

# LVDL POLICY MANUAL

## Section II: Service Policies

**TITLE: Circulation Policy**

**DATE ADOPTED: September 13, 2010**

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### A. Borrowing Privileges

#### 1. Eligibility

- a. Any person residing in the Lake Villa Public Library District (abbreviated as LVDL, short for Lake Villa District Library) is eligible to receive a library card. Minor cards are issued for persons up to the age of 17.
- b. Minor cards require a parent or guardian's signature in addition to the minor's. The minor must be able to write his/her name unless impaired. Minor cards expire on the holder's 18<sup>th</sup> birthday.
- c. Any person owning a piece of property within the boundaries of the library district is eligible for one library card.
- d. A library card is issued to a specific person and is not transferable. The patron is responsible for all use made of it until it is reported lost or stolen. A library card must be presented each time a patron wishes to check out library material or requests information pertaining to his/her patron's record.
- e. Any patron applying for a LVDL card after moving from another public library served area will be required to meet any obligations he/she may have with his/her former library before a LVDL card will be issued.

#### 2. Identification

- a. Any person applying for a library card shall provide identification to verify proof of residence in the library district. Acceptable forms of identification include:
  1. Driver's license
  2. Canceled mail
  3. Banking checks
  4. Property tax bill from Lake County
  5. Current utility bill
  6. Voter registration card
  7. State I.D. card
  8. Passport

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- b. Minor cards issued to children 17 and under require a parent or legal guardian's identification and signature.

### **Library Patron Lost-Card Liability**

The Library District recognizes that library cards may be lost or stolen and subsequently misused. Library card holders are responsible for the items which have been borrowed on their card. However, if an official police report is filed to report the lost or stolen card, then the patron's maximum liability is \$50. A copy of this report must be given to the library in order to claim the liability limitation.

*Adopted by board December 2006*

### **3. Non-Resident**

- a. Non-resident is defined as any person residing outside of an area served by a public library in the State of Illinois.
- b. Non-residents are required by state law (Public Act 87-1277) to pay a fee to use a public library. The cost will be determined according to the formula established by the Illinois State Library.
- c. The non-resident card shall allow for borrowing privileges at all participating libraries in Illinois.
- d. The non-resident fee entitles each person residing at one parcel of property to an individual library card for 12 months.
- e. Non-resident library cards must be purchased at the closest participating public library in the school district (high school or unit) where the non-resident resides.
- f. Non-resident cardholders are entitled to the same library materials and services as resident cardholders at the library.
- g. The non-resident library card will be marked "Non-Resident."

### **Public Act 85-0788 (HOUSE BILL 1295)**

The above act provides that for all libraries, whether village, township or public library district, a non-resident fee may not be charged to an individual who owns taxable property within the library district provided certain conditions are met.

The specific language is that a non-resident fee shall not apply:

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*to a non-resident who as an individual or as a partner, principal stockholder, or other joint owner, owns taxable property or is a senior administrative officer of a firm, business or other corporation owning taxable property within the city, incorporated town, village or township (or library district) upon the presentation of the most recent tax bill upon that taxable property, provided that the privilege and use of the library is extended to only one such non-resident for each parcel of such taxable property.*

### 4. Non-Lake Villa District Library Cards

- a. The LVDL will honor all library cards in good standing issued by any public library in Illinois.
- b. Patrons wishing to apply for reciprocal borrowing privileges may be asked for current identification.
- c. Courtesy library cards issued by another public library for local use only will not be honored.

### 5. Replacement

- a. A replacement fee of \$1.00 is charged for a lost card. Outstanding issues such as status changes, fines, fees, or charges for lost materials will need to be cleared before a replacement card is issued.

### 6. Staff

- a. Library staff members who live in an area not served by the library or who live out-of-state will be issued a LVDL card for in-house use only.
- b. Library staff members, at their option, may obtain local borrowing privileges using an employee-specific bar code kept at the Circulation Desk.

### 7. Responsibility of Borrowers

- a. Adult borrowers agree to the following at registration: "I agree to comply with all library rules and regulations and to give immediate notice of any change of address." This wording is printed on the registration form which adults sign.
- b. Minor borrowers agree to the following at registration: "I promise to obey all library rules, to take good care of the books I borrow, to pay all fines or damages charged to me, and to give prompt notice of any change in address." This wording is printed on the registration form which

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- minors sign. This registration form requires a parent or guardian's co-signature.
- c. Materials are expected to be returned in the same condition as they were in when they were checked out.
- d. Items comprising several parts will not be checked in until all parts of the item are received. The library will attempt to contact the borrower to insure that he/she knows when parts are missing. The borrower will be barred from further borrowing until all parts are returned. Fines will continue to accumulate until all parts are returned.
- e. The LVDL cooperates with area libraries in assisting with the collection of lost or damaged items. A patron card may be barred from use at LVDL if not in good standing at the patron's home library.
- f. A bar preventing use will be placed on a patron's library card when mail sent to the given address has been returned to LVDL or when a phone number has been disconnected. Patrons will need to show identification and proof of their new address in order to reinstate their cards.

### 8. Lost/Damaged Material

- a. Patrons shall pay the replacement cost of an item in addition to a processing fee after an item is 6 months overdue.
- b. Patrons have 30 days after paying for a lost item to return it along with the receipt for a partial refund. Fines will be subtracted from the amount returned. Processing fees are not refundable.
- c. A processing fee of \$5.00 will be charged for each book, CD, video, DVD, CD-ROM or game that is lost or damaged.
- d. A processing fee of \$2.00 will be charged for each magazine, board book, or paperback that is lost or damaged.
- e. Patrons will be charged original cost and processing fees for all lost, long overdue, or damaged items.

### 9. Purging cards

- a. Library cards in good standing and not used in three years shall be purged from the database.

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### B. Confidentiality of Records Policy

The Lake Villa Library District considers its registration and circulation records as confidential information, in accordance with the Library Records Confidentiality Act, effective January 1, 1984.

Patrons will have access to their own records through the online catalog using their library card number and a password. The password may be changed by the patron at any time.

### **Library Records Confidentiality Act**

AN ACT regarding the confidentiality of various type of information held by certain libraries. PA 83-179, approved August 30, 1983, effective January 1, 1984.

#### *1201. Registration and circulation records – Statistical reports*

- 1. (a) The registration and circulation records of a library are confidential information. Except pursuant to a court order, no person shall publish or make any information contained in records available to the public.*
- (b) This Section shall not prevent a library from publishing or making available to the public reasonable statistical reports regarding library registration and book circulation where those reports are presented so that no individual is identified therein.*
- (c) For the purpose of this Section, (i) “library” means any public library or library of an educational, historical, or eleemosynary institution, organization, or society; (ii) “registration records” includes any information a library requires a person to provide in order or that person to become eligible to borrow books or other materials and (iii) “circulation records includes all information identifying the individual borrowing particular books or materials.*

### C. Reciprocal Borrowing Policy

The Lake Villa Library District participates in the Interstate Reciprocal Borrowing Agreement. Card holders from those libraries which also participate in this program are eligible for the following: books, cassettes, books on tape, CDs, videos, DVDs, CD-ROMs, magazines, games. This includes all in-house items.

The Lake Villa Library District will place reserves for Lake Villa card holders only.

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Direct loans are done library to library only.

Only materials from libraries belonging to the CCS library automation consortium can be checked in through the LVDL computer system. Materials from other libraries are considered to be checked in once they have reached their home libraries.

### **D. Special Card Policy**

The Head of Circulation issues special cards upon request to institutions and local businesses that are in the library district. All lending provisions fall under the LVDL Reciprocal Borrowing Policy.

#### **Institutions**

An institution is defined as an organization with a permanent mailing address within the library district. Institutional cards may be issued to an institution for institutional use only (i.e. not for personal use by employees).

1. The Director or Principle of an institution shall be ultimately responsible for all materials checked out.
2. All statements shall be sent to the Director at least on a monthly basis.
3. It shall be the responsibility of the institution to determine which materials will be checked out.
4. Materials available for checkout will include those that extend to reciprocal borrowing patrons.
5. Fines will be assessed according to the LVDL fine schedule.
6. Individuals from institutions with delinquent cards will not be able to borrow material.
7. This card is valid only at the Lake Villa Library District.
8. Cards will be issued for one year, subject to renewal at that time by the appropriate authority.

#### **Businesses**

1. Business property owners, or senior administrative officers, presenting a current tax bill are entitled to a card. These cards will be reviewed annually.
2. Business owners, or senior administrative officers, who hold cards from other public libraries are asked to use their home library cards.
3. All other requests will be reviewed by the Library Director.

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### E. Schools Services

#### 1. Classroom Connection (lending for classroom use)

- a. The principal or site director at each institution shall be responsible for all materials checked out on the Classroom Connection card.
- b. The Classroom Connection card must be signed by the building principal/site director and will remain on file at the Lake Villa Library District during the school year.
- c. This card is good only at the Lake Villa Library District and is valid from August 1 through June 30<sup>th</sup> and must be renewed annually.
- d. Only Classroom Connection bags may be checked out on this card. Teachers are expected to pick up and return the bags.
- e. Classroom Connection bags may be checked out for up to four weeks. Bags may be renewed at the discretion of the Youth Services Department.
- f. Teachers should call for Youth Services Department at least one week in advance to reserve a Classroom Connection.
- g. Classroom Connection bags may include any circulating Lake Villa District Library materials.
- h. Classroom Connection bags are expected to be returned within the stated checkout period. As a professional courtesy, overdue fines will not be assessed.
- i. Compensation for lost and/or damaged materials is the responsibility of the principal/site director.

#### 2. School Card

- a. The principal or site director at each institution shall be responsible for all materials checked out on the School Card.
- b. The School Card Agreement must be signed by the building principal/site director and will remain on file at the Lake Villa District Library during the school year.
- c. This card is good only at the Lake Villa Library District and is valid from August 1 through June 30<sup>th</sup> and must be renewed annually.
- d. A staff roster including teachers, aides and administration must be provided to the Lake Villa Library District if the school's website does not already list these employees.
- e. Materials are checked out for their usual circulation periods. Items must be renewed through the School Liaison in the Youth Services Department.
- f. Only Lake Villa Library District materials on shelf can be checked out. Interlibrary Loan is not available through this service.

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- g. Materials are expected to be returned within the stated checkout period. As a professional courtesy, overdue fines will not be assessed.
- h. Compensation for lost and/or damaged materials is the responsibility of the principal/site director.
- i. Up to 10 items may be checked out per teacher at any one time.

### F. Loan Periods and Limits

There is an overall loan limit of 75 items per person. This includes items loaned at different times and on different days.

<b>Item</b>	<b>Limit</b>	<b>Loan</b>	<b>Extended Use Fee</b>
Audiobook	75	3 weeks	\$.10/day, \$5 max
CD	75	3 weeks	\$.10/day, \$5 max
Book	75	3 weeks	\$.10/day, \$5 max
CD-ROM	3 per card	3 weeks	\$1/day, \$5 max
DVD	10 per card	1 week	\$1/day, \$5 max
ILL/Reserves	none	varies	
Video			\$1/day, \$5 max
Other			\$.10/day, \$5 max
Magazine	75	1 week	\$.10/day, \$5 max
Vacation Loan			
Books	no new items	up to 6 weeks	\$.10/day, \$5 max
VHS/DVD	no new items	up to 2 weeks	\$1/day, \$5 max
Videotapes	10 per card	1 week	\$1/day, \$5 max
“Hot Items”			
Books/BOT	75	3 weeks	\$.10/day, \$5 max
“Most Wanted”			
DVD	1 per card	1 week	\$1/day, \$5 max
Games	1 per card	1 week	\$1/day, \$5 max

### G. Renewal Policy

Items on hold are not subject to renewal.

LVDL material may be renewed a total of three times. Renewal, including in person, telephone and online is under the following guidelines:

1. Patrons must have the items and/or their library card at hand in order to assure that items were not previously returned.

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2. Renewals are only for Cooperative Computer Services library materials. (CCS libraries share a common catalog and circulation system. LVDL is one.).
3. Items on hold may not be renewed.
4. Library staff will call patrons back at a later time if the library computers are down. An extra day of “grace” will be given for each day the computer is down.
5. Staff will provide the patron with the renewal date.
6. There is no renewal if the patron has a block or bar on his/her card.
7. There will be no renewal of items solely by receipt since such receipts may be for items previously returned.
8. The Interlibrary Loan Department handles renewal of non-CCS ILL (interlibrary loan) material because of the differing process and policies of the lending libraries.
9. Items which the computer system allows to be renewed by the patron from a remote computer may be so renewed.

### **H. Holding Library Materials**

Due to limited space for reserve materials, the LVDL will observe the following guidelines for holding library materials unless otherwise requested:

Interlibrary loan material	1 week
Replacement of damaged item material	1 month
Reserve items:	1 week
School visit items:	1 day
Patron having no card:	1 day
Patron call-in request:	1 day

### **J. Reserves**

LVDL patrons may place their own holds through the online catalog or request staff assistance. There is a limit of 50 holds placed by (or for) each patron of which 10 can be from WorldCat listings. WorldCat is the World Wide Catalog maintained by OCLC, a world wide library consortium. A blocked or barred patron will not be allowed to place holds online.

### **K. Book Drop**

The book drop is open 24 hours a day. Materials left in the book drop are subject to damage charges.

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### L. Overdue Materials

1. Fine Policy

Patrons will pay fines on materials returned after the due date. Fines are charged on the basis of type of item. Patrons who pay fines at the time items are returned are not charged for days the library is not open (i.e. holidays). There is a one day grace period on all items returned the day after the due date.

2. Philosophy of charging fines

Fines are charged in order to encourage patrons to return materials on time. This makes the material available to others.

3. Delinquency

The LVDL will stop blocked patrons from checking out additional materials if he/she has more than 20 items overdue. The library will also stop a patron from checking out if he/she has overdue charges of \$10.00 or more.

The following steps are taken in an attempt to recover overdue materials and fines:

- a. An overdue computer notice is sent when the item is 15 days overdue.
- b. An overdue computer billing notice is sent when the item is 30 days overdue.
- c. A third notice letter is sent requesting the return of materials that total \$50 or more.
- d. Items that amount to \$50 or more will be turned over to a collection agency two weeks after the third notice is sent.

4. Waiving Fines

The library may offer incentives to return overdue materials. Such incentives may be an amnesty day or week, a coupon to forgive overdue fines for a certain dollar amount, or a solicitation of nonperishable food. Such incentives forgive fines only, not replacement fees or damage charges.

### M. Claims Returned Policy

When a patron calls or comes in and says that an item has been returned, the circulation staff will tell the patron if our records show that the item(s) has not been returned. The shelf is checked for the item in question and if it is not found, the item is checked out to “missing status” and a “claimed returned” status is entered into the patron’s account. A “claimed returned” status will be accepted for a total of three

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instances (not three individual titles). Subsequent “claimed returned” claims will not be accepted except under extenuating circumstances by the person in charge of the circulation desk at that time.

### **N. Circulation Exceptions for Grade School Class Visits**

Children who come to the library with their school classes may check out materials at the time of the visit if they have overdue materials with fines less than \$10. No mention of fines will be given. Circulation staff will place a business card from the Head of Circulation on it and place it in the pocket of the book with a note that says “courtesy checkout, please contact me.” Children who have lost, damaged, or long overdue (more than 45 days) materials may not check out materials. These children will be given a business card with a note on back that says to please contact us.

### **O. Email Notification**

1. In an attempt to assist patrons in their timely return of materials patrons may register their email address via the online catalog. They will then be notified of upcoming due dates 4 days before an item is due.

2. Email notices returned to the Library as undeliverable for any reason will result in removal of the patron’s email address. We will resume notifying the patron by phone and through the U.S. mail.

### **P. E-Pay**

Patrons may pay fines through our online catalog with credit cards accepted by E-Pay. E-Pay is an online credit card bill paying system operated through the state of Illinois.

### **Q. Reserve Authorization**

The Lake Villa Library District protects each user’s right to privacy and confidentiality with respect to information or resources received. A borrower may allow a family member or person who resides with the library patron to pick up materials on behalf of the patron with written consent on file with the library.

### **R. Flexible Checkout**

Patrons who are homebound or living in a Nursing Home, Residential Care Facility, or Assisted Living Facility may designate another person to pick up their reserve materials. LVDL requires completion of a library form by a physician, registered nurse, or social worker to determine eligibility.

1. Must be a Lake Villa Library District card holder in good standing.

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2. Items will be placed in a canvas bag and held at the circulation desk for one week.
3. Materials will be limited to reserve items.
4. Items will checkout for the normal 7 day and 3 week loan periods.
5. Items will be checked out to the patron's card the day the materials arrive.
6. It is the patron's responsibility to return or renew materials to avoid fines. The library reserves the right to suspend a patron's flexible checkout status once the patron regains the ability to visit the library.