



Illinois Library Association

### **ILA Committee and Forum Reports**

This form is to be completed by committee chairs/forum managers in collaboration with board liaisons. The ILA Executive Board will meet on the following dates in 2019-20: 11/21/19, 1/30/20, 4/30/20, and 6/11/20. Reports should be submitted **two weeks before each board meeting** to the board and staff liaison (liaisons are listed on rosters at <http://www.ila.org/about/committees> or <http://www.ila.org/forums>) and the ILA office (email: [dfoote@ila.org](mailto:dfoote@ila.org)).

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Committee or Forum: Best Practices Committee

Report completed by: Laura Barnes

Date: January 14, 2020

### **Activities underway or completed since the last report:**

The committee met once during the reporting period. We discussed self-service hold recommendations and agreed to the following:

- Do not include personal information (e.g. full names, full library card numbers, full phone numbers) on books being held. List examples of how libraries do this successfully (from survey)
- Obscure title as much as possible (e.g. spine down, spine to the back of the shelf, covering spine with paper)
- If practical, select a location where hold shelf is within line of sight of staff or where staff regularly are.
- Libraries that have self-service holds should include explanatory signs/posters so patrons understand the system.

We will write a post for ILA Connector (can also run in the Reporter), which will incorporate specific examples from the survey data and a brief discussion of ALA's resolution on self-service holds and the pending Illinois legislation.

We also discussed the committee appointment process and make the following recommendations to the Board:

- Most library organizations ask for volunteers. We recommend that ILA continue this practice.
  - The California Library Association's committee page (<https://www.cla-net.org/page/5>) is a good example of how to explain the process.
- The committee also agreed that there needs to be more transparency in the process by specifying the selection criteria (geography? Experience? Library positions? President's recommendations?) and that there should be follow-up with volunteers who aren't selected.

We also discussed whether there is another project we can focus on this year. Patron privacy and customer service both were identified by the member survey done by last year's committee.

### **Projected activities/initiatives during the upcoming months:**

The committee will write a post for ILA Connector (can also run in the Reporter), which will incorporate specific examples from the survey data and a brief discussion of ALA's resolution on self-service holds and the pending Illinois legislation.

A subgroup of the committee will work to develop best practices for the Best Practices Committee. They will have some recommendations to present to the full committee by April.

**Intended outcome/goals of project(s):**

- Goal of the self-service holds survey is to discover what libraries are currently doing and develop guidelines for Illinois libraries to follow.
- Goal of the committee appointment process task is to gather information to inform ILA's committee appointment process.
- Goal of the committee framework task is to provide guidance to future committee members about the role of the committee and how best to go about doing that work.

**Anticipated timeline(s) and completion date(s) for each project:**

- Recommendations should be ready to publish on ILA Connector by the end of January.
- Recommendations on the committee appointment process are included in this report.
- Committee framework task will be started this year, but may not be completed by the current committee. We anticipate having something to pass off to next year's group by the end of June, but the framework will more than likely evolve over time.

**Activities should be designed to advance the ILA Strategic Plan. Which strategic goal areas are best addressed by the activities above? Check all that apply and describe briefly how the activities will advance the goal(s). View the full plan at <http://www.ila.org/about/strategic-plan>.**

Goal area: Advocacy—Legislative Advocacy

Goal area: Advocacy—Community Advocacy

Goal area: A Culture of Diversity and Inclusion—In the Profession

Goal area: A Culture of Diversity and Inclusion—In the Association

The committee appointment task meets this goal by ensuring that all members of the organization have the opportunity to serve the association.

Goal area: Delivery of Member Value

The committee framework task is designed to help future committees organize their work and set goals early in the year, so that their programming and communication activities can deliver value to ILA members.

Goal area: Leadership

The self-service holds survey and recommendations is of interest both to libraries in Illinois and throughout the U.S. By publishing on ILA Connector and in the *Reporter*, we will be helping library professionals protect patron privacy while maintaining a popular service.

Questions or concerns that need to be addressed by the ILA Executive Board (**please discuss with your board or staff liaison first. Board liaisons can help with strategic, programmatic, policy-related and content-related questions; staff liaisons can help with procedural or business-related**

questions):

Approve revised committee charge:

Promotes excellence in the Illinois library community by identifying and amplifying innovative services, community outreach initiatives, and management procedures both for the association and for the profession as a whole. Seeks out best practices for emerging trends and issues in the profession by surveying current practices in the library community, ~~identifying techniques that work for diverse sizes and types of libraries~~ recommending best practices for diverse sizes and types of libraries, and ~~sharing these practices with the library community through the ILA Reporter, social media, ILA's Committees and Forums, and other communication channels.~~ sharing these practices and recommendations with the library community through relevant communication channels.

**THANK YOU for your service to ILA and Illinois librarianship!**