operating Supplies	\$1,024.82	\$21,137.31	\$12,382.04	\$48,500.00	\$13,955.83	\$48,500.00	29%	\$13,406.86
		221-9010-455.35-15	Cataloging & Processing	\$359.16	\$624.15	\$7,816.69	\$15,000.00	\$6,200.00	\$15,000.00	41%	\$8,175.85
		221-9010-455.35-50	Fuel - Gas & Oil	\$0.00	\$344.00	\$0.00	\$1,000.00	\$656.00	\$1,000.00	66%	\$0.00
		221-9010-455.36-10	Adult	\$3,835.82	\$20,414.25	\$52,566.35	\$86,700.00	\$9,883.58	\$86,700.00	11%	\$56,402.17
		221-9010-455.36-20	Young Adult	\$470.25	\$1,698.18	\$5,481.57	\$12,240.00	\$4,590.00	\$12,240.00	38%	\$5,951.82
		221-9010-455.36-25	Children	\$1,660.09	\$16,821.29	\$41,899.09	\$71,400.00	\$11,019.53	\$71,400.00	15%	\$43,559.18
		221-9010-455.37-15	Videos DVDs	\$1,017.87	\$2,346.83	\$4,127.08	\$15,300.00	\$7,808.22	\$15,300.00	51%	\$5,144.95
		221-9010-455.37-20	Audio Books	\$326.94	\$2,586.89	\$4,086.17	\$10,200.00	\$3,200.00	\$10,200.00	31%	\$4,413.11
		221-9010-455.37-30	Digital Media	\$419.71	\$322.71	\$1,940.12	\$3,500.00	\$817.46	\$3,500.00	23%	\$2,359.83
		221-9010-455.38-10	Periodicals	\$87.75	\$1,262.69	\$8,925.00	\$10,000.00	(\$275.44)	\$10,000.00	-3%	\$9,012.75
		221-9010-455.38-20	Public Access Software	\$16,970.38	\$33,289.17	\$41,427.83	\$94,860.00	\$3,172.62	\$94,860.00	3%	\$58,398.21
		221-9010-455.39-10	Digital Content	\$9,804.97	\$52,324.81	\$47,870.22	\$110,000.00	\$0.00	\$110,000.00	0%	\$57,675.19
		221-9010-455.92-22	To Library Replacement Fd	\$2,925.00	\$14,625.00	\$0.00	\$35,100.00	\$17,550.00	\$35,100.00	50%	\$2,925.00
		221-9010-455.92-23	Library Special Reserve	\$0.00	\$0.00	\$0.00	\$1,000.00	\$1,000.00	\$1,000.00	100%	\$0.00
		221-9010-455.95-02	To Water Fund	\$132.78	\$521.70	\$0.00	\$2,500.00	\$1,845.52	\$2,500.00	74%	\$132.78
		221-9010-455.95-07	To Sewer Fund	\$36.33	\$117.85	\$0.00	\$600.00	\$445.82	\$600.00	74%	\$36.33

			221-9010-455.95-10	To Stormwater Management	\$50.60	\$253.00	\$0.00	\$610.00	\$306.40	\$610.00	50%	\$50.60
			Summary		61,345.60	369,868.99	385,427.73	975,770.00	159,127.68	972,770.00	0.16	446,773.33

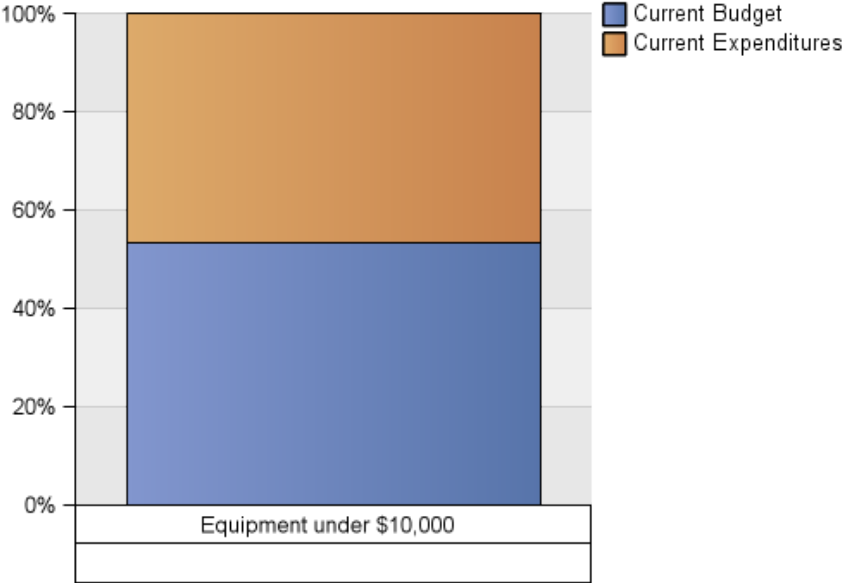
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Budget to Actual Expenditures

Library - Administration (Library Replacement Fund ▼)



Expenditure Fiscal Year					Current Expenditures	Year to Date Expenditures	Current Encumbered Amount	Current Budget	Variance	Original Budget	% Remaining	Exp + Enc
Library Replacement Fund	Library	Administration	222-9010-455.35-80	Equipment under \$10,000	\$30,912.50	\$1,129.94	\$0.00	\$35,100.00	\$3,057.56	\$35,100.00	9%	\$30,912.50
			Summary		30,912.50	1,129.94	0.00	35,100.00	3,057.56	35,100.00	0.09	30,912.50

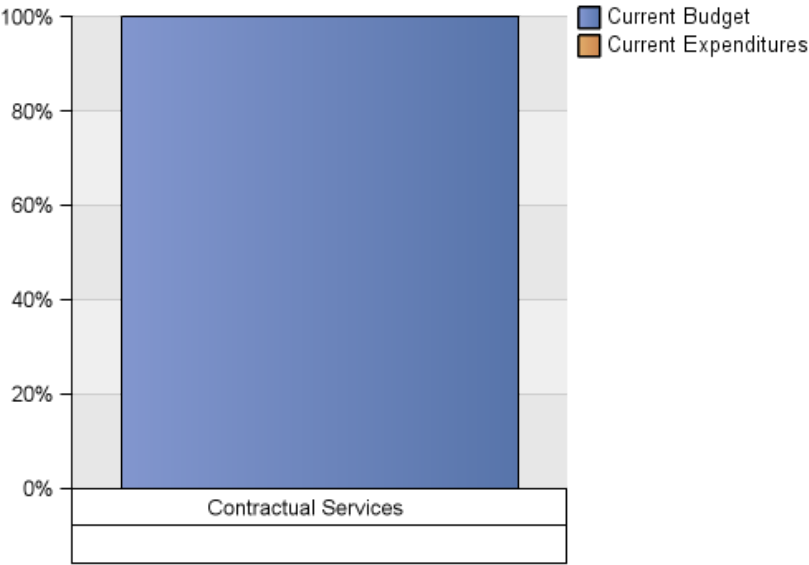
Budget to Actual Expenditures

Library

- Administration

(Library Special Reserve)

▼



Expenditure Fiscal Year					Current Expenditures	Year to Date Expenditures	Current Encumbered Amount	Current Budget	Variance	Original Budget	% Remaining	Exp + Enc
Library Special Reserve	Library	Administration	223-9010-455.20-10	Contractual Services	\$2,582.47	\$1,212,910.86	\$17,729.00	\$2,570,000.00	\$1,336,777.67	\$2,570,000.00	52%	\$20,311.47
Summary					2,582.47	1,212,910.86	17,729.00	2,570,000.00	1,336,777.67	2,570,000.00	0.52	20,311.47

NPL Circulation Statistics



September 2025

	Year to Date			Month		
	2023-2024	2024-2025	2025-2026	2023	2024	2025
Juvenile						
Books	235,039	72,554	91,680	35,021	8,708	25,507
Videos	2,283	291	641	310	45	178
Audios	8,760	3,352	5,393	1,299	532	1,264
Magazines	196	32	119	27	1	23
Other	347	78	134	50	3	26
Juvenile - Total	246,625	76,307	97,967	36,707	9,289	26,998
Teen						
Books	9,129	4,127	4,266	1,074	548	886
Audios	43	21	18	6	0	4
Magazines	9	0	5	0	0	2
Teen - Total	9,181	4,148	4,289	1,080	548	892
Adult						
Books	74,726	35,951	43,229	11,308	5,111	10,680
Videos	24,804	8,471	11,689	4,235	1,304	2,996
Audios	7,770	2,123	2,749	1,073	301	844
Magazines	1,705	469	1,137	260	75	329
Other	8,061	3,560	4,714	1,186	449	1,028
Adult - Total	117,066	50,574	63,518	18,062	7,240	15,877
Digital Content						
eAudiobooks	16,395	20,068	24,083	2,729	3,428	4,102
eBooks	18,640	19,938	18,711	3,002	2,980	2,849
Magazines	904	2,502	4,104	237	407	719
Music	249	266	244	34	46	38
Streaming Video	1,688	1,910	2,355	305	373	375
Content Passes	150	164	203	32	29	34
Digital Content - Total	38,026	44,848	49,700	6,339	7,263	8,117
Total Circulation	410,898	175,877	215,474	62,188	24,340	51,884

NPL Collection Holdings



September 2025

	Beginning Total	Ending Total	Current Month		Year to Date	
			Added (+)	Change	Added (+)	Change
Juvenile						
Books	81,992	82,058	267	-201	1,916	-1,794
Videos	932	932	0	0	0	-1
Audios	2,132	2,127	6	-11	71	-108
Magazines	244	143	13	-114	67	-113
Other	24	24	0	0	0	-19
Juvenile - Total	85,324	85,284	286	-326	2,054	-2,035
Teen						
Books	4,100	4,130	33	-3	236	-302
Audios	27	27	0	0	0	0
Magazines	4	4	0	0	2	-5
Teen - Total	4,131	4,161	33	-3	238	-307
Adult						
Books	52,800	52,792	181	-189	1,271	-1,812
Videos	15,085	15,126	44	-3	198	-297
Audios	9,194	9,195	13	-12	69	-680
Magazines	759	781	98	-76	571	-1002
Other	2,289	2,293	6	-2	37	-7
Adult - Total	80,127	80,187	342	-282	2,146	-3,798
Total Collection	169,582	169,632	661	-611	4,438	-6,140

NPL Digital Content by Month



Tracks the number of downloads or uses by month for our different digital content platforms.

	5.25	6.25	7.25	8.25	9.25	
eRead Illinois						
eAudiobooks	305	310	333	309	331	
eBooks	330	347	368	355	293	
eRead Illinois Total	635	657	701	664	624	
Freeding	0	0	0	0	1	
Hoopla						
eAudiobooks	2,316	2,174	2,278	2,322	2,323	
eBooks	869	839	863	841	855	
Movies/TV	171	166	143	165	149	
Music	39	25	61	45	38	
Hoopla Total	3,395	3,204	3,345	3,373	3,365	
Kanopy						
Individual Titles Plays	115	198	116	97	104	
Plays Through Passes	144	0	146	212	122	
Kanopy Total Videos Played	259	198	262	309	226	
OverDrive						
eAudio	1,424	1,429	1,410	1,566	1,448	
eBooks	1,931	2,012	2,136	1,832	1,700	
Magazines	685	684	631	735	719	
OverDrive Total	4,040	4,125	4,177	4,133	3,867	
Total Downloads or Uses						
eAudiobooks	4,045	3,913	4,021	4,197	4,102	
eBooks	3,130	3,198	3,367	3,028	2,849	
Magazines	685	684	631	735	719	
Music	39	25	61	45	38	
Streaming Video	430	364	405	474	375	
Hoopla 7-day BingePasses	32	30	38	22	27	
Kanopy Passes	2	0	2	3	3	
OverDrive 7-Day Passes	4	4	2	3	4	
Total Passes	38	34	42	28	34	

NPL Monthly Statistics

September 2025



Library Card Registration

	Fiscal Year 2026				FY25	FY24
	Beginning count	Registered	Purged	Cards in force YTD		
Adult	24,612	593	-19	25,186	22,523	29,886
Teen	1,784	5	3	1,792	1,812	3,689
Juvenile	8,484	614	-15	9,083	7,850	9,890
Total	34,880	1,212	-31	36,061	32,185	43,465

Patron Count

	Current Month	Current YTD	FY25	FY24
Door Count at 201 (temp location)	-	7,500		
Door Count at Main	15,591	33,404		
Total	15,591	40,904	13,000	115,730

Interlibrary Loan and System Holds

	Current Month	Current YTD	FY25	FY24
Borrowed/Rec'd	3,529	18,797	20,280	20,701
Loaned	2,639	14,316	15,354	17,826
Reciprocal borrowing	8,724	28,708	23,073	121,580

Public PCs

	Total Uses	Total Time (hrs)	Average Session (min)	YTD Uses
Public Desktops at 201 (temp location)	-			939
Public Desktops & Laptops	675	472	42	1,520
Total	675	472	36	2,459

normalpl.org Site Statistics



September 2025

	Annual Totals Year to Date			September		
	FY 2024	FY 2025	FY 2026	2023	2024	2025
Views & Sessions						
Pageviews	216,656	171,429	190,516	35,748	27,877	39,748
Sessions	112,010	86,178	94,439	18,203	13,345	19,684

Top Viewed Pages	FY 2026
/	81,117
/events/upcoming	12,446
/events/month	5,285
/learning-resources	4,760
/summerreading	3,806
/employment	3,787
/planning	2,170
/form/library-account-application	1,871
/print	1,798
/borrow	1,781

Usage by Device	FY 2026
Desktop	49.2%
Mobile	49.4%
Tablet	1.4%

Top Viewed Pages	September 2025
/	14,922
/events/upcoming	2,920
/events/month	1,100
/learning-resources	884
/employment	646
/print	553
/reserve-room	525
/form/library-account-application	452
/reserve-room/room	427
/borrow	399

Usage by Device	Sep 2025
Desktop	58.9%
Mobile	39.8%
Tablet	1.3%



Normal Public Library Trustee Action Report

October 15, 2025

Approval of Electronic Meetings Policy

Prepared By: John Fischer

Reviewed By: Town Legal Dept.

Staff Recommendation: Approval

Community Impact

This policy governs use of electronic conferencing for meeting attendance and voting requirements as is permissible in accordance with the Open Meetings Act.

Budget Impact

No budget impact.

Background

This policy was last reviewed in 2023 and is scheduled for review.

Strategic Alignment

Priorities 1-4

Electronic Meetings Policy

The Board of Library Trustees of Normal Public Library believes it is in the best interest of its residents and taxpayers that the fullest participation and attendance by board members in all board meetings be achieved whenever possible; and

The use of electronic conferencing for meeting attendance and voting requirements, at least in some governmental meetings, is permissible so long as the meeting is conducted in accordance with the Open Meetings Act; and

The Open Meetings Act has been amended to allow attendance at public body meetings through audio-conference, video-conference, or by any other electronic conferencing without physical attendance; and

The Board in all of its regular, special, and committee meetings complies and intends to comply with the provisions of the Open Meetings Act.

The Board of Library Trustees, having considered the aforesaid matters, hereby adopts this policy to be used when needed, to make use of the capabilities for conferencing by electronic means or any other type of conferencing for its meetings as more specifically set out in this resolution, and to adopt, establish, and set forth the rules of the board applicable thereto:

- 1) All pertinent provisions of the Open Meetings Act must be complied with, including specifically the proper notice of any regular or special meeting, the proper record keeping or minutes of each meeting, and the appropriate agenda preparation for each meeting, which in addition shall be posted along with the notice of the meeting; in particular, any use of closed sessions shall be in compliance with the provisions of the act.
- 2) That sufficient security and identification procedures be employed, either at the outset of any meeting or at any time during the meeting as appropriate, to ensure that any and all members attending for discussion or voting purposes are in fact an authorized member with the right to speak and vote.
- 3) Pursuant to the Open Meetings Act, a quorum of members of the board must be physically present at the location of the meeting. Only additional members, i.e., those members not part of the required physically present quorum, may attend by video and/or audio conferencing or by other electronic means. In the case of emergencies, when a disaster has been declared including our area, the rules and provisions regarding electronic attendance under section 7(e) of the Open Meetings Act [5 ILCS 120/7(e)] shall apply instead of the provisions of this Policy.
- 4) All board members attending meetings by electronic conferencing shall be entitled to vote as if they were personally and physically present at the meeting site so long as a physical quorum is present, but their votes shall be recorded by the secretary as done by electronic attendance.

5) A board member who attends a meeting by video or audio conference must provide notice to the recording secretary or clerk of the board at least 24 hours prior to the meeting unless such advanced notice is impracticable.

6) A board member may attend a meeting through electronic conferencing if his or her physical presence at the meeting is prevented due to (i) personal illness or disability; (ii) employment purposes or the business of the board; or (iii) a family or other emergency; or (iv) unexpected childcare obligations.

7) As soon as it becomes apparent to the Board that a meeting will include electronic conferencing, all subsequent notices of the meeting shall indicate that one or more board members will or may be attending by electronic means. In the event that the notice of the meeting has already been disseminated and posted, a follow-up notice indicating the above shall be placed as soon as possible. In the event any news media have filed the annual request for notice of meetings, they shall receive an updated notice in the same manner as given to all members of the board.

8) The meeting minutes shall include, but need not be limited to; (i) the date, time, and place of the meeting; (ii) the members of the board who were either present or absent from the meeting and whether those members in attendance were physically present or present by audio conference, video conference, or by other electronic means; and (iii) a summary of discussion on all matters proposed, deliberated, or decided, and a record of any votes taken.

9) This policy shall not be construed to mean that conferencing by electronic means shall be regularly used or used at every meeting of the board but shall be used only as necessary to allow the participation of board members who are unable to attend in person due to such circumstances listed in provision 6 of this policy.

10) The location of the meeting included on the notice shall be equipped with a suitable transmission system (e.g. a speakerphone) in order that the public audience, the library members in attendance, and any staff will be able to hear any input, vote, or discussion of the conference and that the member attending by electronic means shall have a similar capability of hearing such input, vote, or discussion.

*Approved by the Board of Trustees of Normal Public Library, September 25, 2019.
Amended December 20, 2023.*



Normal Public Library Trustee Action Report

October 15, 2025

Approval of Photography and Video Recording Policy

Prepared By: John Fischer

Reviewed By: Town Legal Dept.

Staff Recommendation: Approval

Community Impact

This policy governs use of photography and video by the public and by staff on the property. This policy serves to protect library property, staff, and community users as well as supporting reduced risk of liability to Normal Public Library. Though not specifically mentioned, this policy also abides by legal advice on governing first amendment auditors, a subject which staff are often trained and reminded.

Budget Impact

No budget impact.

Background

This policy was last reviewed in 2018 and is due for review. One minor change suggested is the elimination of the mention of a communication specialist. The library has no designated communication specialist staff.

Strategic Alignment

Priorities 1-4

Photography and Video Recording Policy

As a public library, our top priority is providing library services to the community. We have the right to impose certain time, place, or manner restrictions for safety reasons and for continuous library operations. The policy below applies to gatherings not covered under the Open Meetings Act.

Visitors may take casual photographs or video recordings in the library. The uses of additional equipment – such as tripods or lighting – are not permitted because of safety, liability and other issues, unless previously authorized by library leadership. Library staff may stop any photography or video recording that appears to interfere with the library's ability to conduct business, or that compromises public safety or security.

Photographers and videographers must observe the following:

- Refrain from disturbing other library users (examples: tripods, flash photography).
- Be respectful of families and children.
- Refrain from taking photos/video of specific, copyrighted (or otherwise protected) materials for the purpose of redistribution.
- Refrain from taking photos/video in non-public areas (restrooms or staff only areas) unless given consent by staff to do so.
- Members of the media should check in with the library's ~~communication specialist~~ or administrative staff prior to or upon entering the library to alert staff of the intent to photograph or video inside the library; when possible, facility staff will be notified in advance to avoid potential interruption.

Please note that Normal Public Library often engages in photographing and recording programs and events for our own publicity and promotional purposes. Attendance at library sponsored events constitutes the consent of all attendees, and the consent of parents or legal guardians of minor children in attendance, to the future broadcast, publication or other use of photographs or videos at the sole discretion of Normal Public Library. Library staff will make every effort to notify members of the public when photography and video recording is taking place, and any patrons who do not want to be photographed or recorded will be respected. Signage indicating our use of photography and video recording will be maintained at each entrance.

Approved by the Board of Trustees of Normal Public Library on February 28, 2018.

Illinois Public Library Standards – Governance & Administration: Action Plan

Library Name

Date

Completed by

Job Title

The action plans in each section are to be used as a tool for library directors, staff and board members to discuss and determine how their library is addressing the Illinois Public Library Standards. It is important that library directors, boards and staff recognize that public libraries are always evolving due to new trends, changing societal norms and cultural influences. In order for a library to stay sustainable and viable, the library directors should regularly review the core standards with both board and staff.

STANDARD	CORE	INTERMEDIATE	ADVANCED	ACTION/PROGRESS
1	<input checked="" type="checkbox"/> The board has an approved set of bylaws that outline its rules and procedures.	<input checked="" type="checkbox"/> The board bylaws are reviewed at least every 3-5 years.	<input checked="" type="checkbox"/> An attorney reviews the board bylaws periodically.	
2	<input checked="" type="checkbox"/> The library complies with local, state and federal laws. This includes the Illinois Open Meetings Act [5 ILCS 120] and the Freedom of Information Act. Per these statutes, the library has an OMA designee and one or more FOIA officers.			

3	<input checked="" type="checkbox"/> The board meets regularly to conduct the business of the library in accordance with the Illinois Compiled Statutes.			
4	<input checked="" type="checkbox"/> At each regular meeting, the board reviews and approves minutes and financial reports.	<input checked="" type="checkbox"/> At each regular meeting, the library director presents to the board a report of library activities and statistics.	<input type="checkbox"/> At each regular meeting, the library director presents supplemental materials to the board (e.g., departmental reports, analysis of statistics).	
5	<input checked="" type="checkbox"/> The library has a board-approved mission statement.	<input checked="" type="checkbox"/> The mission statement is reviewed periodically by the board, director, and staff.	<input checked="" type="checkbox"/> The library creates a vision or values statement.	

6	<input checked="" type="checkbox"/> Trustees represent the needs, interests, and aspirations of the community.	<input checked="" type="checkbox"/> Trustees solicit input on library activities from the community.	<input checked="" type="checkbox"/> Trustees serve on other local committees and forums acting as a bridge from the library to the community.	
7	<input checked="" type="checkbox"/> The library prepares and submits the Illinois Public Library Annual Report (IPLAR), as required by statute. [75 ILCS 16/30-65]	<input checked="" type="checkbox"/> The IPLAR is prepared by administration and presented to the board of trustees at a public meeting.		
8	<input checked="" type="checkbox"/> The library has public and internal policies that are approved by the board.	<input checked="" type="checkbox"/> The director regularly includes relevant staff in the drafting and review of policies. The board reviews these policies on a regular rotation.	<input checked="" type="checkbox"/> Library policies are regularly reviewed by an attorney or expert on the relevant topic.	
9	<input checked="" type="checkbox"/> The library has a strategic plan that is developed by the board, director, and staff.	<input checked="" type="checkbox"/> The strategic plan is reviewed regularly by the board, director and staff.	<input checked="" type="checkbox"/> The library includes members of the community in strategic plan development.	

10	<input checked="" type="checkbox"/> The library has a succession plan for the director.	<input checked="" type="checkbox"/> The library has a succession plan for the director and key staff.	<input checked="" type="checkbox"/> The succession plan is reviewed with the board and administration and updated as needed.	
11	<input checked="" type="checkbox"/> The board and director develop an orientation program for new trustees.	<input checked="" type="checkbox"/> The board actively participates in ongoing continuing education activities.		
12	<input checked="" type="checkbox"/> The library maintains insurance coverage for property damage, general liability, professional liability, cyber liability, workers' compensation, treasurer's bond/government crime, and directors and officers. Coverage needs may vary based on library size, location, and services provided.			

13	<input checked="" type="checkbox"/> The board, as an advocate for the library, identifies community priorities, ensures proper funding, and plans for the future.	<input checked="" type="checkbox"/> The board advocates for the library with local stakeholders.	<input checked="" type="checkbox"/> The board advocates for the library with state and federal stakeholders.	
14	<input checked="" type="checkbox"/> The library board, director, and staff are aware of the services offered by the regional library systems, the Illinois State Library and the Illinois Library Association.	<input checked="" type="checkbox"/> The library board, director, and staff are engaged with the regional library systems, the Illinois State Library and the Illinois Library Association (e.g., attend workshops, meetings, and conferences, and subscribe to library system e-news, <i>ILA Reporter</i>).	<input checked="" type="checkbox"/> The library board, director, and staff participate as members of professional boards, committees, task forces, advisory councils of the regional library system, the Illinois State Library and the Illinois Library Association.	
15	<input checked="" type="checkbox"/> The director participates in professional development activities, including Directors University for first-time Illinois directors.	<input checked="" type="checkbox"/> The library provides financial support for the director's membership in professional organizations.	<input checked="" type="checkbox"/> The director contributes to the profession by committee service, presentations, and authorship.	

Notes/Comments:

Illinois Public Library Standards – Human Resources: Action Plan

Library Name

Date

Completed by

Job Title

The action plans in each section are to be used as a tool for library directors, staff and board members to discuss and determine how their library is addressing the Illinois Public Library Standards. It is important that library directors, boards and staff recognize that public libraries are always evolving due to new trends, changing societal norms and cultural influences. In order for a library to stay sustainable and viable, the library directors should regularly review the core standards with both board and staff.

STANDARD	CORE	INTERMEDIATE	ADVANCED	ACTION/PROGRESS
1	<input checked="" type="checkbox"/> The library has sufficient staff for the hours that the library is open.	<input checked="" type="checkbox"/> Staffing levels are sufficient to carry out the library's mission, to develop and implement strategic plan initiatives, and to provide services.	<input checked="" type="checkbox"/> Library staff represent community demographics, especially focusing on cultural and multilingual diversity.	
2	<input checked="" type="checkbox"/> The library has a set of board-approved personnel policies.	<input checked="" type="checkbox"/> The personnel policies are reviewed on a regular schedule by the director and key staff.	<input checked="" type="checkbox"/> The personnel policies are reviewed by an attorney.	

3	<input checked="" type="checkbox"/> The library provides job descriptions for all positions.	<input checked="" type="checkbox"/> Job descriptions are reviewed as needed in order to align strengths, education, and expertise of staff with open positions and operational needs.	<input checked="" type="checkbox"/> Job descriptions are reviewed by an HR professional.	
4	<input checked="" type="checkbox"/> The library compensates staff in a fair, equitable, and competitive manner. The library allocates up to 70% of the operating budget for salaries and benefits. This includes FICA, pension and health benefits.	<input checked="" type="checkbox"/> The library has a salary schedule that includes all positions. The schedule is reviewed and adjusted to reflect cost of living and industry benchmarking.	<input checked="" type="checkbox"/> The library conducts a market benchmarking study every 3-5 years, with pay ranges, conducted by a human resources professional, to determine current competitive pay practices.	

5	<input checked="" type="checkbox"/> The library provides employee benefits as directed by federal, state, and local law.	<input checked="" type="checkbox"/> The library provides employees an expanded benefits package that may include healthcare and wellness benefits, tuition reimbursement, and/or pension or retirement savings. The library contributes to the premiums of any associated costs.	<input checked="" type="checkbox"/> The library contributes to the premiums of healthcare and wellness benefits for employees and their dependents.	
6	<input checked="" type="checkbox"/> The library follows state and federal laws in recruiting, hiring, onboarding, supervising, and terminating employees.	<input checked="" type="checkbox"/> Key library staff keep abreast of current HR laws and trends (e.g., attending webinars, engaging an attorney or reputable HR consulting firm).	<input checked="" type="checkbox"/> The library employs a staff member who is dedicated to human resource management.	

7	<input checked="" type="checkbox"/> Staff members receive coaching, feedback, and support for their own development at least annually.	<input checked="" type="checkbox"/> The library has a performance appraisal system that provides staff with an annual evaluation of current performance and guidance in improving or developing new skills according to their job description.	<input checked="" type="checkbox"/> The performance appraisal system develops work goals and activities that align with the strategic plan.	
8	<input checked="" type="checkbox"/> New employees receive a thorough orientation and job training. The library complies with all state-mandated training requirements.	<input checked="" type="checkbox"/> The library supports and encourages staff to acquire new skills, keep current with new developments in public libraries, and renew their enthusiasm for library work.	<input checked="" type="checkbox"/> The library provides paid work time and funding for conference attendance, tuition assistance, and other skill and leadership development.	

9	<input checked="" type="checkbox"/> The library has a succession plan for the director.	<input type="checkbox"/> The library has a succession plan for staff with specialized knowledge (e.g., assistant director, facilities manager, IT manager, business manager) that includes procedural job task instructions and checklists.		
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Notes/Comments:

Illinois Public Library Standards– Information Services: Action Plan

Library Name

Date

Completed by

Job Title

The action plans in each section are to be used as a tool for library directors, staff and board members to discuss and determine how their library is addressing the Illinois Public Library Standards. It is important that library directors, boards and staff recognize that public libraries are always evolving due to new trends, changing societal norms and cultural influences. In order for a library to stay sustainable and viable, the library directors should regularly review the core standards with both board and staff.

STANDARD	CORE	INTERMEDIATE	ADVANCED	ACTION/PROGRESS
1	<input checked="" type="checkbox"/> All basic information services are available when the library is open. These include: circulation, reference, reader's advisory, and technology assistance (including with personal devices) either through brief transactions or longer 1:1 sessions.	<input checked="" type="checkbox"/> If the library provides additional information service offerings (e.g., notary, passports, digital media lab, maker space), an adequate number of trained staff are available to assist patrons in these areas.		
2	<input checked="" type="checkbox"/> Staff provide accurate, timely, and courteous service.			

3	<input checked="" type="checkbox"/> The library has policies that guide the provision of information services, such as a Circulation Policy and Reference & Reader's Advisory Policy.	<input checked="" type="checkbox"/> If additional services are offered, such as notary, passports, digital media lab, or maker space, the library has policies and/or clear procedures guiding their use.		
4	<input checked="" type="checkbox"/> Staff have access to appropriate technology (e.g., phones, computers, work email, printers, scanners) to receive and respond to patron inquiries.	<input checked="" type="checkbox"/> The library provides a variety of self-service information service resources via its website or library apps 24/7.	<input type="checkbox"/> The library provides information services by chat or phone outside of the hours the library is open.	

5	<input checked="" type="checkbox"/> Staff are familiar with all the library's offerings and other resources available to answer patron queries (e.g., print media, online subscription resources, reliable free internet sites, governmental and nonprofit agencies, local history materials).	<input checked="" type="checkbox"/> The library provides staff who specialize in areas of information services (e.g., children's, teen, or adult services, or specific subject areas, such as business or technology).		
6	<input checked="" type="checkbox"/> Staff are aware of local and statewide agencies as resources to which they can refer patrons in need.	<input checked="" type="checkbox"/> The library hosts representatives of local and statewide agencies to provide information about their services and/or meet with the public within the library space.	<input type="checkbox"/> The library may go beyond basic referrals to social service agencies by providing services by social workers or social work interns.	

7	<input checked="" type="checkbox"/> Staff recognize the wide array of individual information needs within the community and strive to offer services for all.	<input checked="" type="checkbox"/> The library provides opportunities for staff to expand their knowledge and sensitivity in providing information services to all people.	<input checked="" type="checkbox"/> The library employs staff with expertise in services specific to the needs of the community it serves (e.g., individuals with dementia or autism or people experiencing homelessness).	
8	<input checked="" type="checkbox"/> The library seeks to eliminate barriers to services and information access (e.g., fines and fees, age restrictions).	<input checked="" type="checkbox"/> In multilingual communities, the library strives to provide information services in languages relevant to patron needs.	<input checked="" type="checkbox"/> In multilingual communities, the library employs staff who speak languages relevant to patron needs or contracts interpreting services to supplement staff's multilingual expertise.	

Notes/Comments: