

# CCS GOVERNING BOARD -- PROCEDURES

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Last Updated 8/5/16

## **INTRODUCTION**

The following procedures have been adopted by the CCS Governing Board. The procedures are to inform all members of the steps or action they are to take when confronted with a particular problem or situation. They shall be reviewed on a regular basis and revised as deemed necessary, with the date of the review or revision following each procedure.

Date Reviewed 7/25/12

Date Approved 7/25/12

# AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURES

## SECTION 1: PURPOSE

This Policy establishes the grievance procedures required by 28 C.F.R. 35.107 pursuant to Title II of the Americans with Disabilities Act of 1990 (“ADA”), (42 U.S.C. 12101 et seq., for the purpose of resolving grievances asserted by qualified individuals with disabilities. Should any individual desire to review the ADA or its regulations to understand the rights, privileges and remedies afforded by it, please contact the designated coordinator. The Personnel Policy Manual of CCS governs employment-related complaints of disability discrimination.

In general, the ADA requires that each program, service, and activity offered by Cooperative Computer Services (“CCS”), when viewed in its entirety, be readily accessible to and usable by qualified individuals with disabilities.

It is the intention of CCS to foster open communication with all individuals requesting readily accessible programs, services and activities. CCS encourages supervisors of programs, services and activities to respond to requests for modifications before they become grievances.

## SECTION 2: DEFINITIONS

1. A “grievance” is any complaint under the ADA by an individual with a disability who:
  - a. Meets the essential eligibility requirements for a participation in or receipt of the benefits of a program, activity or service offered by CCS, and
  - b. Believes he or she has been excluded from participation in, or denied the benefits of any program, service or activity of CCS or has been subject to discrimination by CCS, on the basis of his or her disability.
2. A “complainant” is an individual with a disability who files a grievance on the form set out in Appendix A of this Policy.
3. The “designated coordinator” is the person(s) appointed by the Governing Board of CCS who is/are responsible for the coordination of efforts of CCS to comply with and carry out its responsibilities under Title II of the ADA, including the investigation of grievances filed by complainants. Richard Shurman, the CCS Administrator is hereby designated as the coordinator. Linda Zaleski, the IT Systems Manager is hereby designated as the alternate coordinator.

### SECTION 3: GRIEVANCES

1. CCS will endeavor to respond to and resolve grievances without the need to resort to the formal grievance procedure established by this Policy. A person who wishes to avail himself or herself of the formal procedure, however, may do so only by filing a grievance within 60 calendar days of the alleged discrimination in the form and manner prescribed in Section 4.
2. CCS shall provide a copy of the grievance procedure and the required complaint form to anyone who requests it or expresses a desire to file a formal grievance.

### SECTION 4: MANNER OF FILING

1. The filing of a grievance is accomplished by the complainant's submission of a grievance in writing to the designated coordinator on the prescribed form. (See Appendix A.)
2. In order to be deemed filed and to receive proper consideration by the designated coordinator, the grievance form must be completed in full except as otherwise indicated on the form. The designated coordinator will notify the complainant within ten business days of the receipt of the form if the filing is not complete. CCS will assist with completion of the grievance form upon request.

### SECTION 5: INITIAL RESPONSE

The designated coordinator, or his/her representative, shall meet with the complainant, investigate the grievance and shall make reasonable efforts to resolve it. The designated coordinator shall provide a written response to the complainant and the Governing Board of CCS within ten (10) business days after receipt of the grievance form.

### SECTION 6: REVIEW

1. If the grievance has not been resolved by the designated coordinator to the satisfaction of the complainant, the complainant may submit a copy of the grievance form and designated coordinator's response to the Governing Board of CCS for final review. The complainant shall submit these documents to the Governing Board of CCS, together with a short written statement explaining the reason(s) for dissatisfaction with the designated coordinator's written response, within five (5) business days after complainant's receipt of the designated coordinator's response. The Governing Board of CCS will extend the period for submitting the review request and supporting documents for up to ten (10) additional days upon complainant's request.
2. The Governing Board of CCS shall appoint a three (3) member panel to review the grievance. One member so appointed shall be designated chairman.

3. The complainant shall be afforded an opportunity to appear before the panel. Complainant shall have a right to appoint a representative to appear on his/her behalf. The panel shall review the designated coordinator's written response and may conduct interviews and seek advice as it deems appropriate.
4. The panel shall make recommendations in writing to the Governing Board of CCS as to the proper resolution of the grievance. All recommendations shall include reasons for such recommendations and shall bear the signatures of the concurring panel members. A dissenting member of the panel may also make a signed, written recommendation to the Governing Board of CCS.
5. Upon receipt of recommendations from a panel, the Governing Board of CCS shall approve, disapprove or modify the panel recommendations, shall render a decision thereon in writing, shall state the basis therefore, and shall cause a copy of the decision to be served on the parties. The Governing Board of CCS's decision shall be final. If the Governing Board of CCS disapproves or modifies the Panel's recommendations, the Governing Board of CCS shall include written reasons for such disapproval or modification.
6. A complainant's failure to appeal the designated coordinator's response for review by the Governing Board of CCS within the specified time limits shall mean that the complainant has withdrawn the grievance or has accepted the last response given by the coordinator.

#### SECTION 7: ACCESSIBILITY

CCS shall ensure that all stages of the grievance procedure are readily accessible to and usable by individuals with disabilities.

#### SECTION 8: CASE-BY-CASE RESOLUTION

Each grievance involves a unique set of factors which include but are not limited to: the specific nature of the disability; the essential eligibility requirements for, the benefits to be derived from, and the nature of the service, program or activity at issue; the health and safety of others; and, whether or not an accommodation would constitute a fundamental alteration to the program, service or activity or undue hardship on CCS. Accordingly, termination of a grievance at any level, whether through the granting of relief or otherwise, shall not constitute a precedent on which any other complainants should rely.

Date Reviewed 7/25/12  
Date Approved 7/25/12

APPENDIX A: GRIEVANCE FORM

GRIEVANCE  
DISCRIMINATION BASED ON DISABILITY

It is the policy of Cooperatives to provide assistance in filling out this form. If assistance is needed, please ask:

ADA Coordinator – CCS Administrator  
Cooperative Computer Services  
3355-J N. Arlington Heights Road  
Arlington Heights, IL 60004

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State and Zip Code: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Program, Service, or Activity to which Access was Denied or in which Alleged Discrimination occurred \_\_\_\_\_.

Date of Alleged Discrimination: \_\_\_\_\_

Nature of Alleged Discrimination: \_\_\_\_\_

(Attach additional sheets, if necessary. If the grievance is based on a denial of requested reasonable modification, please fill out the back of this form.)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please give to the ADA Coordinator at the address listed above.

For Office Use Only

Date Received: \_\_\_\_\_

By: \_\_\_\_\_

(over)

(BACK OF FORM)

Please fill out this part of the form if this grievance is based upon the denial of a requested reasonable modification. A reasonable modification will be made to make programs, services, and activities accessible. Reasonable modifications could include such things as providing auxiliary aides and devices and changing some policies and requirements to allow an individual with a disability to participate. This portion of the form should be filled in to the extent you know the answers. The form may be submitted even if this portion is incomplete.

Reasonable Modification Requested:

The Date the Reasonable Modification was Requested:

The Person to whom the Request was made:

The Reason for Denial:

Estimated Cost of Modification (If an Assistive Device, such as a TDD or optical reader, or Commodity or Service to which a Cost is Readily Known):

Why is the requested modification necessary to use or participate in the program, service, or activity?

Alternative modifications which may provide accessibility:

Any other information you believe will aid in a fair resolution of this grievance.

3/25/92

## **ANOMALY REPORT**

If a CCS member's staff member identifies/discovers something unusual in the database or software, subject to the library's internal procedures, the staff member or an authorized staff member should report it to his or her computer supervisor or department head.

Use the CCS Help Desk (WonderDesk) to notify CCS.

Should the contact not provide a satisfactory solution in a timely manner, the CCS Administrator should be notified.

Date Reviewed 7/25/12

Date Approved 7/25/12

## CCS NEWS

Purpose: To publish CCS information and activities on a regular basis for easy access and referral.

- CCS News is to be published usually weekly, usually Friday.
- It is to be prepared by CCS Executive Director with input by the CCS staff.
- It will be distributed online via the CCS Web site and emailed to the ccsnews listserv.
- It should contain timely information about CCS information, forthcoming meeting dates and general information on matters of interest to the CCS constituency.
- The Executive Committee will periodically review and comment on CCS News, especially in regards to its role, scope and effectiveness.
- Subscription requests should be made via the CCS listserv

Last Update Date 8/5/16

## **CHAIN OF COMMAND**

In order to achieve efficiency and effectiveness, it is important that all CCS members follow specific chains of command. The following procedures should be used.

- A. Down terminals or other peripheral equipment:
  - Call CCS and press 0 (immediate assistance)
  
- B. Billing questions:
  - Contact CCS Operations Manager or CCS Executive Director
  
- C. Requests for By-laws/Policy/Procedure changes:
  - Contact the CCS President for By-laws and policy issues.
  - Contact the CCS Executive Director for procedural issues.
  
- D. Frustrations with the vendor:
  - Contact the CCS Executive Director
  - Contact the CCS President.
  - The vendor has requested that all normal communication be channeled through the CCS Executive Director. The Executive Director may instruct the originator of the complaint to communicate directly with the vendor or a third party such as the CCS Governing Board.
  
- E. Interpretation of various contracts:
  - Contact the CCS Executive Director. If necessary, he or she may refer questions to the CCS Attorney.
  
- F. Concerns other than listed above:
  - Contact the CCS Executive Director.

Updated 7/27/16

## **COMMITTEE AND TECHNICAL GROUP REPORTS**

In order to provide for an expeditious meeting and to maintain the CCS archives, written CCS Committee and Technical Group reports should be submitted to the CCS Administrator as soon as possible after the meeting. The CCS Executive Director shall be responsible for the distribution of the reports. The CCS Executive Director shall also place the report on file in the CCS archives and on the CCS Web site.

Updated 7/27/16

## FINANCIAL REPORTS

The following financial reports are presented on a monthly basis to the CCS Executive Committee and on a bimonthly basis to the CCS Governing Board. They are prepared by the CCS Accountant under the direction of the CCS Executive Director.

- CCS Combined Statement of Assets, Liabilities & Fund Balances
- CCS Combined Statement of Revenues, Expenses & Changes in Fund Balance
- CCS Cash Analysis

The CCS Statement of Funds provides a comparison between the annual budget and the actual amount expended during the month and fiscal year to date by category within each fund, as well as the beginning and ending balance of each fund and the total budget and expenditures. The CCS Statement of Accounts states the monthly balances of the various accounts and funds held and administered by CCS. It also gives information pertaining to ongoing CCS expenses, one-time CCS expenditures and CCS investments.

Although many of the terms used on the reports are either familiar or self-explanatory, some do require definition and are listed below:

Operating Fund: This fund encompasses the general CCS budget.

Development Fund: This is a fund used to finance purchases of spare and special equipment, site improvements, possible new facilities or vendor migration and other major capital expenses, database reformatting and other special database-related projects including authority control processing outside of the operating budget.

LSTA Grant Fund: This is a fund used with any LSTA grant project for separate accounting purposes.

CCS Investments: Funds placed in investment instruments.

On an annual basis, the CCS Executive Director prepares a financial report titled CCS Budget Cost Projections for Libraries. This is issued to membership as part of the budget packet before April 1, prior to the beginning of the fiscal year (July 1 – June 30). The report provides a breakdown of anticipated expenses by budget item, the cost to CCS libraries of the budget items, and the unit cost of items paid for directly by users such as maintenance charges for peripherals. The units used include “per user license,” “per line,” “per library” and “per piece.” This information is particularly useful to the local library in cost estimating for its own budget.

Updated 7/27/16

**FREEDOM OF INFORMATION ACT**

**WRITTEN REQUEST FOR INSPECTION OR COPYING OF PUBLIC RECORDS**

Cooperative Computer Services

1. Name of person making request: \_\_\_\_\_
2. Address of person making request: \_\_\_\_\_
3. Telephone number of person making request: \_\_\_\_\_
4. Date of request: \_\_\_\_\_

Describe in detail below the public records you are requesting and state whether you wish to inspect and/or copy such records. Also, please state whether such public records are to be certified.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Is this information to be used for a commercial purpose: \_\_\_ yes \_\_\_ no

**Note:** It is a violation of the Freedom of Information Act to knowingly obtain a public record for commercial purposes without disclosing that it is for a commercial purpose.

Cooperative Computer Services will respond to the above request within five (5) working days from the above date unless one or more of the seven (7) reasons for an extension of time provided for in Section 3(e) of the Act are invoked by Cooperative Computer Services.

\_\_\_\_\_  
Signature of person making request

(ROUTING OF REQUEST – FOR OFFICE USE ONLY)

Cost per Copy \$ \_\_\_\_ Total estimated cost per request \$ \_\_\_\_

-----

Date Received \_\_\_\_\_

Date Response Due (if no extension) \_\_\_\_\_

Fee Date Request filled \_\_\_\_\_

Request filled by \_\_\_\_\_

Response: \_\_\_\_\_ approval \_\_\_\_\_ partial denial \_\_\_\_\_ denial

-----

Information received by \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

**DENIAL LETTER**

Dear (individual involved):

You are hereby notified that your request for the disclosure of (records requested) is hereby denied and the reason for such denial is as follows:

(reason for denial – exemption under the Act)

The person or persons making this decision to deny and their title or titles are set forth below:

Name	Official Title
_____	_____
_____	_____
_____	_____

You have the right to appeal the denial of the records you have requested to the Public Access Counselor by submitting a written notice of appeal to:

Public Access Counselor  
Office of the Attorney General  
500 South Second Street  
Springfield, Illinois 62706  
1-877-299-3462

You also have the right to judicial review pursuant to Section 11 of the Freedom of Information Act, 5 ILCS 140/11.

**DENIAL LETTER – UNDULY BURDENSOME**

**SAMPLE LETTER**

Dear (individual involved):

You are hereby notified that your request for all Cooperative Computer Services financial records is hereby denied because to comply with your request would be unduly burdensome for the following reasons(s):

(set forth why it would be unduly burdensome, such as this is a repeated request for the same records by the same person).

**EXTENDING TIME FOR DISCLOSURE  
SAMPLE FORM**

Dear (individual involved):

We have been unable to fill your request dated \_\_\_\_\_  
\_\_\_\_\_ requesting

(the records requested)

for the following reason or reasons (check one or more of the following reasons as appropriate):

- The requested records are stored in another location.
- The request requires the collection of a large number of records.
- The request is categorical in nature and requires an extensive search.
- We have failed to locate the requested records in our initial attempt and the search is continuing.
- The requested records require examination by a competent person in order to determine which, if any, are exempt under Section 7 of the Act.
- It would **unduly** burden or interfere with the operations of Cooperative Computer Services to fill the request within the initial five working days.
- There is a need for consultation with another public body, which has a substantial interest in the determination, or in the subject matter of the request.

With respect to the records you have requested, such records will be available to you by \_\_\_\_\_ or we will make a decision denying your request by such date. Such date will be within five additional working days from \_\_\_\_\_.

(here insert the date of the 5<sup>th</sup> working day after the original request was filed).

Cooperative Computer Services

By: \_\_\_\_\_  
Title: \_\_\_\_\_

**PARTIAL DENIAL LETTER**

**SAMPLE LETTER**

Dear (individual involved):

Pursuant to written request of \_\_\_\_\_ (date), enclosed you will find copies of the records you have requested. Pursuant to Section 7 of the Act, certain parts of the records have been redacted or not provided because those parts are exempt. The redactions have been made based on \_\_\_\_\_ of the Act (state exemption and detailed factual basis) or some of the documents have not been provided because (state exemption and detailed factual basis). You have the right to appeal the denial of the records you have requested to the Public Access Counselor by submitting a written notice of appeal to:

Public Access Counselor  
Office of the Attorney General  
500 South Second Street  
Springfield, Illinois 62706  
1-877-299-3462

You also have the right to judicial review pursuant to Section 11 of the Freedom of Information Act, 5 ILCS 140/11.

By: \_\_\_\_\_  
Title: \_\_\_\_\_

## COOPERATIVE COMPUTER SERVICES FREEDOM OF INFORMATION ACT GUIDELINES

The following guidelines and catalogue of records listing the types or categories of records maintained by Cooperative Computer Services are intended to assist the public requesting information and public records pursuant to the "Freedom of Information Act." (5 ILCS 140/1):

### RECORD REQUEST GUIDELINES

1. Any person requesting records of Cooperative Computer Services may make such a request by providing a written request to Freedom of Information Officer, Cooperative Computer Services, 3355-J N. Arlington Heights Road, Arlington Heights, Illinois 60004. If the requester has any questions, he/she may contact the CCS office at: 847-342-5300. The requester may use the CCS form to submit a FOIA request. Such request should be made to the CCS Administrator, at such address and if he is not present in person, the person making the request should see the Administrative Secretary.
2. Public records can be inspected or copies obtained, after submission of a written request, between the hours of 9:00 a.m. and 5:00 p.m., Monday through Friday, except for holidays, at the above address. Such a request can also be made by mailing a request to the CCS Administrator, specifying in particular the records requested to be disclosed and copied. All written requests should be addressed to the above address. If the person making the request desires that any records be certified, they must indicate that in the request and specify which records must be certified. When a person requests a copy of a record maintained in an electronic format, CCS shall furnish it in the electronic format specified by the requester, if feasible. If it is not feasible to furnish the public records in the specified electronic format, then CCS shall furnish it in the format in which it is maintained by CCS, or in paper format at the option of the requester.
3. The fees for copies of any such records shall be as designated from time to time by the Cooperative Computer Services Administrator. Cooperative Computer Services maintains a schedule of current fees.
4. Cooperative Computer Services is prepared to explain, upon written request, the manner in which public records or information stored by means of electronic data processing may be obtained in a form comprehensible to persons lacking knowledge of computer language or printout format.
5. In the event that requested information cannot be provided by Cooperative Computer Services within five (5) days of receipt of the written request for that information, Cooperative Computer Services shall so inform the person requesting the information, in writing pursuant to the Act. Requests made for a commercial purpose will be responded to in accordance with the timeframe in the Act.

6. Copies of all notices of denial are retained by Cooperative Computer Services in a single central office file that is open to the public and indexed according to the type of exemption asserted, and to the extent feasible, to the type of information requested.

## **RECORDS CATALOGUE**

A list of all types or categories of records under the control of Cooperative Computer Services is as follows:

Minutes of board meetings	Annual Treasurer's receipts
Minutes of committee meetings	Disbursement reports
Minutes of Technical Group meetings	Credit memoranda
Personnel policies	Paid bills and invoices
Outside audit reports	General ledgers and Resolution journals
Catalog of periodicals	Insurance policies

Computer records concerning libraries' holdings and cataloging records, patron requests and transaction. Note: disclosure of some of this information may be prohibited by the Library Records Confidentiality Act.

### **SCHEDULE OF CURRENT FEES FOR COPYING AND CERTIFICATION**

\$00.15 per page, for pages in excess of 50 pages

Actual cost for color copies or copies larger than letter or legal paper

\$1.00 per certification

No cost if provided electronically except for actual cost of physical storage medium, such as cd, disk, etc.

**NOTICE TO MEET AND CONFER TO REDUCE CATEGORICAL REQUEST  
TO MANAGEABLE PROPORTIONS**

Dear (individual involved):

You are hereby notified that your written request dated \_\_\_\_\_ calling for all records falling within \_\_\_\_\_ (category of records requested) has been determined to be unduly burdensome pursuant to Section 3(g) of the Freedom of Information Act, that there is no way to narrow your request and the burden on Cooperative Computer Services outweighs the public interest in the information requested.

We hereby extend to you an opportunity to meet and confer with the undersigned in an attempt to reduce your request to manageable proportions. Please call me at \_\_\_\_\_ between the hours of \_\_\_\_\_ and \_\_\_\_\_ in order to schedule a conference.

Dated: \_\_\_\_\_

Date Reviewed 7/25/12  
Date Approved 7/25/12

## **MEMBER BILLING**

CCS will bill each member monthly for its portion of the financial obligations incurred by CCS.

The monthly invoices will be prepared by CCS.

The following categories of invoices are in effect:

- Regular monthly invoice includes:  
Routine monthly membership fee
- OCLC
- Special invoice (e.g., retrospective conversion, deferred billing)

Separate categories of invoices shall be paid by separate checks or via ACH.

Each invoice will include the date of the billing period, category of invoice, amount due and accompanying documentation as required.

Each invoice shall be sent online to the billed member.

Checks should be made payable to Cooperative Computer Services.

Checks should be mailed to the Lockbox Account setup with Inland Bank.

Updated 7/27/16

## **MONTHLY ADMINISTRATIVE ROUTINES**

At the end of each month, the CCS Executive Director or his or her designee shall complete the following routines:

- Write a narrative monthly report for inclusion in the Executive Committee advance packet.
- Write a monthly summary of outstanding issues and concerns to the SIRSI Library Relations Manager, with copies to any designated others, and include a copy in the Executive Committee packet.

Updated 7/27/16

## **ORIENTATION FOR NEW ADMINISTRATORS**

Each new Administrator at a CCS member library shall arrange for an orientation to CCS structure, procedures, policies, finances, history etc. to be provided under the direction of the CCS Executive Director within six months of the library Administrator's effective date of appointment. The CCS Executive Director will contact the member library Administrator to offer such an invitation.

Updated 7/27/16

## **SHORT TERM USER LICENSES**

A CCS library may rent simultaneous user licenses for the Integrated Library System on a temporary basis for six months or less.

Use is not intended to be a permanent substitute for a user license, but as a device to meet a short term need.

Monthly charges per user shall be the prevailing CCS license charge per user multiplied by the proportion of the CCS-SIRSI contract for which the rental will be in force, plus the prevailing per-user maintenance charge.

Rental revenue shall accrue to the CCS Development Fund.

Rental requests shall be made in writing to the CCS Executive Director and include the effective dates.

Updated 7/27/16