

2.2 Standards of Library Service

The current standards of public library service as adopted by the Illinois Library Association are the criteria the Downers Grove Public Library (library) will strive to meet in providing service. The library provides service in accordance with the American Library Association's Library Bill of Rights and Statements and Policies on Access.

2.3 Strategic Planning

The Board of Library Trustees of the Village of Downers Grove (Board) approves a Strategic Plan, developed with input from the Library Director, staff, and community, to establish the course library services should take in the next three to five years. No less than annually, the Board reviews staff reports on progress toward Plan goals.

2.4 Hours of Operation

The Downers Grove Public Library maintains consistent, posted hours of service, during which all services of the Downers Grove Public Library are available. Those hours are:

Monday	9:00 a.m. – 9:00 p.m.
Tuesday	9:00 a.m. – 9:00 p.m.
Wednesday	9:00 a.m. – 9:00 p.m.
Thursday	9:00 a.m. – 9:00 p.m.
Friday	9:00 a.m. – 9:00 p.m.
Saturday	9:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m.

The library closes for holidays and staff training as approved annually by the Board of Library Trustees. It also may close or modify its hours of operations and services for special circumstances or due to an emergency. Temporary changes in hours are posted on the library's website and announced through its digital marketing platforms.

Select services are also available electronically 24/7.

2.5 Emergency Closings

When a general emergency situation exists or is impending (e.g., snowstorm, flood, adverse temperature conditions, electrical failure, improper air ventilation, etc.) that jeopardizes the safety, health, and welfare of patrons and staff, an emergency closing of the library may be authorized. The Library Director or Person In Charge (PIC) will assess the situation and determine if an emergency closing is necessary. The Library Director or designee will notify the Board of an emergency closing as soon as practicable following the decision to close.

2.6 Freedom of Information

The Downers Grove Public Library conforms to the Freedom of Information Act (5 ILCS 140/). Procedures are available on the library's website.