

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 5th 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