**Section 3030.50 Service Standards**

a) System agencies are expected to have met all the standards in this Part, or the system agency must have submitted a plan, accepted by the State Librarian, that explains how the remaining unmet standards will be met.

b) The staffing levels outlined in the standards do not demand that every staffing requirement be addressed by employing a full-time person. As an example, the same staff member may be responsible for bibliographic access in subsection (f)(2)(A) and reciprocal access in subsection (k)(2) of this Section.

c) System member libraries should provide, as determined by the library systems of which they are a member, the library services that either meet or make progress toward meeting the membership responsibilities defined in this Part.

d) General Administrative Standards

1) Library System Board of Directors

A) The system board of directors shall represent the system members as a whole and not individual libraries or type of library.

B) The system board shall annually review the proportion of the library interests represented on the library board.

C) The system board and staff shall conduct an orientation program for new system board members.

D) The system board members shall participate in continuing education events such as system and regional workshops and State and national conferences.

E) The system board shall meet a minimum of nine times per year, consistent with the Open Meetings Act [5 ILCS 120].

F) Board meetings and committee meetings shall be publicized to members so that members and systems staff shall have opportunity to attend. Written records shall be maintained of board meetings.

G) The board shall adopt rules and policies in accordance with this Part and shall codify and disseminate them.

H) The board shall annually review the by-laws, rules and policies and revise them as needed.

I) The board shall annually review the membership eligibility criteria to ensure that they are equitable, nondiscriminatory and within the control of the library.

J) The board shall be an advocate for libraries, uphold intellectual freedom and promote legislation of benefit to libraries.

2) Staff and Resources

A) The system board shall employ an executive director, reporting to and accountable to the system board, who shall have a master's degree from an American Library Association-accredited library education program and who has a minimum of five years postgraduate employment that includes a minimum of two that were in library administrative experience.

B) The executive director shall hire enough technical and professional personnel as are required to operate the system and provide required training when appropriate.

C) The system agency shall have a compensation plan for the staff.

D) The system agency shall provide facilities and equipment appropriate for the program and supporting services.

E) The staff of the system agency shall be evaluated annually in writing.

3) Communications

A) The executive director shall provide the system board of directors with information needed for policy decisions.

B) The system agency staff shall ensure publication of information that affects all types of libraries.

4) Planning and Evaluation

A) The system agency shall ensure that all system members have opportunities for input into or comment on planning and evaluation activities, such as system plans of service, plans of cooperation, long-range plans, and program designs, including budgetary information, before such plans are finally adopted.

B) The system agency shall utilize these standards to evaluate core system services and administrative services.

C) The system agency shall keep statistics measuring its services.

D) The system agency should annually review the progress being made toward providing library service to all the residents of its geographic area.

5) Interagency Relations

A) The system agency shall maintain communications with other system agencies and the Illinois State Library, sharing information on matters relating to system operations.

B) The system agency shall cooperate with other library and non-library agencies on matters of mutual interest and benefit, especially in areas in which contracts or programs of service are effective means of using limited financial resources. An example of a cooperative activity for consideration is contracting for services when contracting offers a more cost-effective means of providing a service to members and such service is of higher quality than can be offered by the individual system agency.

6) Management

A) The system agency shall foster awareness of current library developments and management trends. Newsletters, conducting or sponsoring of programs or workshops are examples.

B) The system agency shall regularly explore the most cost-effective approaches to services and administration. It shall adopt management procedures that ensure that it gets the best results for reasonable costs.

C) The system agency shall ensure that non-member libraries are aware of the advantages of system membership and encourage them to become members.

D) System financial resources shall be most concerned with benefit to members and shall not be used to reimburse libraries for services provided as a membership obligation to their primary clientele.

7) Member Library Responsibilities

A) Member libraries should participate in the system representation plan and provide the name of a representative for selection of the system board when expected to do so according to the plan.

B) Member libraries should fulfill their responsibilities under the system plan of service or make measurable acceptable progress toward fulfilling them.

C) Member libraries should assess possibilities for library service to the unserved.

D) Member libraries should participate in the system decision-making process through attending meetings, responding to surveys and serving on committees.

E) Member libraries should continue local support for their own library services and not reduce such support as a result of membership in the system.

e) Automation/Technology

1) Automation Technology − Administration and Service

A) The system agency shall have an operational automation plan that complements a statewide automation plan. The operational plan, as a minimum, shall:

i) identify areas of responsibility of the system agency and member libraries;

ii) identify consultant services by type of assistance and individual consultants;

iii) address the goal of universal interface;

iv) outline criteria for testing and implementing new technologies;

v) include an automation technology disaster and security plan.

B) The system agency shall facilitate opportunities for members to participate in a shared automation system.

C) The system agency shall provide for demonstrations of appropriate technological advances for member libraries in convenient locations at least once per year.

2) Automation Technology − Staff and Resources

A) The system agency shall provide for one or more consultants to advise member libraries on evaluating the use of automation/technology in improving library services and in addressing the system automation plan.

B) System automation consultants who specialize in automation/technology consulting shall meet the following minimum qualifications:

i) a master's degree in a pertinent subject area: for example, American Library Association-accredited Master of Library Science or Master of Science in computer science or information technology.

ii) at least three years of professional experience in an automation/technology field.

C) System consultants shall have at least 30 contact hours of continuing education each year, excluding attendance at general library conferences.

3) Automation Technology − Membership Responsibilities

Member libraries should fulfill their responsibilities as identified in the system automation plan.

f) Bibliographic Access

1) Bibliographic Access − Administration and Service

A) The system agency, as a minimum, shall have an operational plan for maximizing bibliographic access to member libraries. The operation plan shall:

i) state the system agency goals and objectives in its provisions for bibliographic access (including the priorities of the various subjects and of resources);

ii) indicate the means of achieving these goals and objectives, the priorities and a schedule for their achievement;

iii) assign responsibilities for the implementation, evaluation and annual review and revision of the plan;

iv) identify how automated online access to unique holdings can be provided, including a timetable for achieving access.

B) The system agency shall have an operational cooperative collection management plan that complements the statewide plan. The operational plan shall:

i) describe the means of continuously identifying desired bibliographic resources not currently available in the collection of system members;

ii) identify existing resources to be preserved/retained;

iii) set up a system-wide collection management framework.

C) The system agency shall have ready electronic access to the automated library resources of the agency and member libraries.

D) The system agency shall participate in the computerized linking of bibliographic databases.

E) The system agency shall coordinate the development of protocols for use of the members' bibliographic databases.

F) The system agency shall promote and encourage computerized public access to the system's bibliographic databases.

2) Bibliographic Access − Staff and Resources

A) The system agency shall assign a professional staff member to be responsible for the system's bibliographic access activities under the plan.

B) The system agency shall provide a directory of the bibliographic databases accessible within the system.

C) The system agency will work with member libraries in promoting the cataloging of library materials in MARC (Machine readable cataloging) format when entered into bibliographic databases.

D) The system agency shall have online access to national and international bibliographic databases.

3) Bibliographic Access − Membership Responsibilities

A) Member libraries should have bibliographically organized collections of library materials, cataloged in accordance with national standards such as MARC format, if automated, in order to facilitate access by other members.

B) Member libraries' computerized bibliographic records should be input according to the standards specified in a statewide automation plan.

i) Bibliographic control for the Illinois library automation network must be based upon standardized cataloging rules.

ii) The following data fields should also be used when entering new holdings into local, library system and State databases: International Standard Book Number/International Standard Serial Number (ISBN/ISSN), Library of Congress Card Number (LCCN) and Online Computer Library Center (OCLC) Number, if available. The entry of these specific elements in the database records will facilitate resource sharing throughout the State.

C) Member libraries should participate in the system bibliographic access and cooperative collection management plans.

g) Consulting

1) Consulting − Administration and Service

A) The system agency shall have an operational plan that describes consulting services offered to member libraries. The operational plan, as a minimum, shall:

i) identify the consulting services provided;

ii) identify the individuals of the system staff or as otherwise designated by the system as the provider of the consulting service in each of the core service and general consulting areas;

iii) describe the means that the system has chosen to deliver the service, including shared consulting services with other systems;

iv) state the level of consulting assistance that can be expected.

B) The system agency shall provide consulting service in each of the core service areas and the following general areas: Collection Management, Establishment, Expansion and Development of Library Service, Grants Development, Interlibrary Cooperation Activities, Legislation/Law, Library and Personnel Administration, Marketing of Library Service, and Planning and Budgeting, and in such areas as the respective system needs assessment may indicate.

C) System consultants shall acknowledge requests for consulting within two working days.

D) System consulting service shall satisfy at least 90 percent of consulting requests in the core and general consulting areas listed in subsection (g)(1)(B) and in other areas as outlined in the system plan of consulting service.

E) System consulting service shall satisfy the percentage indicated in subsection (g)(1)(D) of requests for consulting within five working days or negotiate a different time limit with the person making the request.

2) Consulting − Staff and Resources

A) System consultants or other persons designated by the system to consult in the general consulting areas, as specified in subsection (g)(1)(B) of this Section, shall possess the following minimum qualifications:

i) a fifth-year degree from an American Library Association-accredited library program or, if the consultant is not a librarian, the degree or other formal educational qualification generally accepted by the practitioners of that profession or occupational specialty as the minimum acceptable for such practitioner;

ii) at least three years' relevant experience in the consultant's designated areas of expertise;

iii) demonstrated experience in effective written and oral communication, as well as group process techniques.

B) Each system having 100 or fewer members shall employ, contract for, or otherwise provide a minimum of three full-time equivalent (FTE) consultants, excluding the executive director. Each system having more than 100 members shall employ or contract for at least three FTE consultants, excluding the executive director, for the first 100 members and at least one additional consultant for each additional 50 members or any fraction of that number.

C) Each full-time consultant shall spend at least 30 contact hours, and each part-time consultant shall spend at least the proportional amount of contact hours, in each calendar year attending workshops, seminars, classes, etc., to improve specific skills relevant to the consulting assignment.

D) Each consultant on the system's staff shall spend at least five days annually at system expense in attendance at regional, state, national or international professional meetings relevant to the consultant's profession.

3) Consulting − Membership Responsibilities

A) Personnel in member libraries should be willing to share expertise with other member libraries.

B) Member libraries should be cognizant of the scope of the consulting services available through the system agency.

C) Member libraries should provide input on consulting needs to be addressed so that they may be included in the system plan.

h) Continuing Education (CE)

1) Continuing Education − Administration and Service

A) The system agency shall have a continuing education operational plan of service. The operational plan, as a minimum, shall:

i) describe the levels of continuing education for staff of all types of libraries;

ii) include programs convenient in time and place for target audience;

iii) provide opportunities for cosponsorship of events;

iv) identify a mechanism for determining priorities for continuing education;

v) provide for a method for annual review of programming needs;

vi) provide a mechanism for keeping track of continuing education credit.

B) The system agency shall maintain a continuing education calendar.

C) The system agency shall annually assess continuing education needs of members and design continuing education events to meet those needs on a timely basis.

D) The system agency shall annually provide or cosponsor at least 50 contact hours of continuing education for staff and governing officials of member libraries.

E) The system agency shall annually provide or cosponsor at least one continuing education event of each of the following types:

i) An orientation program for staff, trustees, and governing officials of member libraries;

ii) A workshop for governing officials in addition to the orientation program as outlined in subsection (d)(1)(C) of this Section;

iii) A program of new developments in areas such as technology, legislation, and new approaches to problem solving.

2) Continuing Education − Staff and Resources

A) The system agency shall designate a continuing education coordinator to guide the planning and implementation of continuing education programs.

B) The system agency shall provide access to adequate facilities/meeting rooms and equipment for presenting continuing education programs.

3) Continuing Education − Membership Responsibilities

A) Member libraries should provide paid release time for their professional staff to attend at least 10 contact hours, and for support staff to attend at least five contact hours, of system-sponsored or system-endorsed continuing education events annually.

B) The staff of member libraries should be willing to serve as resource people for continuing education events.

C) Member libraries should send appropriate persons to the orientation programs cited in subsection (h)(1)(E) of this Section.

i) Delivery

1) Delivery − Administration and Service

A) The system agency shall have an operational delivery plan for delivery service to member libraries. The operational plan, as a minimum, shall:

i) identify delivery methods available and when to use each;

ii) describe delivery schedules and subschedules;

iii) identify fixed points for picking up and receiving materials;

iv) describe the mechanism for determining van delivery and locations and deliveries. For example: poundage, items;

v) provide for a mechanism for annual review;

vi) describe how the system delivery service interfaces with other systems through the Illinois Library Delivery Service (ILDS).

B) The system agency shall establish uniform procedures to govern problems related to delivery service. The uniform procedures, for example, should include:

i) packaging standards and indemnification of suppliers for loss or damage in delivery;

ii) uniform format for schedules so that they can be shared between systems;

iii) statewide uniform statistical data-gathering methods;

iv) guarantees on payment for materials lost in transit.

C) The system shall provide a vehicular delivery service to deliver materials to and from member libraries.

D) Each member library shall receive direct delivery a minimum of two times per week when it needs and requests such delivery.

E) Delivery points shall be determined on criteria including but not limited to volume of use, collection strengths and convenience of member libraries.

F) The system agency shall ensure that each member library has an option for delivery up to five days per week to a drop-off point.

G) The system agency shall have procedures for members that identify the means of delivery to be used in particular circumstances.

2) Delivery − Staff and Resources

A) The system agency shall have staff to carry out the day-to-day operations of the delivery service.

B) The system agency shall ensure that its delivery service shall complete the delivery schedule a minimum of 98 percent of the time.

3) Delivery − Membership Responsibilities

A) Member libraries should have designated staff to oversee delivery at their libraries.

B) Member libraries should provide for delivery in accordance with the system delivery schedule.

C) Member libraries should have access to facilities for receiving electronic transmission of library materials 24 hours per day.

D) Member libraries should package materials for delivery in accordance with the system delivery plan.

E) Member libraries should utilize the system and statewide delivery services unless a more cost-effective method is available to them.

j) Interlibrary Loan (ILL)

1) Interlibrary Loan − Administration and Service

A) The system agency shall have an operational plan for interlibrary loan, including interlibrary loan policy, a system ILL code, and ILL procedures, that encourage library to library interlibrary loan. The operational plan, as a minimum, shall:

i) describe procedures for monitoring compliance with the Illinois Library and Information Network (ILLINET) and system interlibrary codes;

ii) describe the complaint procedure;

iii) define responsibilities of the local library, along with procedures for submitting ILL requests to the system headquarters;

iv) specify intrastate, interstate and international ILL;

v) describe the system agency responsibilities for ILL;

vi) publish the list of authorized charges for those interlibrary loan transactions allowed according to the Illinois Interlibrary Loan Code;

vii) provide for a method for regular monitoring and evaluation of interlibrary loan service, including the collection and publication of ILL statistics.

B) The system agency shall work with member libraries to improve local interlibrary loan service.

C) The system agency shall accept requests for ILL as specified in the ILL codes and system procedures.

D) The system agency staff shall initiate processing of ILL requests within one working day after receipt.

E) The system agency staff shall verify, locate, request, refer or cancel ILL requests received at system headquarters within three system working days.

F) The system agency shall ensure that sources are immediately available to verify at least 85 percent of the ILL requests received from member libraries.

G) The system agency shall distribute interlibrary loan public relations materials to member libraries.

2) Interlibrary Loan − Staff and Resources

A) The system agency shall provide identified staff assigned to the ILL service for a minimum of 40 hours per week.

B) The system agency shall offer ILL training programs for staff of member libraries at least semiannually.

C) The system agency shall hold an annual interlibrary loan performance assessment for ILL staff from the system and member libraries to identify and discuss areas needing improvement.

D) The system agency shall have a telefacsimile machine (or a later state-of-the-art equivalent) with an automatic answering device available for ILL purposes 24 hours per day.

E) The system agency staff shall have direct access to local, regional, national and international bibliographic databases.

3) Interlibrary Loan − Membership Responsibilities

A) Member libraries should offer and promote interlibrary loan service to their primary clientele.

B) Member libraries are responsible for training staff to handle ILL transactions and statistics-gathering and statistics gathered in accordance with system policies and procedures.

C) Member libraries should send staff to system ILL training sessions and participate in the annual assessment of ILL services.

D) Member libraries should attempt to verify requests from bibliographic resources, and should verify at least 75 percent of the requests.

E) The member libraries should submit interlibrary loan requests directly to other libraries whenever possible.

k) Reciprocal Access

1) Reciprocal Access − Administration and Service

A) The system agency shall adopt a reciprocal access plan. The reciprocal access operational plan, as a minimum, shall include:

i) how member libraries in the system shall provide reciprocal access;

ii) who is eligible for reciprocal access;

iii) limitations individual member libraries may establish for reciprocal access;

iv) the scope of reciprocal borrowing within the system, including how public libraries shall participate in the program and other libraries can participate in the program;

v) the definition of a library card valid for purposes of reciprocal borrowing. As a minimum the card should include name, address, expiration date and name and address of issuing library;

vi) the charge for a minimum nonresident fee in order for nonresidents to be eligible for reciprocal borrowing.

B) The system agency shall be responsible for coordinating aspects of the reciprocal borrowing program.

C) The system agency shall adopt protocols to govern problems arising from reciprocal borrowing.

D) The system agency shall conduct an assessment of reciprocal access within the system every two years to determine the extent of reciprocal access and its impact on system-wide library service.

2) Reciprocal Access − Staff and Resources

The system agency shall designate a reciprocal access coordinator to monitor and guide the reciprocal access program.

3) Reciprocal Access − Member Library Responsibilities

A) Member public libraries should provide reciprocal borrowing to persons holding a valid library card from a public library in Illinois.

B) Libraries issuing a valid library card are responsible for materials lost by patrons when using reciprocal borrowing.

C) Member public libraries should circulate materials to eligible reciprocal borrowers under the same conditions that they circulate those materials to their own patrons.

D) All member libraries should provide for reciprocal access to other member libraries.

l) Reference Service

1) Reference − Administration and Service

A) The system agency shall have an operational plan for reference services. The reference operational plan, as a minimum, shall:

i) define responsibilities of the local library, along with procedures for submitting reference requests to system headquarters;

ii) describe complaint procedure;

iii) describe system agency responsibilities and identify individuals responsible for providing reference service;

iv) provide for a method of regular monitoring and evaluation of reference service at all levels within the system;

v) provide for the collection and publication of appropriate statistics.

B) The system agency shall have written policies and procedures for filling the reference queries of its member libraries.

C) The system agency shall assist member libraries in meeting their responsibilities under the reference plan through consultant services and a continuing education program.

D) The system agency shall fill, respond to, return or refer 90 percent of information or subject requests within two working days, and all requests within five working days.

E) Library systems shall provide for reference service to their member libraries for the full range of hours that member library reference service is available.

2) Reference − Staff and Resources

A) The system agency shall designate a reference coordinator for the drafting and the implementation of the reference plan.

B) The system agency shall provide enough staff performing system reference work.

C) The person coordinating reference work shall meet the following minimum qualifications:

i) a fifth-year degree from an American Library Association-accredited library education program;

ii) two years of full-time professional experience working in libraries;

iii) at least one year of experience in reference work, with demonstrated competence in the provision of reference service. Other staff members providing high-level reference service should also meet these qualifications.

D) The system agency shall have access to or maintain reference resources that will enable the reference staff to answer at least 80 percent of the requests received.

E) The system agency shall provide members with lists of reference materials and sources of information, incorporating procedures for cooperative collection development when applicable.

3) Reference − Membership Responsibilities

A) Member libraries should meet minimum levels of reference service as defined in the system reference plan.

B) Member libraries should promote system-wide reference services by referring or offering to refer all unfilled requests to other libraries within the system.

C) Each member library should ensure that the staff members working on reference requests are skilled in basic reference sources and interviewing techniques. Such staff should have a clear understanding of the system reference plan.

m) Development of Additional System Services

1) The system agency shall develop service programs that are necessary to meet the objectives of the Illinois Library Systems Act and members' needs.

2) Services provided by the system agency shall address the needs of member libraries.

3) The services shall include both qualitative and quantitative measures and written descriptions of standards for them shall include the same sections as the core services: Definition, Administration and Service, Staff and Resources, and Membership Responsibilities.

4) The system agency shall gather input from member libraries when developing service programs and the accompanying qualitative and quantitative measures.

5) The system agency shall develop service programs that further the system's Plan of Service.

6) The system agency shall have a process to evaluate the system's services.

7) The system agency shall identify service programs provided by other system agencies that are the same or similar throughout the State and jointly develop these programs so as to avoid duplication and ensure a standard level of service.

8) The system agency shall initiate a service when financial resources are available to provide a quality service.

(Source: Amended at 32 Ill. Reg. 9635, effective June 23, 2008)