

**Section II: Service Policies**

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**TITLE: Library Card Policy**

District residents or property owners within the Lake Villa Township boundaries are eligible to obtain a Lake Villa District Library (LVDL) card and borrow materials from the library. As a borrower of library materials, patrons are responsible for the materials checked out on their account. LVDL follows all federal and state laws regarding libraries and protects each user's right to privacy and confidentiality.

**Library Card Registration**

- District residents are required to provide proof of residency. Acceptable forms of identification include but are not limited to:
  - Driver's license/State ID with current address
  - Current property tax bill
  - Current utility bill, bank statement, credit card statement
- Children ages 16 and under are required to have a parent or legal guardian with them at the time of registration to provide proof of residency and accept financial responsibility.
- Property owners who do not reside within the Lake Villa Township boundaries are required to provide a current property tax bill.
- LVDL offers special use cards to businesses, schools and institutions located in the library district. These cards have limited privileges and may need to be renewed annually.
- Illinois library card holders may register at LVDL by providing their current library card and a current form of identification. CCS member cardholders are not required to register their library card in order to use library services.
- LVDL participates in the State of Illinois non-resident library card program, as prescribed in the Illinois Law (75 ILCS 16/30-55.60), allowing non-residents of the district to obtain an annual fee-based library card.

**Lost or Stolen Library Card**

- LVDL recognizes that library cards may be lost or stolen, and subsequently could be misused.
- To avoid misuse, a lost or stolen library card should be reported to LVDL as soon as possible.
- Replacement cards are available at no charge.

**Inactive Library Cards**

- Library cards not used in three years will expire.

**Patron Privacy**

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

## **Borrowing Guidelines**

- LVDL has a check out limit of 150 items per card.
- Most circulating items may be placed on hold, with a total limit of 100 holds allowed.
- Patrons with fees of \$10.00 or more will be unable to check out items, renew materials, or place holds.
- LVDL is not responsible for damages that may occur to equipment in the use of library materials.
- Some materials are limited to LVDL cardholders only; have item limits; have reduced loan periods; are not available for renewal; are limited to in library use only; and are available for patrons aged 17+.

## **Renewals**

- Eligible items may be automatically renewed up to three times, however, some restrictions may apply. Renewal options:
  - Visit “My Account” via the online catalog
  - Call Circulation Services at 847.356.7711.
  - Call the automated renewal system at 847.590.8706.

## **Overdue Items**

- 1st overdue notice sent at 3 days.
- 2nd overdue notice sent at 15 days.
- Overdue items not returned after 15 days of due date will prompt a stop on the patron’s account blocking additional checkouts and renewals.
- 3<sup>rd</sup> overdue notice sent at 28 days.
- A billing notice will be sent at 45 days, at which time the replacement cost for the item(s) is added to the patron’s account.
- Accounts with billed amounts over \$75 may be referred to a collection agency at 60 days.
- Items not returned within 90 days of the billing date are considered lost and will not be accepted for return. The patron is responsible for the full cost of the item.

## **Missing/Lost Items**

- Items comprising several parts cannot be checked in until all parts of the item are received.
- Patrons have 30 days after paying for a missing LVDL item to return it for a refund. Patrons are responsible for paying accrued fines on the item.
- A limit of three LVDL items may be removed from cardholder accounts for items claimed returned.
- Replacements for lost items will not be accepted.

## **Damaged Items**

- Items are expected to be returned in the same condition as checked out.
- Cardholders are responsible for the replacement cost of library items that are damaged.
- A limit of three LVDL damaged items may be removed from cardholder accounts.
- Replacements for damaged items will not be accepted.

## **Notification Methods**

Patrons may select their preference for receiving library notices via their account in the online catalog or by contacting the Circulation Services. Notification options include email, text or phone. Notices include nearly overdue/automatic renewal (email and text only), available holds and billing for overdue items.

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