

Illinois Public Library Standards: Information Services

Information services include circulation, reference, reader's advisory, and technology assistance and instruction. Circulation activities may include library card registration, check-out and check-in of materials, management of patron accounts, hold placement, and interlibrary loan. Reference services primarily focus on answering informational questions, whether for school research projects, personal interest, or daily life needs. Reader's advisory encourages the use of collections for recreational purposes, including the suggestion of books and other media through one-on-one conversations, booklists, displays, and other means. Technology assistance and instruction may range from basic internet access, to device assistance, to computer classes, to high-tech digital media labs. These activities may be performed in separate departments or provided at a variety of service points using a range of service models.

In addition, information services may include referral to social service agencies, which, for some libraries, may mean branching into social work services. It may also include facilitation of the use of library spaces like meeting and study rooms and maker spaces. Libraries may opt to provide other services, such as notary, passport applications, or license plate renewal.

STANDARD	CORE	INTERMEDIATE	ADVANCED
1	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.	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	Staff provide accurate, timely, and courteous service.		
3	The library has policies that guide the provision of information services, such as a Circulation Policy and Reference & Reader's Advisory Policy.	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	Staff have access to appropriate technology (e.g., phones, computers, work email, printers, scanners) to receive and respond to patron inquiries.	The library provides a variety of self-service information service resources via its website or library apps 24/7.	The library provides information services by chat or phone outside of the hours the library is open.
5	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).	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	Staff are aware of local and statewide agencies as resources to which they can refer patrons in need.	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.	The library may go beyond basic referrals to social service agencies by providing services by social workers or social work interns.
7	Staff recognize the wide array of individual information needs within the community and strive to offer services for all.	The library provides opportunities for staff to expand their knowledge and sensitivity in providing information services to all people.	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	The library seeks to eliminate barriers to services and information access (e.g., fines and fees, age restrictions).	In multilingual communities, the library strives to provide information services in languages relevant to patron needs.	In multilingual communities, the library employs staff who speak languages relevant to patron needs or contracts interpreting services to supplement staff's multilingual expertise.
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Illinois Public Library Standards-- Information Services: Action Plan

Library Name Riverside Public Library

Date

Completed by Diane Silva

Job Title Assistant Director/IS Manager

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	☒ 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.	☒ 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	☒ Staff provide accurate, timely, and courteous service.			

3	☒ The library has policies that guide the provision of information services, such as a Circulation Policy and Reference & Reader's Advisory Policy.	☒ 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	☒ Staff have access to appropriate technology (e.g., phones, computers, work email, printers, scanners) to receive and respond to patron inquiries.	☒ The library provides a variety of self-service information service resources via its website or library apps 24/7.	☐ The library provides information services by chat or phone outside of the hours the library is open.	

5	☒ 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).	☒ 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	☒ Staff are aware of local and statewide agencies as resources to which they can refer patrons in need.	☒ 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.	☐ The library may go beyond basic referrals to social service agencies by providing services by social workers or social work interns.	

7	☒ Staff recognize the wide array of individual information needs within the community and strive to offer services for all.	☒ The library provides opportunities for staff to expand their knowledge and sensitivity in providing information services to all people.	☐ 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	☒ The library seeks to eliminate barriers to services and information access (e.g., fines and fees, age restrictions).	☒ In multilingual communities, the library strives to provide information services in languages relevant to patron needs.	☒ 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:

Illinois Public Library Standards: Marketing & Promotion

Marketing and promotion play a critical role in the success and sustainability of public libraries. It is more important than ever for public libraries to tell their stories, collect data and measure success in order to sustain interest and support within their communities. When libraries utilize a variety of digital, print and face-to-face interactions, they not only raise awareness of their services, programs and collections but also retain and increase library users. Libraries that invest in marketing and promotion practices will successfully showcase value, impact, and return on investment to their communities.

STANDARD	CORE	INTERMEDIATE	ADVANCED
1	The library uses a variety of print, digital and interpersonal methods to actively promote its collections, programs, and services to the community.	The library has a marketing guide that outlines where and how the library will market its services, programs and collections.	The library adopts a formal marketing plan.
2	The board, director and staff are familiar with public relations and marketing initiatives developed by the regional library systems, the Illinois State Library, the Illinois Library Association, and the American Library Association (e.g., iREAD, Banned Books Week, National Library Week, Library Card Signup Month).	The library provides training opportunities for the director, staff, and/or board to learn effective methods to promote library services in consistent and strategic ways.	The library has one or more dedicated employees for marketing and graphic design.
3	The library allocates funds for marketing and promotion.		

4	The library adopts an easily recognizable logo that represents the library's brand.	The library uses its logo consistently across all print and digital marketing platforms.	The library adopts a brand style guide to unify the library's representation in all communications (e.g., color palette, fonts).
5	The library's print and digital marketing materials comply with all local, state and federal accessibility laws and standards.	The library strives to make its marketing materials accessible to individuals of all ages, abilities, reading levels and relevant language backgrounds.	
6	The library understands the community it serves and designs its marketing efforts to reach all residents.	The library identifies underserved populations and uses targeted marketing methods to conduct outreach to those communities.	
7	The library has board approved policies that govern its marketing and promotional method (e.g., social media, bulletin board).		
8	The library collects data, stories and photos that illustrate the value of the library.	The library uses collected data, stories, and photos to communicate the value of the library to the community.	The library develops an annual report that uses data, stories, and photos to showcase the library's value and impact.

9	The library regularly evaluates the effectiveness of its marketing efforts.	The library uses data (e.g., resource usage, program attendees, and cardholders) to measure and analyze the impact of its marketing efforts and to inform future marketing.	
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Illinois Public Library Standards – Marketing & Promotion: Action Plan

Library Name Riverside Public Library

Date

Completed by Janice Foley

Job Title Library Director

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	☒ The library uses a variety of print, digital and interpersonal methods to actively promote its collections, programs, and services to the community.	☐ The library has a marketing guide that outlines where and how the library will market its services, programs and collections.	☐ The library adopts a formal marketing plan.	The Library works hard to promote the programs, collections and services it offers. A formal marketing plan would be a valuable tool for us.

2	☒ The board, director and staff are familiar with public relations and marketing initiatives developed by the regional library systems, the Illinois State Library, the Illinois Library Association, and the American Library Association (e.g., iREAD, Banned Books Week, National Library Week, Library Card Signup Month).			The director and staff are familiar with the regional, state and ALA marketing initiatives.
3	☒ The library allocates funds for marketing and promotion.	☒ The library provides training opportunities for the director, staff, and/or board to learn effective methods to promote library services in consistent and strategic ways.	☐ The library has one or more dedicated employees for marketing and graphic design.	Several staff members are involved in the marketing and promotion of the Library. Many libraries have Marketing and Promotions departments which if budget allowed would be a valuable role for our Library.

4	☒ The library adopts an easily recognizable logo that represents the library's brand.	☒ The library uses its logo consistently across all print and digital marketing platforms.	☒ The library adopts a brand style guide to unify the library's representation in all communications (e.g., color palette, fonts).	In addition to our logo, we adopted a mascot, Dewey the Gargoyles, who is beginning to get good recognition!
5	☐ The library's print and digital marketing materials comply with all local, state and federal accessibility laws and standards.	☒ The library strives to make its marketing materials accessible to individuals of all ages, abilities, reading levels and relevant language backgrounds.		We try hard to comply with accessibility laws and standards. We now print many signs in Spanish and have iPads with translating capabilities.
6	☒ The library understands the community it serves and designs its marketing efforts to reach all residents.	☒ The library identifies underserved populations and uses targeted marketing methods to conduct outreach to those communities.		

7	☒ The library has board approved policies that govern its marketing and promotional method (e.g., social media, bulletin board).			
8	☒ The library collects data, stories and photos that illustrate the value of the library.	☒ The library uses collected data, stories, and photos to communicate the value of the library to the community.	☒ The library develops an annual report that uses data, stories, and photos to showcase the library's value and impact.	
9	☒ The library regularly evaluates the effectiveness of its marketing efforts.	☐ The library uses data (e.g., resource usage, program attendees, and cardholders) to measure and analyze the impact of its marketing efforts and to inform future marketing.		

Illinois Public Library Standards: Programming

Programming is one of the channels through which libraries fulfill their mission of bringing people together for educational, recreational, and civic or community purposes. Literacy initiatives such as storytimes and book discussions encourage a love of reading and provide an opportunity to highlight library collections. Lifelong learning programs empower patrons with new information and improved skills that support their academic and vocational advancement, as well as their personal growth. Cultural programs promote appreciation of the arts and introduce participants to a variety of world traditions. Arts and crafts and do-it-yourself workshops foster creativity and ingenuity. Recreational programs combat social isolation and encourage interaction with others in the community. Programming can also serve as outreach to the community and promotion of the library's services by offering a wide variety of events that appeal to both regular and new uses. Programs may be in-person, virtual, or hybrid; they may include traditional presenter-led events as well as opportunities for self-directed activities by patrons. Programming must strive to welcome people of all ages, abilities, identities, and backgrounds.

STANDARD	CORE	INTERMEDIATE	ADVANCED
1	The library provides programs for all ages free of charge or on a cost recovery basis.	The library provides virtual or hybrid programs where appropriate.	
2	The library follows all local, state, and federal accessibility requirements in the presentation of in-person and virtual programs.	The library strives to provide various modes of program participation to accommodate patrons of all abilities (e.g., low lighting, enhanced audio).	The library designs dedicated programs for patrons with specific needs (e.g., autism, dementia, low vision).
3	The library has a board-approved programming policy for all ages that includes a protocol for response to challenges.		

4	The library regularly assesses the needs of its community, either formally or informally, to inform its program planning.	The library partners with local educational, social, cultural, and recreational organizations in order to present programs that address the community's needs.	The library draws on its community partnerships to provide programs in alternate venues in order to reach specific populations who cannot visit the library.
5	The library evaluates programs based on criteria such as attendance, guest feedback, and participant outcomes and adjusts its future programs based on this evaluation.		
6	The library is aware of the diversity of its community and strives to offer programs that are inclusive. While library programs represent diverse viewpoints, library programs do not necessarily constitute an endorsement of the ideas or viewpoints expressed in their programs.	The library provides staff training in best practices for meeting the programming needs of a diverse community.	The library offers dedicated programs that address the specific cultures, life experiences and interests of its community.

Illinois Public Library Standards – Programming: 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	☒ The library provides programs for all ages free of charge or on a cost recovery basis.	☒ The library provides virtual or hybrid programs where appropriate.		
2	☒ The library follows all local, state, and federal accessibility requirements in the presentation of in-person and virtual programs.	☐ The library strives to provide various modes of program participation to accommodate patrons of all abilities (e.g., low lighting, enhanced audio).	☐ The library designs dedicated programs for patrons with specific needs (e.g., autism, dementia, low vision).	We have hired ASL interpreters in the past and recently acquired a tablet which provides a similar service to those using it.
3	☐ The library has a board-approved programming policy for all ages that includes a protocol for response to challenges.			

4	☒ The library regularly assesses the needs of its community, either formally or informally, to inform its program planning.	☒ The library partners with local educational, social, cultural, and recreational organizations in order to present programs that address the community's needs.	☒ The library draws on its community partnerships to provide programs in alternate venues in order to reach specific populations who cannot visit the library.	We have several community partnerships.
5	☒ The library evaluates programs based on criteria such as attendance, guest feedback, and participant outcomes and adjusts its future programs based on this evaluation.			

6	☒ The library is aware of the diversity of its community and strives to offer programs that are inclusive. While library programs represent diverse viewpoints, library programs do not necessarily constitute an endorsement of the ideas or viewpoints expressed in their programs.	☐ The library provides staff training in best practices for meeting the programming needs of a diverse community.	☒ The library offers dedicated programs that address the specific cultures, life experiences and interests of its community.	
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Notes/Comments:

Illinois Public Library Standards: Safety & Emergency Preparedness

Public libraries strive to be welcoming community centers safe for all who enter. Libraries should have written plans and policies to manage safety and security concerns, emergencies, and disaster recovery. Library staff should be well-versed in all emergency and safety plans, policies and protocols and have training on how to handle difficult situations with patrons. Local, state and federal safety and emergency laws should be reviewed on a regular basis. It is also critical that libraries maintain open lines of communication with the community and first responders.

STANDARD	CORE	INTERMEDIATE	ADVANCED
1	The library has a communication protocol to keep the board, staff and public informed in the event of a disaster or emergency.		
2	Staff have ready access to emergency call information for police, fire, director, board, and other relevant staff.	The library staff have ready access to all library key service providers (plumbing, electric, roofing).	The library has a designated team that works to provide safety and emergency training, protocols and communications to both staff and public.
3	The library provides training for staff on safety and emergency preparedness.	The library includes safety and emergency training in new employee on-boarding procedures.	In addition to safety and emergency training procedures, the library also offers medical training for staff (first aid, CPR, AED, etc.).
4	The library has a board approved Patron Conduct Policy.	The library staff is aware of the Patron Conduct Policy and understands how to implement it.	The library has a dedicated security staff person and/or a security surveillance system.

5	Library entrances, exits, evacuation routes, locations of designated tornado shelters, emergency supplies, fire alarms and fire extinguishers are clearly marked and visible for staff and the public.	Floor plans with designated emergency routes and equipment are displayed and shared with first responders.	The library has thorough documentation for emergency responders that includes location of mechanical, electric, plumbing, ladders, and current building blueprints.
6	The library maintains a stock of emergency supplies, which are stored in a clearly marked, designated location and are easily accessible to staff.		
7	The library has an emergency and disaster preparedness manual that is easily accessible to staff.	The library annually reviews and updates the library emergency and preparedness manual.	The library has a separate emergency and safety procedure manual for the public that is posted in public spaces.
8	The library has a disaster recovery plan that is kept in an off-site location.	The library has a technology recovery plan, in the event of a physical disaster or cyberattack.	
9	The library complies with local, state and federal emergency and safety guidelines, ordinances and laws.	The library seeks to be included in community plans and works with local agencies on contingencies for various crises (flood, snow, pandemic, active shooter) in which the library can play an essential role.	

10	The library follows all local and state requirements for emergency systems and equipment inspections.	The library has a maintenance protocol for all emergency systems and equipment that is reviewed on a regular basis.	
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Serving Our Public 5.0 – Safety & Emergency Preparedness: Action Plan

Library Name Riverside Public Library

Date

Completed by Janice Foley

Job Title Library Director

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 Serving Our Public 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	☒ The library has a communication protocol to keep the board, staff and public informed in the event of a disaster or emergency.			
2	☒ Staff have ready access to emergency call information for police, fire, director, board, and other relevant staff.	☒ The library staff have ready access to all library key service providers (plumbing, electric, roofing).	☐ The library has a designated team that works to provide safety and emergency training, protocols and communications to both staff and public.	The Library should continue to make safety and emergency training a priority. Updating manuals and consistent training would be beneficial.

3	☒ The library provides training for staff on safety and emergency preparedness.	☐ The library includes safety and emergency training in new employee on-boarding procedures.	☐ In addition to safety and emergency training procedures, the library also offers medical training for staff (first aid, CPR, AED, etc.).	We should try harder to encourage staff to participate in medical training for those interested.
4	☒ The library has a board approved Patron Conduct Policy.	☒ The library staff is aware of the Patron Conduct Policy and understands how to implement it.	☒ The library has a dedicated security staff person and/or a security surveillance system.	We have a security surveillance system.
5	☒ Library entrances, exits, evacuation routes, locations of designated tornado shelters, emergency supplies, fire alarms and fire extinguishers are clearly marked and visible for staff and the public.	☒ Floor plans with designated emergency routes and equipment are displayed and shared with first responders.	☐ The library has thorough documentation for emergency responders that includes location of mechanical, electric, plumbing, ladders, and current building blueprints.	We need to work on thorough documentation for emergency responders.

6	☒ The library maintains a stock of emergency supplies, which are stored in a clearly marked, designated location and are easily accessible to staff.			
7	☒ The library has an emergency and disaster preparedness manual that is easily accessible to staff.	☐ The library annually reviews and updates the library emergency and preparedness manual.	☐ The library has a separate emergency and safety procedure manual for the public that is posted in public spaces.	We need to work on emergency and safety procedure for the public.
8	☒ The library has a disaster recovery plan that is kept in an off-site location.	☐ The library has a technology recovery plan, in the event of a physical disaster or cyberattack.		Our disaster recovery plan is available on our computer and the backups are available off site. We need to do a recovery plan for technology,

9	☒ The library complies with local, state and federal emergency and safety guidelines, ordinances and laws.	☒ The library seeks to be included in community plans and works with local agencies on contingencies for various crises (flood, snow, pandemic, active shooter) in which the library can play an essential role.		
10	☒ The library follows all local and state requirements for emergency systems and equipment inspections.	☒ The library has a maintenance protocol for all emergency systems and equipment that is reviewed on a regular basis.		The Riverside Fire Department conducts a safety check annually. Our fire extinguishers and sprinkler system as well as our elevators undergo inspections as required

Notes/Comments:

Last updated July 28, 2025

Serving Our Public 5.0 – Safety & Emergency Preparedness: Action Plan, page 4 of 4

Illinois Public Library Standards: Technology

Technology is an integral part of any library. Technology transforms the library into a dynamic hub of information, learning and community engagement. Libraries offer a wide array of digital services and tools that cater to the diverse needs of their communities. From providing access to e-books, high-speed internet and online learning platforms to offering maker spaces equipped with 3D printers and coding workshops, technology has expanded the role of libraries far beyond traditional boundaries. By bridging the digital divide, fostering lifelong learning and supporting innovation, technology ensures that libraries remain relevant and accessible in an increasingly digital world.

STANDARD	CORE	INTERMEDIATE	ADVANCED
1	The library has a dedicated budget for technology equipment and services.	The library has a technology replacement schedule and/or a technology plan.	The library conducts a technology needs assessment that examines current and emerging trends and includes community input.
2	The library has a board approved internet and computer use policy.	The library reviews and updates computer use policies on a regular basis.	
3	The library provides a sufficient number of public use computers.	The library offers laptops or tablets for the public to use in-house.	The library allows laptops or tablets to be checked-out by the public.
4	The library has access to a trained individual to maintain all technology.	The library has a trained staff person or contractual service to maintain the technology infrastructure.	The library has a dedicated IT department.

5	The library takes steps to protect the integrity, safety and security of all technology. This may include anti-virus software, firewalls, authentication, routine upgrades, patches, and scheduled data backup.	The library provides staff training for best practices in computer safety and includes cyber security in its liability insurance.	The library conducts annual penetration testing to evaluate security measures to determine if improvements or upgrades are needed.
6	Staff are aware of adaptive features available in library equipment and software and are able to facilitate their use by patrons of all abilities (e.g., narration, captioning, magnification, color contrast adjustment).	The library provides adaptive equipment for individuals of all abilities (e.g., large-print keyboards, large trackball mice) and guides patrons in their use.	The library provides adaptive equipment for individuals of all abilities for checkout.
7	The library provides internet access, wired and wireless, with sufficient capacity to meet the needs of both the staff and the public.	The library annually evaluates and updates its internet connectivity options for service impact and cost effectiveness.	The library has multiple internet service providers available for failover back-up purposes and offers mobile hotspot checkout.
8	The library has basic communication tools, such as telephones, photocopiers and printers for both staff and public use.	The library offers facsimile, mobile printing, and scanners.	The library offers video conferencing equipment and space.

9	The library is aware of emerging technology trends such as the maker movement.	The library offers maker tools (e.g., video cameras, 3D printers, digital conversion devices) either for in-house use or check-out.	The library offers a maker space with a dedicated staff who are knowledgeable of the equipment.
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Illinois Public Library Standards – Technology: Action Plan

Library Name Riverside Public Library

Date

Completed by Janice Foley

Job Title Library Director

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	☒ The library has a dedicated budget for technology equipment and services.	☒ The library has a technology replacement schedule and/or a technology plan.	☐ The library conducts a technology needs assessment that examines current and emerging trends and includes community input.	
2	☒ The library has a board approved internet and computer use policy.	☒ The library reviews and updates computer use policies on a regular basis		
3	☒ The library provides a sufficient number of public use computers.	☒ The library offers laptops or tablets for the public to use in-house.	☒ The library allows laptops or tablets to be checked-out by the public.	

4	☒ The library has access to a trained individual to maintain all technology.	☒ The library has a trained staff person or contractual service to maintain the technology infrastructure.	☐ The library has a dedicated IT department.	
5	☒ The library takes steps to protect the integrity, safety and security of all technology. This may include anti-virus software, firewalls, authentication, routine upgrades, patches, and scheduled data backup.	☒ The library provides staff training for best practices in computer safety and includes cyber security in its liability insurance.	☐ The library conducts annual penetration testing to evaluate security measures to determine if improvements or upgrades are needed.	

6	☒ Staff are aware of adaptive features available in library equipment and software and are able to facilitate their use by patrons of all abilities (e.g., narration, captioning, magnification, color contrast adjustment).	☐ The library provides adaptive equipment for individuals of all abilities (e.g., large-print keyboards, large trackball mice) and guides patrons in their use.	☐ The library provides adaptive equipment for individuals of all abilities for checkout.	We need to look into more adaptive equipment.
7	☒ The library provides internet access, wired and wireless, with sufficient capacity to meet the needs of both the staff and the public.	☐ The library annually evaluates and updates its internet connectivity options for service impact and cost effectiveness.	☐ The library has multiple internet service providers available for failover back-up purposes and offers mobile hotspot checkout.	
8	☒ The library has basic communication tools, such as telephones, photocopiers and printers for both staff and public use.	☒ The library offers facsimile, mobile printing, and scanners.	☐ The library offers video conferencing equipment and space.	

9	☒ The library is aware of emerging technology trends such as the maker movement.	☒ The library offers maker tools (e.g., video cameras, 3D printers, digital conversion devices) either for in-house use or check-out.	☒ The library offers a maker space with a dedicated staff who are knowledgeable of the equipment.	
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Notes/Comments:

