

NORTHLAKE PUBLIC LIBRARY DISTRICT GUEST SERVICES POLICIES

Availability of Materials and Resources

Unless noted otherwise, Library materials and resources are available on an equal basis to all individuals holding Northlake Public Library District cards. While this is also true for patrons with a valid library card from another public library, the Library reserves the right to make some categories of materials and resources available to Northlake Public Library District cardholders only, and to make certain materials or classes of materials unavailable for reserve.

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

Confidentiality of Patron Records

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 individual or agency, except pursuant to a court order.

Library Cards

Northlake Public Library District cards will be issued to residents of Northlake, Stone Park or unincorporated Leyden Township (Melrose Park, 60164) who present (1) piece of valid identification. (Appendix 1: Types of Identification Needed to Obtain a Library Card)

Although there is no minimum age for obtaining a Library card, the signature of a parent or guardian is required for all applicants under 14 years old. Juvenile applicants, under the age of 14, must be present when applying for a library card.

Individuals aged 14-17 may apply for (or renew) their library cards without having their parents present. In the event that they do not have state issued identification, they may bring in their school identification card, plus a piece of official mail, displaying their parent's name and address. (Appendix 1: Types of Identification Needed to Obtain a Library Card)

All delinquencies must be cleared before a library card will be renewed (if expired), or replaced (if lost). If a patron is protesting a fee, they may be permitted to renew their library card without paying the fee. This determination is made on a case by case basis by the Head of Guest Services, or, by the Library Director.

To renew a library card, patrons must show proper identification. (Appendix 1: Types of Identification Needed to Obtain Library Card)

If a patron is unable to produce the required amount of identification, Guest Services can send a postcard to the patron's mailing address. Requests must be made, in person, at the Desk, and only (1) request may be made per person. Individuals will need to provide their mailing address so as to facilitate the sending of the postcard. Postcards returned to the library for lack of address, or improper address, will be destroyed, and individuals will need to make a second request. Postcards will be considered valid for 90 days from the date of the postmark, and will be destroyed once the library card has been completed.

Library cards may not be transferred from one person to another. Adults are responsible for their own cards, those of their minor children, and for all materials borrowed with these cards. For their protection, patrons should report lost or stolen cards immediately. Materials checked out on a card up to the time it

is reported stolen or lost are the responsibility of the card owner. The Library should also be notified about any change of address, email address, telephone number, or name.

Eligibility for Northlake Public Library District Cards

Resident and Property Owner Library Cards

Individuals who reside within the service area of the Northlake Public Library District are eligible for full borrowing privileges, including reciprocal borrowing, without a fee. Resident cards are valid for 10 years as long as the person resides at the registered address. The card is renewable as long as eligibility is retained. Parents or guardians are responsible for fines and charges incurred by minor children. The Library reserves the right to revoke or restrict the use of a Library card if borrowing privileges are abused.

Non-Resident Library Cards

Non-residents who own, and pay real estate taxes on property located within the service area of the Northlake Public Library District are eligible for Northlake Public Library District cards. When applying for a non-resident library card, a tax bill, or some other acceptable proof of current ownership, must be provided. In accordance with state law, only 1 card, which is valid for 1 year, can be issued for each parcel of eligible property owned in our service areas by a non-resident without additional fees.

a) In accordance with Illinois state law as set forth below, non-resident adults may purchase Northlake Public Library District cards for a fee. Payment of this annual fee entitles each adult of a non-resident family who resides at the address listed on the Library card registration form to full Library privileges, including reciprocal borrowing. The fee for these cards is set annually by the Northlake Public Library District Board of Trustees in accordance with state law. A non-resident student may be issued a card, without payment of fee, pursuant to 75 ILCS 5/4-7. "Student", for purposes of this section, means an individual currently enrolled in a public or nonprofit private school (K-12) who does not have his or her principal residence within a public library service area. The student must present proof of eligibility, as required by statute, at the time of application for this card. (Appendix 3: Fees)

b) Illinois Public Law 92-0166 stipulates that "A person residing outside of a public library service area must apply for a non-resident card at the public library located closest to the person's residence, and not within the jurisdictional limits of another library." The rules currently define "closest public library" as meaning a participating public library that serves the high school district in which the non-resident resides or the library physically closest to a non-resident's primary address.

Homeless Patrons

We are sympathetic to our homeless patrons, and understand that this population has special needs. We will issue temporary library cards to homeless patrons on a case by case basis.

Reciprocal Borrowing

Individuals holding valid cards from other libraries may use them to borrow materials from the Northlake Public Library District. Patrons holding cards from other SWAN member libraries may use their cards without any additional application process required.

If the patron's record information is not in our computer system, the patron will need to fill out a library card application, and present their valid library card, along with proof of identity/address. (Appendix 1 for list of acceptable identification). The patron's home library will be contacted, and the patron's library card will be verified. Privileges will be extended to the expiry date of the existing home library card.

Interlibrary Loan General

Items borrowed from other libraries are subject to all loan periods, fines, rules and regulations established by Northlake Public Library.

We are unable to bypass or 'override' any restrictions placed on items by an owning library. By doing so, we may endanger our relationship with the loaning library. This includes restrictions of 'in-library use only' on ILL materials. Any restrictions placed on items will be respected.

Interlibrary loan materials cannot be renewed if the items have holds. It is recommended that the items be returned to the library, and have holds placed for an additional copy of the same item.

All interlibrary loan items are subject to recall from their owning libraries. When an ILL item has been 'recalled' by the owning library, this means that the item must be returned as soon as possible, usually before the due date. Patrons must return these items as quickly as possible, and place an additional request for another copy of the item. Interlibrary loans without holds are eligible for automatic renewals.

If an overdue ILL item reached the billed stage, and the owning library sends a bill to the Northlake Public Library District, the patron will be contacted and be given no less than 1 week (7 days) to return the item. If the item has not been returned after that time, the bill will be paid by the Northlake Public Library District, and the patron must reimburse the library for all costs relating to that transaction. Once paid for, the owning library will not accept the items for return.

Out of System Interlibrary Loans (OCLC)

We will only perform out-of-system interlibrary loan (OCLC-ILL) transactions for cardholders of the Northlake Public Library District. Reciprocal borrowers will be referred back to their home libraries.

We ask that patrons limit their requests to no more than (5) items at a time.

All OCLC-ILL materials borrowed through the Northlake Public Library District must be returned to the Northlake Public Library District. Returning these items to other libraries can cause patrons to incur overdue fees.

To renew OCLC-ILL items, patrons must contact the Northlake Public Library District before the due date so that we may place your renewal request. Unlike general ILL, OCLC-ILL requires staff intervention from the owning library, and as such, adequate time will be needed to process any renewal requests.

Borrowing Library Materials

Number of Items That May Be Borrowed

Limits may be set on certain categories of materials if such limits are needed to meet demand and provide equitable service. (Appendix 2: Item Limits and Loan Periods)

Patrons Without Library Cards

Library cards are used to identify borrowers and to expedite and accurately record transactions. Patrons possessing Northlake Public Library District library cards, who are unable to provide their card but are able to present some other acceptable proof of identity, may still borrow items. (Appendix 1)

Minors who are unable to present their cards will be asked to confirm their name and address.

General Loan Periods

Generally, Library materials may be borrowed for 3 weeks. A complete list of loan periods and checkout limits may be found in Appendix 2.

Other Loan Guidelines

g) SWAN Computer outage: In the event of a partial, or total, computer outage, limits as to how many items a patron may check out may be enforced.

h) Class Assignments: At the discretion of Library staff, items temporarily in high demand for class assignments may be given a shortened loan period or restricted to in-library use.

i) Reading Groups: The Library will accommodate reasonable requests from local reading groups for multiple copies of particular titles.

j) Vacation Loan: Patrons may request that a loan period of 6 weeks for any print items for which another Northlake Public Library District cardholder is not waiting. Items obtained via interlibrary loan are ineligible for vacation loan periods.

k) Renewals: Items will automatically renew provided there are no holds placed on those items.
(Appendix 2: Item Limits and Loan Periods)

l) Reserves: Cardholders will be notified by phone or email when items they have reserved are available for pick-up. Reserved items will be held at the Library for no less than 7 days. Items on reserve must be checked out on the card on which the hold was placed; said card must be presented at the time of check-out, regardless of who is picking up the items.

Returning Library Materials

Library materials may be returned, in person, at any service desk, or via the materials drop box (book return), located on the north side of the building. The bookdrops are open 24 hours a day, 7 days a week, 365 days a year. Electronics and "Library of Things" may not be put in the bookdrop.

Overdue Library Materials

Fees

Fines are not assessed by the library, but patrons are responsible for lost, damaged, and collection fees.
(Appendix 3: Fees)

Grace Period

There are no grace periods for any materials checked out from the Northlake Public Library District. However, items owned by the Northlake Public Library District, returned in the dropboxes before the start of business, will have their check-in backdated to the previous business day.

Notices

It is essential that patrons keep the library abreast of any changes to their physical address, email address or telephone number, so that we may communicate with our patrons. During the library card application process, patrons are asked if they wish to share their email addresses. Patrons who choose to provide their email addresses will have all notices sent to them electronically. Patrons who wish to receive paper notices should not provide their email address to the library, as electronic communication becomes the default once an email address is provided.

When any address becomes invalid (electronic or physical), and notices are returned to the library, we will note this on the patron's record. For invalid email addresses, we will remove the address, and place a note on patron's record, requesting that library staff ask the patron to verify their email address. The invalid email address will be removed from the record, thus allowing phone notices to be generated.

Patrons with invalid physical addresses will have a block placed on their record, to disallow any additional checkouts or renewals, until their addresses have been updated. Once a patron's physical address has been verified, borrowing privileges can be reinstated. (Appendix 1: Types of Identification Accepted for Issuance of Library Card)

When Library material has been overdue for 7 days, a reminder notice is sent to the cardholder. A second overdue notice will be sent once the item is 14 days overdue. The Library makes a reasonable effort to ensure that these notices are received, but these notices are sent as a courtesy and failure to receive any overdue notices does not constitute cause for removal or reduction of overdue fines.

Lost and Damaged Materials

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 detailed below. If an item owned by Northlake Public Library District is lost, the cardholder is billed the catalog list price of the item. Interlibrary loan materials are billed in accordance with rates and policies established by the lending library

Materials that are lost or damaged beyond the point of repair are to be paid for in full at the price listed in the SWAN catalog. Library materials checked out on a valid library card is the responsibility of the cardholder until the library card is reported lost or stolen. If the material is lost, the responsible person is required to pay the cost of replacing the item. Full replacement of said object(s) by the same or comparable item(s) may be made after consultation with department head or appropriate staff member. For damaged interlibrary loan items, patrons will be billed according to the practices and procedures of the owning library.

a) Billing

Only one bill will be sent. Service to the cardholder will be discontinued until the account is settled. Once this notice has been generated, the patron may pay for an item, replace an item or claim the item as returned.

b) Loss of Privileges

Borrowing privileges may be suspended for any cardholder who has accumulated fines or bills of \$10.01 or more until the charges have been paid or some other mutually acceptable arrangement has been made to settle the cardholder's account. Notices and billing for materials loaned to cardholders from other libraries are governed by the policies and procedures outlined above, unless other provisions have been made by those libraries.

c) Claims Returned

The 'Claims Returned' option will remove the item from the patron's record, and no additional fines/fees will be assessed for the item. Patrons may utilize this option no greater than (3) times per lifetime, regardless of past number of library cards issued.

Material Recovery Services

Once a patron has gone through the steps outlined above, and library materials are still overdue (usually no less than 60 days), patrons (owing \$25 or more in fines or fees) will be referred to Unique Management Services (UMS), a materials recovery service.

All patrons, including juveniles, are eligible to have their patron accounts referred to collection. In the case of juveniles, the correspondence would be addressed to, "The Parents of ____".

Patrons engaging in reciprocal borrowing or interlibrary loan transactions at the Northlake Public Library District are eligible to be sent to UMS, by way of the SWAN library consortium. Those transactions are serviced by the SWAN Members Services Office in Burr Ridge.

Once a patron's account has been referred to UMS, patrons may choose to resolve their accounts at the library, or may choose to work directly with UMS to resolve their accounts.

Additional fees will be added to patron accounts that have been referred to UMS. (Appendix 3: Fees)