

# **SCHILLER PARK PUBLIC LIBRARY**

## **CIRCULATION POLICIES**

### **General Information**

The Schiller Park Public Library Board of Trustees (“the Board”) adheres to the Library Bill of Rights and the Freedom to Read Statement, as adopted by the American Library Association.

In accordance with Illinois law, the Schiller Park Public Library (“the Library”) also works with and adheres to the rules and regulations established by the Illinois State Library, the Reaching Across Illinois Library System (RAILS) and the System Wide Automated Network (SWAN) library services network.

Unless otherwise noted, Library materials and resources are available on an equal basis to all library cardholders. It is the responsibility of a minor cardholder’s parent/legal guardian to monitor their selection and use of Library materials and resources.

### **Cardholder Responsibilities**

For a library account to be in good standing, the following conditions must be met:

- The cardholder’s information is current, including name, birthdate, current address, email address, and telephone number.
- Outstanding fines or fees charged against the account do not exceed allowable limits.

Borrowing privileges may be suspended or revoked if a patron fails to comply with Library 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. Materials Access**

2.1 All materials owned by the Schiller Park Public Library are available for use within the library.

2.2 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.

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

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

2.5 Patrons requesting the use of library equipment or services must present their library card. Library staff may look up a patron’s account if the patron presents their photo ID.

2.6 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.

### **3. Library Cards: General Provisions**

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

3.2 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.

3.3 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.

3.4 A current, active library card/key fob must be presented to check out items. A library card displayed on a cellphone may be presented check out items. A library card displayed on a cellphone may not be presented to renew a library card.

3.5 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.)

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

3.7. A patron may allow a member of their primary household, whose primary residence is with the card holder to use his/her library card for a period of up to and not exceeding 3 months. The card holder will be responsible for any damaged or lost items. Members of the same household must apply for and provide proof of residency after a period exceeding 3 months in order to borrow materials from the library. If proof of residency is not provided, all card privileges will be revoked for the household member.

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

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

### **4. Resident Cards**

4.1 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)

4.2 Juvenile patrons (under age 18) 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. One piece must provide photo identification. Two pieces of identification must have identical Schiller Park addresses. (See Appendix 2)

4.3 If a juvenile patron is applying for a library card and parent or legal guardian already have a library card on file, the parent or guardian need only provide a State ID or Driver's License with current address on file.

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

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

## **5. Renewing a Library Card**

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

5.2 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.

5.3 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.

5.4 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.

## **6. Non-Resident Cards**

6.1 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)

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

6.3 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.

## **7. Reciprocal Borrowing Cards**

7.1 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, non-SWAN interlibrary loan services for such a patron must be handled through the patron's home library.

7.2 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.

7.3 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.

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

## **8. Patron Inquiry**

8.1 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.

8.2 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.

## **9. Reserving Library Materials**

9.1 A reserve may be placed on most library materials.

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

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

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

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

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

## **10. Renewing Materials**

10.1 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.

10.2 Items eligible for renewal may be renewed twice unless a hold has been placed on those items.

10.3 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

## **11. Telephone Renewals**

11.1 Patron must be able to provide their library card number. To renew materials, a patron's account must be in good standing.

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

11.3 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.

## **12. Returning Library Materials**

12.1 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.

12.2 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 business day.

## **13. Materials Fees and Charges**

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

13.2 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.

13.3 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.

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

## **14. Overdue Materials**

14.1 Schiller Park Public Library does not charge fines for overdue materials. However, the Library may charge fines for damaged or lost materials. Patrons will be billed for the full replacement cost and a \$5.00 processing fee if of items that are not returned after 42 days. Overdue fines may still apply if the patron checked out items at a library that is not Fine Free.

14.2 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.

14.3 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.

14.4 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.

14.5 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.

14.6 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.

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

14.8 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.

## **16. Lost Materials**

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

16.2 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.

16.3 If overdue item(s) checked out from the Schiller Park Library are returned, the patrons' library account is unblocked and reinstated.

16.4 If not returned, the patron must pay the library for the cost of the item(s), and a processing fee 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

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

## **17. Claims Returned**

17.1 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."

## **18. Bicycle Locks**

18.1. Bicycle locks and corresponding keys will be kept at the Circulation desk. The library has 3 bike locks and each lock and key will be labeled and numbered.

18.2. Patrons must have a valid Schiller Park Public Library card to check out a bike lock OR present a photo ID to be held at the Circulation Desk for the duration of the checkout period. Bike locks are available for one-day checkouts (not overnight). Bike locks and keys may not leave library grounds.

18.3 Patrons must return the bike lock and key by ten minutes prior to closing time. There is also a \$20.00 replacement fee if a lock, key, or both lock and key are lost. Keys will be kept at the Circulation Desk until the patron is ready to unlock and return the bike lock. Bike locks must be returned directly to library staff at the Circulation Desk.

18.4 If there is a bike in the bike stand that remains locked at closing time, the patron who checked out the lock will automatically be assessed a \$2.00 fine. If the bike remains locked up the following day, library staff will contact the patron. Patrons will occur an additional \$2.00 fine for each day that the bike remains locked up. If the bike has been locked up continuously for seven full business days, the patron will be issued a \$20.00 replacement fee for the bike lock.

## APPENDIX 1: LOAN PERIODS AND RENEWALS

Items are loaned based on the type of material borrowed. One week is equal to seven (7) calendar days.

Items eligible for renewal will be automatically renewed up to two (2) times if there are no holds on the item.

E-materials borrowed through a library vendor are subject to the loan periods established by that vendor.

<b>Type of Material</b>	<b>Loan Period</b>	<b>Eligible for Renewal</b>
Audiobooks	Three (3) weeks	Yes
NEW AV including Blu-rays, CDs, and DVDs (except Collections)	One (1) week	No
AV including Blu-rays, CDs, DVDs and Collections	Three (3) weeks	Yes
Books	Three (3) weeks	Yes
Kits/Library of Things Items	One (1) week	No
Magazines	One (1) week	Yes
Technology Devices including laptop computers, tablets, and hotspots	See Technology Lending Policy	No

**Some items are designated as reference, in-house use, or non-circulating, and may not leave the library premises even when checked out on a library card.**



**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**

- Valid Illinois Driver’s License
- Valid Illinois State Identification
- Passport

**COLUMN B**

- Current Utility Bill
- Other Current Bills
- 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
MISSING/DAMAGED BICYCLE LOCK	\$20.00 PER LOCK

Schiller Park Public Library is “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.

**Schiller Park Public Library**  
**Technology Lending Policy**

**Overview & Eligibility**

The Schiller Park Public Library has technological devices available for checkout including hotspots, tablets, and laptops. To be eligible to checkout one of these items a patron must be:

- Age 18 or older
- A Schiller Park Public Library card holder with an account in good standing

Borrowers are expected to be self-directed in the use of library owned technology devices and be able to follow any written instructions for use of the devices as provided by the library. If patrons experience problems with laptop hardware or applications, or have questions, they should ask for assistance in the computer lab. Library staff may not always be available or able to provide technical support.

**Loan Periods**

Devices will be checked out on a first-come, first-served basis and cannot be reserved.

<b>Device Type</b>	<b>Loan Period</b>	<b>Allow Renewal</b>
Laptop Computers	<b>In-house use only*</b> 2-hour time limit	May renew during the same business day up to 3x if no one else is waiting
Tablets and Hotspots	3 weeks	No renewals

\*The library’s laptops may only be used inside the library building. Removal of a library laptop from the library will be considered theft. All applicable laws will apply.

**Terms and Conditions**

**Checkout and Use**

- Patrons must present a current Schiller Park Library Card and a current/valid state photo ID to be eligible for checkout of technology devices. Patrons who do not present both a Schiller Park Public Library Card and a current/valid state photo ID will not be eligible to check out a library owned device.
- Patrons must sign a copy of this Technology Lending Policy when they check out a library owned device and the form will be kept on file for a year.
- Limit of two (2) technology devices may be checked out on a library account at a time.
- Library owned technology devices are equipped with internet filtering software. Upon checkout, adults may request that this filtering software be disabled. The Library cannot disable this software remotely.
- Patrons may not install any software onto Library owned technology devices.

- Patrons may not alter, delete, or copy any software loaded on Library owned technology devices or otherwise alter their existing configuration.
- The library’s Internet Use policy applies to the checkout and use of library owned technology devices.
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**Check In/Return**

- **Library owned technology devices must be checked in/returned at the Circulation Desk only – do not return via the outdoor bookdrops.**
- Library owned technology devices will be inspected by Library staff upon return prior to being discharged from a patron’s account.
- If a Library owned technology device is not returned on the due date, it will be disabled.
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**Liability**

The borrower is responsible for verifying the current condition and functionality of the library owned technology device and the presence of accessories prior to checking out a device.

**Patrons assume the cost to repair or replace any Library owned technology devices and/or accessories in the event that the items are lost, stolen, damaged, or never returned.** The Library will not accept replacement electronics or accessories in lieu of payment.

<b>Device/Accessory</b>	<b>Estimated Replacement Cost as of May 2023 (subject to change based on current market rate)</b>
iPad	\$825
Chromebook – Asus model	\$300
Hotspot	\$15
Carrying Case	\$15
Charging cables/adapters	\$5

These charges will automatically appear on your account if a device or an accessory is not returned after forty-two (42) days per our Circulation Policy or is returned damaged. The borrower’s library account will be blocked from further use until the item(s) are returned or fees are paid.

Patrons will no longer be allowed to borrow library owned technology devices if they do any of the following on three (3) occasions:

- return library owned technology devices after the due date
- fail to return an accessory for a library owned technology device
- return library technology devices in the bookdrop
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**Disclaimer**

- The Schiller Park Public Library will not be held responsible for damage to any removable drives or devices (including but not limited to CDs, DVDs, flash-drives, headphones,

microphones, etc.) used in conjunction with or connected to Library owned technology devices.

- The Schiller Park Public Library will not be held responsible for loss of data or files that may occur while using Library owned technology devices. Users wishing to save files they have created must do so externally, as all created files will be wiped from the device after it is returned to the library.
- The Library will not be held responsible for any questionable content viewed or accessed by patrons on Library owned technology devices.

Borrower Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Library Barcode: \_\_\_\_\_

Device(s) borrowed: \_\_\_\_\_ Staff Initials: \_\_\_\_\_