

## Serving Our Public 5.0 – Access: 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 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 follows all local, state and federal laws relating to access, including the Americans with Disabilities Act.			
2	The library is open a minimum of 15 hours per week [23 Ill. Adm. Code 3030.110].	The library is open to the public with daytime, evening and weekend hours.	The library is open 7 days a week, for most of the year.	
3	The library regularly reviews long term space needs.	The library addresses long term space needs in its strategic plan.	The library conducts a community needs survey and includes library spaces in the questionnaire.	

<b>4</b>	The library provides an exterior book return that is open 24/7.	The library provides alternate methods for picking up and returning materials (e.g., drive-up book drop, curbside pickup, drive-through window).	The library provides off-site pick up and return of materials (e.g. homebound delivery, book mobiles, kiosks, automated lockers).	
<b>5</b>	The library provides adequate, safe, well-lit, and convenient parking during all hours of service.			
<b>6</b>	The library's entrance is clearly visible, easily identified, and well-illuminated for both vehicles and pedestrians.			
<b>7</b>	The library's interior spaces are adequately illuminated.	Natural light is utilized as much as possible.	The library has energy efficient lighting throughout its buildings.	

<b>8</b>	The library provides signage to identify collections, services, and amenities.	In multilingual communities, signage is provided in relevant languages throughout the building.		
<b>9</b>	The library provides designated spaces for youth and adults.	The library provides dedicated space for teens.	The library provides dedicated spaces for other specific populations (e.g., sensory space, comfort room, mother's room).	
<b>10</b>	The library has adequate and appropriately sized shelving to provide easy access to patrons of all ages.			
<b>11</b>	The library has sturdy and comfortable furnishings in sufficient quantities and sizes to meet the needs of patrons of all ages.			

12	The library provides accessible spaces for library programs, meetings, and individual and group study.	The library has rooms designated for programs, meetings, and individual and group study.		
----	--	--	--	--

**Notes/Comments:**