

Meeting Minutes  
Case-Halstead Library Board of Trustees  
Monday, Aug. 3, 2015

**Meeting Location:** Conference Room, Library, 550 Sixth Street, Carlyle, IL 62231

**Board Members Present:** Barb Guebert-President, Darren Tracy-Vice President, Jane Bullock-Treasurer, Ken O'Dell-Secretary, Brenda Johnson-City Council Liaison, Michelle Scott, Frank Buckingham, Kim Stamps

**Absent:**

**Also Present:** Kim Wilkerson, Christi Gerrish-Library Director, Mark Hodapp,

The meeting was called to order at 7:00 p.m., and the Pledge of Allegiance was recited.

Kim Stamps recited the Oath of Office and will be fulfilling another term.

Kim Wilkerson will replace Sharon Berdeaux's vacant position on the Board of Trustees.

**Meeting Minutes:**

-Motion: Darren moved to accept the meeting minutes.

-Second: Kim Stamps seconded.

-Vote: All were in favor and the motion carried.

**Treasurer's Report:**

With regards to the late bills, 8% of the year elapsed with 2% of the budget used for the month of May.

-Motion: Kim Stamps made a motion to approve the treasurer's report from May with the amended bills from May.

-Second: Michelle seconded.

-Vote: All were in favor and the motion carried.

Penalty fees were higher than normal for the month of June. 17% of the fiscal year has elapsed with 12% of the budget used.

The Simplex Grinell is the maintenance contractor for the fire and security systems. It will be reflected on next month's treasurer's report. It is paid for annually.

-Motion: Michelle motioned to accept the June treasurer's report and its amendments.

-Second: Frank seconded.

-Vote: All were in favor and the motion carried.

The Board discussed the issue of receiving extra change/missing money from patrons and having our reported revenue not matching with city hall's.

**Library Bills:**

Under 5120 Maintenance, 2 months were paid to Da-Com; Da-Com's billing cycle does not match with our cycle.

An ad was placed in the Union Banner (\$42.00), calling for artists who can demonstrate a project or two for the one year library anniversary event.

Next month there will be a change in the late bills due to purchasing *Go Set A Watchman* from Ingram with credit.

Double dashes on the late bills (i.e. - - ) notate purchases made with credit.

-Motion: Jane made a motion to pay the library bills.

-Second: Frank seconded.

-Vote: All were in favor and the motion carried.

Barb said that we have a form for incident reports that Christi can use for her file to report missing money.

-Motion: Michelle made a motion to pay the library project bills for Bach's landscaping.

-Second: Frank seconded.

-Vote: All were in favor and the motion carried.

Barb reminded the board that the trustee is anxious to close out the Maddux Trust.

#### **Director's Report:**

##### **[Statistics]**

Statistically, July is down from June. Even though the month was slower, there were about ~100 less items checked out, which was still ~3000 more from last year's.

##### **[Report]**

Christi discussed the programs for August and September. Bill Nunes, who authored over a dozen books on Illinois history, will be here to speak about Southern Illinois history on August 29.

##### **[Utilities]**

Although utilities are higher in the new building, the new building is significantly larger than the previous—\$1063.36 for 2015 versus \$700.98 for 2012.

Barb suggested holding an educational program about our library (e.g., about roles, responsibilities, Q&A) for advocacy purposes. Christi said that she would be willing to do it.

##### **[Complaint Form]**

Christi presented a complaint form that she created that the library personnel can use.

-Motion: Kim S. made a motion to approve the complaint report form for library staff to use.

-Second: Darren seconded.

-Vote: All were in favor and the motion carried.

#### **Standing Committee Reports:**

##### **[Building and Grounds / Construction Committees]**

Frank said that one of the potted plants is not doing too well and that, if someone would want to take it and revitalize it, someone from the Friends of the Library or the library personnel could go ahead and take it.

The second bike rack is not out yet; it will probably be another day or two.

Michelle said that there is no state grant available for car chargers. The alley was chipped, and the soda machine has been taken away due to not bringing a profit. The fireplace is fixed—the condensation and the wet spots were caused by not having the pilot light turned on, which keeps it warm and dry.

Having an occupancy limit for the Maddux Community Room was discussed. We would need someone to come and provide an expert opinion, i.e. a state fire marshal's inspection. Brenda will be looking into it.

[Personnel Committee/Policy and Procedures Committee]  
Will be covered during closed session.

### **Other Reports:**

[City Council Liaison]  
Nothing to report.

[Friends of the Library]  
They are looking to get rid of the books that do not sell. Another book sale will be in September.

**Public Comment:**  
No public comment.

### **Old Business:**

About \$350 from free books were earned from the Scholastics Book Sale.

[Review 2015 Library Calendar]  
There is not much coming up on the calendar for this next month.

[Case Mirror]  
The mirror will be hanged behind the staff work station, where it will be out of the way and less likely to be damaged.

[General Dean Video]  
Christi reported that progress is still being made.

[Grand Opening Anniversary]  
August 15th from 10:00am—2:00pm. Many activities and presentations are being planned ranging from artisans being invited to display their work to a scavenger hunt.

### **New Business:**

[Biennial Review of Material Selection and Facility Use]  
Christi presented on material selection and how to determine what the library buys. Christi said that our main focus is what do people want and having a well-rounded collection.

Barb suggested putting a footnote/date so that it is marked as having been reviewed.

-Motion: Michelle made a motion to approve the policy for the library collection and internet use.  
-Second: Jane seconded.  
-Vote: All were in favor and the motion carried.

[OMA/FOIA]

Christi presented on the Open Meetings Act and the Freedom of Information Act.

[Network Maintenance]

Christi said that she would look at various companies to provide network maintenance. Although Chad handles the internet, we need someone to provide services for the network.

[Report of Nomination Committee]

The committee spoke to the current officers. Michelle has stated that she would step in as secretary since Kenny would be glad to step down.

Michelle presented Kim Stamps as a nomination for the office of vice president.

-Motion: Frank made a motion that the nominations be closed.

-Second: Michelle seconded.

-Vote: All were in favor and the motion carried.

Darren said he would withdraw his name from nomination.

-Motion: Darren moved to accept the nominations by acclamation.

-Second: Jane seconded.

-Vote: All were in favor and the motion carried.

[Election of Officers]

New officers will be installed next meeting. Kim Wilkerson will be installed as a new board member next meeting.

-Motion: Jane made a motion to enter closed session.

-Second: Kim S. seconded.

-Vote: All were in favor and the motion carried.

**{The board entered closed session at 9:07 pm}**

**{The board left closed session at 9:56}**

-Motion: Jane made a motion to keep the closed minutes closed.

-Second: Darren seconded.

-Vote: All were in favor and the motion carried.

**Adjournment: The meeting adjourned at 10:00 pm.**

Respectfully submitted,  
Kenneth L. O'Dell, Jr.  
Secretary

**CITY OF CARLYLE**  
 DETAIL REVENUES/EXPENDITURES WITH COMPARISON TO BUDGET  
 FOR THE 3 MONTHS ENDING JULY 31, 2015

**FUND 20 - LIBRARY FUND**

	PERIOD PERIOD ACTUAL	YTD ACTUAL	BUDGET BUDGET	UNEXPENDED	% OF PCNT
<u>TAXES</u>					
20-3110 PROPERTY TAX	.00	.00	28,430.00	28,430.00	.0
20-3150 MOBILE HOME TAX	.00	.00	80.00	80.00	.0
20-3160 PAYMENT IN LIEU OF TAXES	.00	.00	5,500.00	5,500.00	.0
TOTAL TAXES	.00	.00	34,010.00	34,010.00	.0
<u>INTERGOVERNMENTAL REVENUE</u>					
20-3440 GRANTS	.00	4,101.25	8,000.00	3,898.75	51.3
TOTAL INTERGOVERNMENTAL REVE	.00	4,101.25	8,000.00	3,898.75	51.3
<u>FINES &amp; FORFEITURES</u>					
20-3530 PENALTIES-LIBRARY FEES	962.20	3,486.53	10,000.00	6,513.47	34.9
TOTAL FINES & FORFEITURES	962.20	3,486.53	10,000.00	6,513.47	34.9
<u>MISCELLANEOUS REVENUE</u>					
20-3810 INTEREST INCOME	.13	4.66	25.00	20.34	18.6
20-3831 DONATIONS	89.90	849.35	2,000.00	1,150.65	42.5
20-3832 DONATIONS-SUMMER READING	.00	1,670.00	1,000.00	670.00	167.0
20-3870 MADDUX ROOM RENTAL	.00	.00	500.00	500.00	.0
20-3890 MISCELLANEOUS - GIFTS	.00	.00	4,000.00	4,000.00	.0
TOTAL MISCELLANEOUS REVENUE	90.03	2,524.01	7,525.00	5,000.99	33.5
<u>OTHER FINANCING SOURCES</u>					
20-3990 TRANSFER FROM OTHER FUNDS	20,000.00	35,000.00	122,000.00	87,000.00	28.7
TOTAL OTHER FINANCING SOURCES	20,000.00	35,000.00	122,000.00	87,000.00	28.7
TOTAL FUND REVENUE	21,052.23	45,111.79	181,535.00	136,423.21	24.9

**CITY OF CARLYLE**  
**DETAIL EXPENDITURES WITH COMPARISON TO BUDGET**  
**FOR THE 3 MONTHS ENDING JULY 31, 2015**

**FUND 20 - LIBRARY FUND**

	PERIOD PERIOD ACTUAL	YTD ACTUAL	BUDGET BUDGET	UNEXPENDED	% OF PCNT
<b>LIBRARY</b>					
20-56-4210 SALARIES-REGULAR	6,230.52	22,174.27	85,000.00	62,825.73	26.1
20-56-4510 HEALTH & DENTAL INSURANCE	475.59	1,441.63	6,000.00	4,558.37	24.0
20-56-5110 MAINTENANCE SERVICES-BUILDING	2,283.00	3,096.23	7,900.00	4,803.77	39.2
20-56-5120 MAINTENANCE SERVICES-EQUIPMEN	312.59	658.12	2,550.00	1,891.88	25.8
20-56-5330 LEGAL SERVICES	.00	.00	1,000.00	1,000.00	.0
20-56-5490 OTHER PROFESSIONAL SERVICES	595.00	595.00	6,600.00	6,005.00	9.0
20-56-5510 POSTAGE	50.42	147.86	200.00	52.14	73.9
20-56-5520 TELEPHONE	96.25	349.85	1,500.00	1,150.15	23.3
20-56-5530 PUBLISHING	.00	.00	500.00	500.00	.0
20-56-5570 IT SOFTWARE	.00	.00	200.00	200.00	.0
20-56-5580 IT SOFTWARE	.00	.00	800.00	800.00	.0
20-56-5620 TRAVEL EXPENSE	.00	.00	300.00	300.00	.0
20-56-5630 TRAINING	.00	.00	500.00	500.00	.0
20-56-5710 UTILITIES	948.59	2,811.87	16,000.00	13,188.13	17.6
20-56-5940 RISK MANAGEMENT-GEN INS.	.00	.00	7,890.30	7,890.30	.0
20-56-6110 MAINTENANCE SUPPLIES-BUILDING	16.53	33.70	200.00	166.30	16.9
20-56-6120 MAINTENANCE SUPPLIES-EQUIPMEN	.00	.00	100.00	100.00	.0
20-56-6510 OFFICE SUPPLIES	15.97	450.60	2,000.00	1,549.40	22.5
20-56-6540 JANITORIAL SUPPLIES	.00	96.30	400.00	303.70	24.1
20-56-6580 PERIODICALS	754.87	1,126.85	2,000.00	873.15	56.3
20-56-8300 EQUIPMENT-CAPITAL OUTLAY	29.88	111.28	1,000.00	888.72	11.1
20-56-8800 LIBRARY-BOOKS-MATERIALS	3,748.53	7,044.75	20,000.00	12,955.25	35.2
20-56-9250 SPECIAL PROGRAMS	196.61	898.98	4,000.00	3,101.02	22.5
20-56-9290 MISCELLANEOUS EXPENSE	.00	37.20	100.00	62.80	37.2
20-56-9950 GENERAL & ADMINISTRATIVE	598.50	1,795.50	7,182.00	5,386.50	25.0
<b>TOTAL LIBRARY</b>	<b>16,352.85</b>	<b>42,869.99</b>	<b>173,922.30</b>	<b>131,052.31</b>	<b>24.7</b>
<b>TOTAL FUND EXPENDITURES</b>	<b>16,352.85</b>	<b>42,869.99</b>	<b>173,922.30</b>	<b>131,052.31</b>	<b>24.7</b>
<b>NET REVENUE OVER EXPENDITURES</b>	<b>4,699.38</b>	<b>2,241.80</b>	<b>7,612.70</b>	<b>5,370.90</b>	<b>29.5</b>

## Case Halstead P.L. – Income and Expenditures

August 2015

- A. Nonresident Fees - \$392.00
- B. Fines - \$185.49
- C. Copier & Printer - \$517.72
- D. Fax Machine - \$148.20
- E. Donations - \$46.90
- F. Disc Repair - \$7.80
- G. Coffee - \$7.50
- H. Maddux Room - \$100.00

Total \$1405.61

Total at CH \$1408.90

### 1. Expenditures

5110 Maintenance-Services of Building	<u>5110 \$550.00</u>
Building Stars - \$450.00	
Terminix - \$100.00	
5120 Maintenance-Equipment	<u>5120 \$155.29</u>
Da-Com Lease - \$155.29	
Da-Com Maintenance - \$	
5330 Legal Fees	<u>5330 \$</u>
5490 Other Professional Services	<u>5490 \$2071.00</u>
IHLS (Annual ILS) - \$2071.00	
5510 Postage	<u>5510 \$</u>
5520 Telephone	<u>5520 \$65.51</u>
AT&T - \$40.51	
Cell Phone Reimbursement - \$25.00	
5530 Publishing	<u>5530 \$</u>
5540 Printing	<u>5540 \$</u>
5620 Travel Expense	<u>5620 \$</u>
5630 Training	<u>5630 \$</u>
5710 Utilities	<u>5710 \$</u>
City of Carlyle Electric - \$917.48	
City of Carlyle Water & Sewer - \$251.23	
Ameren - \$54.21	
Constellation - \$8.22	
6110 Maintenance Supplies – Building	<u>6110 \$</u>
6120 Maintenance Supplies-Equipment	<u>6120 \$</u>
6510 Office Supplies	<u>6510 \$180.33</u>
Demco - \$136.67	
Wal-Mart - \$43.66	

6540 Janitorial Supplies	<u>6540 \$</u>
6580 Periodicals & Newspapers	<u>6580 \$</u>
8300 Equipment	<u>8300 \$</u>
8700 Furniture	<u>8700 \$</u>
8800 Books & Other Materials	<u>8800 \$1574.05</u>
Amazon - \$160.77	
Baker & Taylor - \$507.81	
Center Point - \$301.98	
Gale - \$283.10	
Windfall - \$320.39	
9250 Special Programs	<u>9250 \$34.02</u>
Hallmark - \$16.00	
Wal-Mart - \$18.02	
9290 Miscellaneous	<u>9290 \$17.02</u>
Luebbers Welding - \$12.46	
Tucker Electric - \$4.56	
Total	<u>Total \$5878.36</u>

Late Bills from July

5710 Constellation - \$6.03	
8800 Arlington Heights Memorial Library - \$29.95	
Gale - \$23.99	



# Library Project Bills

July 2015

Maddux Trust:

8900 Other Improvements

Amazon - \$64.43

Archicepts - \$530.80

Binsbacher & Griffithe - \$342.50

Clutter Concepts - \$100.00

NAPA - \$41.72

Plocher - \$953.85

Grand Total - \$1973.30

---

Library Director

Date

---

Library Board Treasurer

Date

---

Mayor Mike Burton

Date

# Circulation Statistics---Monthly

2015 August

ADULT---2336

CHILDREN---678

YOUNG ADULT---86

RENEWALS---552

MANUAL CHECKOUTS---16

3M Cloud---35

Overdrive---187

TOTAL=3890

ROUTE INS=699

ROUTE OUTS=371

COMPUTER USE=600

PATRON COUNT=3617

1<sup>st</sup> Year Anniversary - 150

Comic Book Artists - 26

Story Time - 13

Bill Nunes - 16

2015 July

ADULT---2306

CHILDREN---895

YOUNG ADULT---91

RENEWALS---724

MANUAL CHECKOUTS---25

3M Cloud---27

Overdrive---185

TOTAL=4253

ROUTE INS=621

ROUTE OUTS=340

COMPUTER USE=588

PATRON COUNT=3265

Mike Anderson – 86

Make and Take Craft – 9

Story Time – 26

Family Movie - 14

2014 August

ADULT---1435

CHILDREN---624

YOUNG ADULT---103

RENEWALS ---509

MANUAL CHECKOUTS---12

3M Cloud---34

Overdrive---181

TOTAL=2898

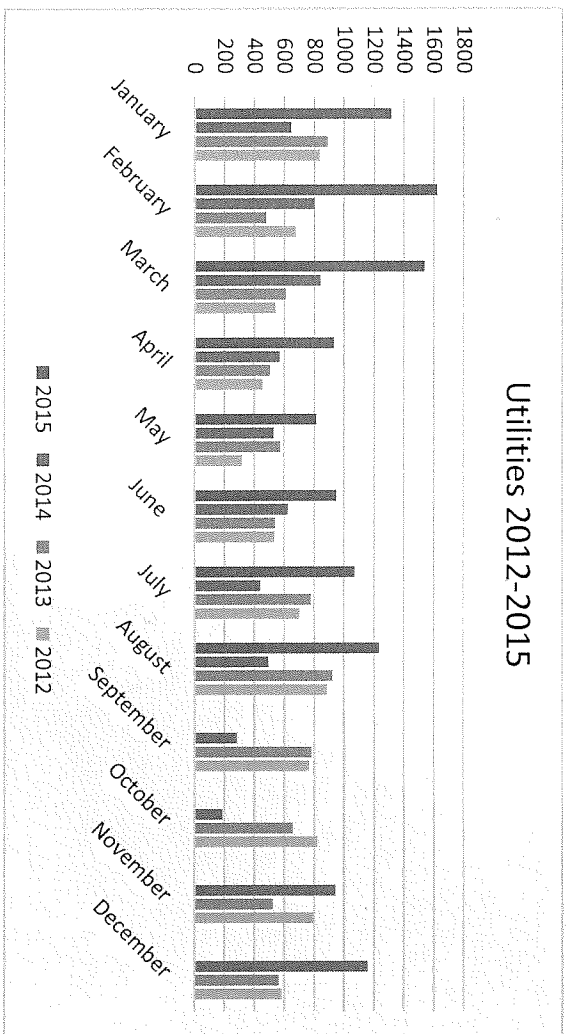
ROUTE INS=325

ROUTE OUTS=239

COMPUTER USE=288

	January	February	March	April	May	June	July	August	September	October	November	December
2015	1311.68	1619.93	1536.64	928.32	813.25	945.58	1069.39	1231.14	281.42	186.88	942.94	1156.63
2014	645.4	797.5	838.22	566.96	527.09	625.34	437.29	492.62	781.73	656.87	523.7	564.86
2013	886.92	478.34	609.32	503.49	573.13	538.88	776.17	920.11	766.1	819.99	794	583.73
2012	834.79	675.55	540.51	454.22	315.03	533.17	700.98	883.22	766.1	819.99	794	583.73

Utilities 2012-2015



## Maddux Room and Scheduled Conference Room Use in August

August 1 & 8 – Tutoring in Conference Room

August 3 – Swim Team

August 3, 18 - Library Board Meeting in Conference Room

August 4 – Corn Claims meeting, Bank Seminar, Park Board Meeting

August 4, 5, 11, 12, 18, 19, 25, 26 - Community Link Training

August 6, 13, 20, 27 – Tutoring in Conference Room

August 7 – Taser Training

August 10 & 24 – City Council

August 15 – One Year Anniversary

August 20 – Meeting in Conference Room, Alzheimer's Training

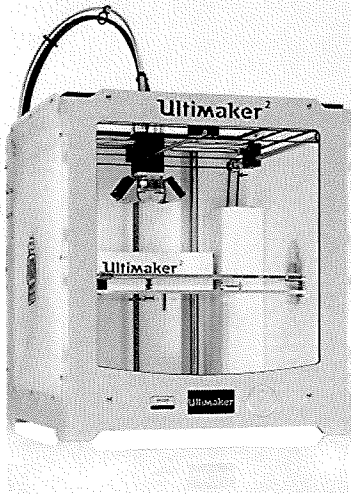
August 22 – Comic Book Program

August 25 – Girl Scouts

August 26 – PTO Meeting

August 29 – Bill Nunes Program

August 30 – Rotary Meeting



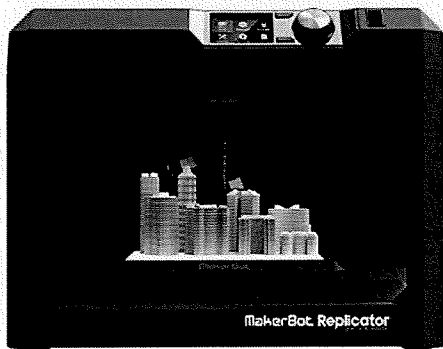
by [Ultimaker](#)

## Ultimaker 2 3D Printer

[15 customer reviews](#)

[6 answered questions](#)

Price: \$2,499.00  
+ \$65 shipping



by [MakerBot](#)

## MakerBot Replicator Desktop 3D Printer, 5th Generation

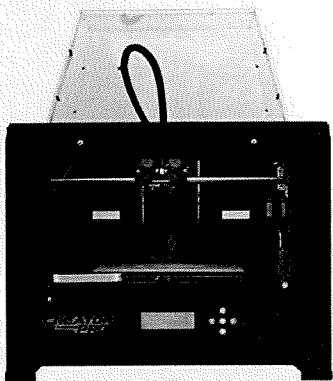
[276 customer reviews](#)

[5 answered questions](#)

List Price: \$2,899.00

Price: \$2,699.99 *Free Shipping for Prime Members*

You Save: \$199.01 (7%)



## FlashForge 3d Printer Creator Pro, Metal Frame Structure, Acrylic Covers, Optimized Build Platform, Dual Extruder W/2 Spools, Works with ABS and PLA

[315 customer reviews](#)

[177 answered questions](#)

List Price: \$1,349.00  
Price: \$1,199.00 *Free Shipping for Prime Members*  
You Save: \$150.00 (11%)

## Chapter 8 [Public Services: Reference and Reader's Advisory Services]

---

Through public services, a library offers assistance to patrons in the use of its collections and resources. The library also provides patrons with resources beyond those owned by the library through interlibrary loan and other resource-sharing arrangements. Basic public services include reference and reader's advisory. These services should be provided to all age groups.

**APPLICABLE CORE STANDARDS** – Please see Core Standards 1, 11, 16, 17, 18, 19, 22, and 24 in Chapter 1.

### REFERENCE SERVICES

Reference service is the provision of information in response to a patron's question. All Illinois public libraries should provide reference service for their patrons.

### REFERENCE SERVICES STANDARDS

1. All basic services are available when the library is open. For the purpose of this document, basic services are circulation, reference, reader's advisory, and computer/Internet access.
2. The library has a board-approved reference service policy developed by reference staff and administration and it is reviewed biennially. (See Appendix R)
3. The library provides staff trained in reference services to meet the needs of patrons who have challenges with disabilities, language, and literacy.
4. The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
5. The library is aware of the importance of accuracy in reference service and relies on information sources of demonstrated currency and authority.
6. The library supports training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
7. The library provides easy access to accurate and up-to-date community information/resource files.
8. The library provides current issues of at least one community or local newspaper and retains hard copy or online back issues for a minimum of six months.
9. The library provides access to local ordinances or codes of all municipalities within its service boundaries.
10. The library provides access to local and state maps.
11. The library strives to provide access to the minutes of local government meetings. These include but are not limited to municipal (village, township, or city) and school board meetings.
12. The library provides voter information, including precinct boundaries and location of polling places.
13. The library provides information about local history and events.
14. The library has telephone books for the local calling area and any other frequently requested areas.
15. The library will include at least one current reference resource for each subject area. Electronic resources may fulfill this requirement. (See Appendix T)
16. Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
17. Staff members are encouraged to attend at least one relevant continuing education event each year.
18. The library accepts and responds to reference requests received in all formats, including electronic, print, and phone.
19. The library annually evaluates its reference service for accuracy, timeliness, staff friendliness, and patron ease. (See Appendix S)

### REFERENCE SERVICES CHECKLIST

- ☐ All basic services are available when the library is open.
- ☐ The library has a reference service policy.
- ☐ The library provides staff trained in reference services to meet the needs of patrons who have challenges with disabilities, language, and literacy.
- ☐ The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
- ☐ The library is aware of the importance of accuracy in reference service and relies on information sources of demonstrated currency and authority.
- ☐ The library supports training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
- ☐ The library provides easy access to accurate and up-to-date community information.
- ☐ The library provides current issues of at least one community or local newspaper and retains hard copy or online back issues for a minimum of six months.
- ☐ The library provides access to local ordinances or codes of all municipalities within its service boundaries.
- ☐ The library provides access to local and state maps.
- ☐ The library provides access to the minutes of local government meetings. These include but are not limited to municipal (village, township, or city) and school board meetings.
- ☐ The library provides voter information, including precinct boundaries and location of polling places.
- ☐ The library provides information about local history and events.
- ☐ The library has telephone books for the local calling area and any other frequently requested areas.
- ☐ The library has at least one current reference resource for each subject area.
- ☐ Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
- ☐ Staff members are encouraged to attend at least one relevant continuing education event each year.
- ☐ The library evaluates its reference service on an annual basis.

### BIBLIOGRAPHY

- Cassell, Kay Ann and Uma Hiremath. *Reference and Information Services in the 21st Century: An Introduction*. 2nd ed. New York: Neal-Schuman, 2011.
- Eberhart, George. *Whole Library Handbook 5: Current Data, Professional Advice, and Curiosa About Libraries and Library Services*. Chicago: American Library Association, 2011.
- Johnson, Peggy. *Fundamentals of Collection Development and Management*. 2nd ed. Chicago: American Library Association, 2009.
- Kresh, Diane. *The Whole Digital Library Handbook*. Chicago: American Library Association, 2007.
- O'Gorman, Jack, ed. *Reference Sources for Small and Medium-sized Libraries*. 7th ed. Chicago: American Library Association, 2008.
- Thomsett-Scott, Beth C., ed. *Implementing Virtual Reference*. Chicago: American Library Association, 2013.

## Chapter 8 [Public Services: Reference and Reader's Advisory Services]

---

### READER'S ADVISORY SERVICES

Reader's Advisory Services is a patron-oriented service that promotes and encourages recreational reading. It is a service that offers advice, suggestions, recommendations, and selections to library users regarding authors, titles, and genres. It is a service that strives to respond to the recreational reading tastes of individual readers using the resources of the library to link readers and books.

All Illinois public libraries should provide some sort of reader's advisory service to their patrons. This can be done formally with a separate designated service desk, through conversation with a librarian, or informally at the library's circulation desk where library staff members get to know the library patron's reading preferences and are able to suggest similar titles that the patron might enjoy reading.

### READER'S ADVISORY STANDARDS

1. All basic services are available when the library is open. For the purposes of this document, basic services are circulation and reference and reader's advisory services. If reference and reader's advisory services are provided to children and adults from two separate points, then the library provides adequate staffing at both locations at all hours the library is open.
2. The library has competently trained staff that has thorough knowledge of popular authors and titles.
3. The library participates in interlibrary loan and resource sharing to help provide accurate and timely reader's advisory service.
4. The library is aware of the importance of accuracy in reader's advisory service and relies on information sources of demonstrated currency and authority.
5. Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
6. Staff members who are responsible for reader's advisory services in their library should attempt to stay current with community events by participating in community organizations, clubs, or councils.
7. Staff members who are responsible for reader's advisory services in their library should attempt to attend as many workshops, reading roundtables, or continuing education events as possible to stay current.
8. The library accepts and responds to reader's advisory requests received via e-mail, IM (instant messaging), texting, and/or virtual reference.

### READER'S ADVISORY SERVICES CHECKLIST

- ☐ All basic services are available when the library is open.
- ☐ The library has competently trained staff that has thorough knowledge of popular authors and titles.
- ☐ The library maintains a well-rounded collection of both fiction and nonfiction titles.
- ☐ The library has a reader's advisory services policy.
- ☐ The library promotes the importance of leisure reading to its community members.
- ☐ The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
- ☐ The library maintains a basic collection of reader's advisory reference materials.
- ☐ All staff members attend at least one relevant continuing education event each year.
- ☐ Staff members who are responsible for reader's advisory services in their library join at least one community organization, club, or council.
- ☐ Staff members who are responsible for reader's advisory services in their library attend at least one workshop, reading roundtable, or continuing education event.
- ☐ The library accepts and responds to reader's advisory requests received via e-mail, IM (instant messaging), texting, and/or virtual reference.



## Chapter 8 [Public Services: Reference and Reader's Advisory Services]

---

### BIBLIOGRAPHY

- Avila, Salvador. *Serving Latino Teens*. Westport, CT: Libraries Unlimited, 2012.
- Booth, Heather. *Serving Teens Through Readers' Advisory (ALA Reader's Advisory Series)*. Chicago: American Library Association, 2007.
- Hysell, Shannon Graff. *Recommended Reference Books for Small and Medium-Sized Libraries and Media Centers*. Westport, CT: Libraries Unlimited, 2013.
- Moyer, Jessica E., ed. *The Readers' Advisory Handbook*. Chicago: American Library Association, 2010.
- Okobi, Elsie A. Rogers Halliday. *Library Services for Adults in the 21st Century*. Westport, CT: Libraries Unlimited, 2013.
- Orr, Cynthia and Diana Tixier Herald. *Genreflecting: A Guide to Popular Reading Interests*. 7th ed. Westport, CT: Libraries Unlimited, 2013.
- Pandora, Cherie P. and Stacey Hayman. *Better Serving Teens Through School Library-Public Library Collaborations*. Westport, CT: Libraries Unlimited, 2013.
- Peck, Penny. *Readers' Advisory for Children and 'Tweens*. Westport, CT: Libraries Unlimited, 2010.
- Roberts, Ann and Stephanie G. Bauman. *Crash Course in Library Services for Seniors*. Westport, CT: Libraries Unlimited, 2012.
- Saricks, Joyce. *Reader's Advisory Guide to Genre Fiction*. Chicago: American Library Association, 2009.
- Zabel, Diane. *Reference Reborn: Breathing New Life into Public Services Librarianship*. Westport, CT: Libraries Unlimited, 2010.

### WEBSITES

- NoveList Plus – EBSCO  
[www.ebscohost.com/novelist/our-products/novelist-plus](http://www.ebscohost.com/novelist/our-products/novelist-plus)
- The Reader's Advisory Online – Libraries Unlimited  
[rainfo.lu.com/](http://rainfo.lu.com/)