

SCHILLER PARK PUBLIC LIBRARY CIRCULATION POLICIES

1. Service Hours

- 1.1 The current hours the Schiller Park Public Library will be open to serve the information needs of its patrons will be posted on the Library's website and at the front entrance of the Library building.

2. Holidays

- 2.1 The library will be closed for the following holidays:

New Year's Day
MLK Day
Presidents Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve Day
Christmas Day
New Year's Eve Day

Special Note: If any of these days falls on a Saturday or Sunday, the holiday will be observed by closing the library on the actual holiday and either the preceding Friday or the following Monday, whichever is declared the legal holiday.

Additional holidays may be declared by the President of the United States, the Governor of Illinois, or the Village President of Schiller Park from time to time. A paid holiday may be granted for these special holidays with the approval of the Library Board.

3. Materials Access

3.1 All materials owned by the Schiller Park Public Library are available for use within the library. Audio materials to be used within the library must be checked out prior to use.

3.2 Materials designated for circulation may be checked out of the library by a person with a library card in good standing, as described in subsequent sections of this policy.

3.3 The category of DVD includes Blu-ray DVDs.

3.4 Materials owned by the Schiller Park Public Library are subject to loan periods set by the Library Board. (See Appendix 1)

3.5 The Schiller Park Public Library limits the number and type of items that may be checked out per library card.

3.6 Patrons requesting the use of library equipment or services must present their library card. Library staff will not look up patron card numbers for patrons who do not have their card with them.

3.7 Curbside Pickup Services is available for contact-free pickup. The current hours for this service will be posted on the Library's website and at the front entrance of the Library building.

4. Library Cards: General Provisions

4.1 Acceptance of a library card issued by the Schiller Park Public Library binds the applicant to compliance with all applicable circulation policies and rules.

4.2 A digital photograph may be taken of patrons when they register for a new card or renew their library card. Patrons who refuse to have a digital photograph taken may be asked to present photo identification when checking out materials.

4.3 Schiller Park Public Library cards expire 3 (three) years after the date of issue unless forfeited or revoked beforehand or the patron no longer resides in Schiller Park.

4.4 A current, active library card/key fob must be presented to receive services. A library card displayed on a cellphone may be presented to receive services. In the event that a library card on a cellphone is presented, the patron will hold his/her phone for scanning. Library employees must not handle a patron's cellphone. A library card displayed on a cellphone may not be presented to renew a library card.

4.5 Lost cards will be replaced upon payment of a replacement fee. The first replacement costs \$1.00. Each subsequent replacement is increased by \$1.00. (A second replacement costs \$2.00; a third \$3.00 and so on.)

4.6 Borrowing privileges may be suspended or revoked if a patron fails to comply with the library's circulation policies.

4.7 A patron may not allow another person to use his/her library card.

4.8 It is the responsibility of parents or legal guardian to monitor their children's selection and use of Library materials and resources.

4.9 It is the patron's responsibility to notify Library Staff of recent changes in address, telephone and email.

5. Resident Cards

5.1 Adult patrons (18 years and older) must apply in person and provide at least two pieces of legal identification with the applicant's name and current Schiller Park address. A piece provided must be photo identification. Two pieces of identification must have identical Schiller Park addresses. (See Appendix 2)

5.2 Juvenile patrons (5-17 years) must apply in person and be present with a parent or legal guardian who must provide at least two pieces of legal identification with the parent or legal guardian's current name and

address. A piece must provide photo identification. Two pieces of identification must have identical Schiller Park addresses. (See Appendix 2)

5.3 If a juvenile patron is applying for a library card and parent or legal guardian already have a library card on file, only a State ID or Driver's License with current address on file would be accepted.

5.4 Only identification with current name and Schiller Park address is accepted. (See Appendix 2)

5.5 All documents must be current within 90 (ninety) days. No handwritten documents will be accepted.

6. Renewing a Library Card

6.1 To renew a library card, a patron's card must be in good standing.

6.2 Patrons must have the expired library card at the time of the renewal request. If the patron does not have the expired card in their possession, the card is considered lost, and the patron must apply for a new library card. There is a fee to replace lost or damaged cards.

6.3 An acceptable piece of identification with the current Schiller Park address is required. If identification does not match with the address currently on file, then two pieces of identification have to be provided with current Schiller Park address.

6.4 Juvenile patrons wishing to renew their library card must be accompanied by a parent or legal guardian who must provide one piece of acceptable identification with current Schiller Park address.

7. Non-Resident Cards

7.1 The Library is in the Illinois State Library Non-Resident Library Card Program and adheres to its rules and restrictions. The fee is determined by the Schiller Park Library Board annually in the month of April. (See current Non Resident Library Card policy document)

7.2 The Non-Resident Library Card will be issued for one year.

Approved by the Schiller Park Public Library Board of Trustees on October 22, 2020

7.3 Non-Resident owners of property within the Village of Schiller Park are eligible for library cards with the same privileges as those of residents. A recent tax bill is required as proof of property ownership.

8. Reciprocal Borrowing Cards

8.1 A library card in good standing from another Illinois Public Library participating in reciprocal borrowing will be honored at the Schiller Park Public Library. However, interlibrary loan services for such a patron must be handled through the patron's home library.

8.2 Reciprocal borrowers shall be permitted to borrow all circulating items in accordance with the Library's Circulation Policy and Procedures. All items checked out shall be subject to the fees as listed in the library policies and procedures.

8.3 Library staff is unable to bypass any restrictions placed on a library card by the borrower's home library. Any restrictions placed on library cards will be respected. User blocks, hold, and borrowing limits of zero are established in the user profile by the user's home library and follow the user from library to library. Library Staff is unable to override user blocks or borrowing limits when checking out to a reciprocal borrower unless permission is granted by the user's home library.

8.4 Reciprocal borrowers may only place holds for Schiller Park Materials and not materials from other libraries.

8.5 The Schiller Park Public Library participates in the Pick up Anywhere program.

9. Patron Inquiry

9.1 As required by the Illinois Library Confidentiality Act, the registration and circulation records of the Library are confidential. No individual's registration or circulation records will be released to any agency, except pursuant to a court order.

9.2 Access to a patron's record is only available to the patron or his/her parent or other responsible adult eighteen (18) years or older in the case of a juvenile card holder, except as a court of law may order. Library employees may ask for appropriate identification.

10. Reserving Library Materials

10.1 A reserve may be placed on most library materials.

10.2 The holders of Schiller Park Public Library cards which are in good standing may reserve items either by telephone, on-line, or in person.

10.3 No reserves will be taken for patrons who either owe fines if applicable or have unpaid balances for lost and/or damaged materials.

10.4 All reserve requests will be honored on a first-come first served basis.

10.5 When requested material is available, the circulation staff will attempt to notify the patron by manner in which the patron indicated as the preferred way of contact.

10.6 Reserved materials are held for a period of 7 (seven) days.

11. Renewing Materials

11.1 Patrons may renew materials (extending of applicable loan periods) either in person, at the Circulation Desk, by telephone, or on-line if no reserves have been placed on the item(s). To renew materials, a patron's account must be in good standing.

11.2 If a book is overdue and renewed from a not fine free library, the fine owed for the days prior to the renewal will be due and be paid at that time.

11.3 Items eligible for renewal may be renewed twice.

11.4 New DVDs may not be renewed.

11.5 Items owned by other libraries and borrowed through interlibrary loan may be renewed in accordance with the regulations of the lending library.

These items must either be renewed online or in person at the Circulation Desk. Overdue charges may apply if lending library is not a Fine Free library.

12. Telephone Renewals

12.1 Patron must have their library card available. To renew materials, a patron's account must be in good standing.

12.2 Interlibrary Loan Materials and overdue materials are not subject to telephone renewal.

12.3 Staff will provide the patron with a renewal date; however, as with all items checked out it is the responsibility of the patron to be aware of due dates.

14. Returning Library Materials

14.1 Library materials may be returned via the drive up bookdrop located in the southeast corner of the main parking lot. The bookdrop is open 24 hours a day, 365 days a year.

14.2 There are no grace periods for overdue materials checked out from the Schiller Park Public Library. However, items owned by the Schiller Park Public Library, returned in the outside book drop before the start of business for the day, will be checked in as back dated to the previous day.

15. Materials Fees and Charges

15.1 There will be a charge for the following damaged or lost items. Amount charged depends on item type. (See Appendix 3)

15.2 The patron (or the parent or other responsible adult eighteen (18) years or older in the case of a juvenile card holder) is responsible for the replacement of borrowed material which is lost or damaged beyond repair. The amount charged will be the cost of the item plus a processing fee. The

processing fee for magazines is \$1.00 per item, and for all other materials \$5.00 per item.

15.3 The agreement signed by the patron provides that the cardholder will be held responsible for any fees or charges incurred on his/her library account.

15.4 Failure to pay charges and fees will result in suspension or revocation of the patron's library card.

16. Overdue Materials

16.1 Schiller Park Public Library is now "Fine Free". However, billed items will be charged the full replacement cost and a \$5.00 processing fee if not returned after 42 days. Overdue fines may still apply if lending library of materials is not Fine Free.

16.2 Patrons will be notified by mail or email if prior arrangements have been made for email notification when borrowed materials are overdue. Notices will be sent when the materials are 7 days and 14 days overdue. If, after 42 days (i.e., 6 weeks after the due date), the overdue material still has not been returned to the library, this material will be deemed lost and become subject to the policies and procedures listed in the Circulation Policies manual. Patrons are responsible for keeping the library up to date of any changes to their email/phone number or preferred method of contact.

16.3 If the patron has returned the overdue materials the temporary block on patron's library card will be removed and patron can resume to check out materials.

16.4 If the patron has accumulated fines and/or charges at another library that it is not "Fine Free", library privileges will remain blocked until the accumulated fines and/or charges are paid.

16.5 At 14 days, a second overdue notice will be mailed or emailed if prior arrangements have been made for email notification when borrowed materials are overdue. Library privileges are blocked until the patron's record is cleared.

16.6 After 42 days from the due date, if patron does not return overdue items or is unable to find the overdue items it will just be assumed that items are lost. Patron will have to pay the catalog list price of the item plus a \$5.00 processing fee in order to reinstate library account.

16.7 The Board of Trustees and library staff are not exempt from paying the cost of lost or damaged materials.

16.8 Library staff does not have the authority to forgive or waive valid fines/fees. Requests to waive fees/fines may be presented to the Schiller Park Public Library Board. The decision of the Schiller Park Public Library Board is final.

17. Lost Materials

17.1 Materials which a patron has reported lost (or which are assumed to be lost after being overdue for 42 days) replacement fees and accrued overdue fines must be paid for if a patron is to restore his/her library privileges.

17.2 If an item owned by the Schiller Park Public Library is lost, the cardholder is billed the catalog list price of the item plus a \$5.00 processing fee. Interlibrary Loan materials are billed in accordance with rates and policies established by the lending library or at the discretion of the Library Director.

17.3 If overdue item(s) owned by the Schiller Park Library are returned, the patrons' library account is unblocked and reinstated. Overdue interlibrary loaned materials are billed in accordance with rates and policies established by the lending library or at the discretion of the Library Board.

17.4 If not returned, the patron must pay the library for the cost of the item(s), and a processing fee per item. The processing fee for magazines is \$1.00 per item, and for all other materials \$5.00 per item. Interlibrary loan materials are billed in accordance with rates and policies established by the lending library or at the discretion of the Library Board. The fines may not be waived. The library does not accept materials purchased by patron in order to replace materials deemed lost

17.5 No refunds are issued if the patron finds an item after having been paid.

18. Claims Returned

18.1 If a patron claims that he/she has returned an item that Library records show not to have been returned, the item may be marked "Claims Returned. If a patron accumulates three (3) "Claims Returned" notations on his/her record, his/her library privileges will be suspended (barred) until he/she has paid for the item of the greatest value among the three (3) "Claims Returned."

APPENDIX 2: TYPES OF IDENTIFICATION ACCEPTED FOR ISSUANCE OF LIBRARY CARD

If the piece of identification in Column A has the patron's current name address, and photo then this is sufficient enough identification to renew a library card or reinstate privileges (if mail has been returned).

In addition to an Item in Column A an item from Column B would also have to be provided to issue a new library card.

If the item from Column A does not have the patron's current name or address, then, in addition to the item from Column B, they will need to present an another item from Column B.

All items must be current and items from Column B should be no greater than 90 days old.

Nothing handwritten will be accepted.

The following forms of identification, with the patron name and current address, are accepted:

COLUMN A	COLUMN B
Valid Illinois Driver's License	Current Utility Bill
Valid Illinois State Identification	Other Current Bills
Passport	Lease/Mortgage (or Mortgage statement)
	Checkbook with Printed Address
	Current Bank Statement
	Current Auto Registration/ Auto Insurance
	Other Federal/ State Documents
	Digital Copy of Current Utility Bill

Appendix 3: Schiller Park Public Library Miscellaneous Charges

MISSING; CRACKED CD; CDROM DISK; DVD; DAMAGED BOOK.	PRICE OF ITEM/PLUS \$5.00 PROCESSING FEE.
LOST LIBRARY CARD: FIRST SECOND THIRD, ETC.	\$1.00 PER CARD \$2.00 PER CARD \$3.00 PER CARD
MISSING DVD CASE	\$1.00 PER CASE
MISSING DVD BOOKLET	\$2.00 PER BOOKLET
MISSING DVD/CD INSERT/GRAPHIC COVER ART	\$2.00 PER INSERT
MISSING CD CASE	\$1.00 PER CASE
MISSING AUDIO BOOKLET	\$2.00 PER BOOKLET
MISSING ZEBRA LABEL	\$1.00 PER LABEL
COMPUTER PRINTING	\$.10 PER PAGE
BOOK SALE: PAPERBACKS HARDBACKS CD'S DVD'S CD ROM'S	\$.25 PER BOOK \$.50 PER BOOK \$1.00 PER CD \$2.00 PER DVD \$1.00 PER CD ROM
MISSING ILL ENVELOPE	\$2.00 PER ENVELOPE
MISSING ILL ADHESIVE LABEL	\$.50 PER LABEL
MISSING CD/DVD SHEET	\$.25 PER SHEET
DAMAGED PAGES	\$1.00 PER PAGE
MISSING 3D GLASSES	\$1.00 PER PAIR

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