

LINCOLNWOOD PUBLIC LIBRARY DISTRICT

4000 WEST PRATT AVENUE - LINCOLNWOOD, IL 60712-3531

Telephone: 847/677-5277 • FAX: 847/677-1937

Website: www.lincolnwoodlibrary.org

GENERAL POLICIES GOVERNING LIBRARY USE

The Lincolnwood Public Library District Board of Trustees has established the following policies to govern use of the library and its resources.

I. LIBRARY HOURS

Monday—Thursday.....	9 - 9 p.m.
Friday.....	9 - 6 p.m.
Saturday.....	9 - 5 p.m.
Sunday (<i>from Labor Day until Memorial Day Weekend only.</i>).....	12:30 p.m. - 5 p.m.

For your convenience, the library's outside book return is open at all times.

II. HOLIDAYS AND OTHER LIBRARY CLOSINGS

The library is closed: *New Year's Day; Easter Sunday; Memorial Day (Sunday and Monday); Independence Day; Labor Day (Sunday and Monday); Thanksgiving Eve (after 1 p.m.); Thanksgiving Day; Christmas Eve (after 12:30 p.m.); Christmas Day; and New Year's Eve (after 12:30 p.m.)*.

Whenever Christmas Day and New Year's Day fall on a Saturday, the library will also close the following Sunday. Whenever Independence Day or Christmas Day and New Year's Day fall on a Sunday, the library will also close the following Monday.

At the discretion of the Library's Administrative Staff, the library may close during an emergency. With authorization from the Library Board, the library may also close from time to time for staff in-service training sessions and other special occasions.

III. AVAILABILITY OF SERVICES AND RESOURCES

Unless otherwise noted, full access to library services and resources—as defined in this and other policy statements of the Library Board—is available on an equal basis to all individuals holding Lincolnwood Public Library cards.

Limits will be placed on the number of items that individuals with cards from other libraries may borrow per visit if, in the opinion of the Library Board, such limits are needed to redress reciprocal borrowing imbalances and to protect the interests of Lincolnwood residents and taxpayers. In setting such limits, a distinction may be made between borrowers with cards from North Suburban Library System (NSLS) libraries and those with cards from libraries in other Systems, including the Chicago Public Library. (Reciprocal borrowing arrangements between libraries permit individuals with cards from a given community to borrow material at other libraries. The Lincolnwood Public Library is a member of the North Suburban Library System.) Current reciprocal borrowing limits—if any—are described in the accompanying enclosure.

The library reserves the right to make some heavily used categories of materials, resources, services, or programs available only to holders of Lincolnwood Public Library cards and/or to charge fees to cardholders from other libraries for such materials, resources, services, or programs. (Current restrictions and/or fees, if any, are described in the accompanying enclosure.)

Parents or guardians must accept responsibility for their children's selection and use of library materials and resources.

IV. LIBRARY CARDS

- A. Lincolnwood Public Library Cards. Lincolnwood Public Library cards are available, or may be renewed, at the Circulation Services Desk. By Illinois law, the library may issue cards without a fee only to a current resident of Lincolnwood or, with certain limitations, to some non-residents, for example, those "...*owning taxable property within the district...*" All applicants, including those renewing their cards, must present acceptable proof of identity and current address. Two (2) pieces of current identification, including one (1) photo ID, are required. Although there is no minimum age for obtaining a library card, a parent or legal guardian must come to the library to complete the registration process and sign for all applicants under eighteen (18) years of age.

Library cards may not be transferred from one person to another. Adults are responsible for their own cards as well as those of their minor children, and for all materials borrowed with these cards. For your own protection, please report lost or stolen cards immediately! The library should also be notified immediately about any change of address, telephone number, or name.

Privileges will not be renewed for any cardholder with unpaid fines and/or fees. 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.

The fee for replacing a library card before its expiration date is \$2. Acceptable proof of identity, as defined above, must be presented.

Information contained in library patron registration files and other cardholder records is confidential and shall not be revealed except when specifically required by the *Illinois Freedom of Information Act*, court order, or federal law.

- B. Cards from Libraries NOT Belonging to the CCS Consortium.
Before non-residents can borrow materials from our—or any other—library belonging to the *CCS (Cooperative Computer Services)* consortium, their 'home' library card must be registered and entered into the *CCS* shared database. To register the card at our library, a valid 'home' library card and two (2) pieces of current identification, including one (1) photo ID, are required. To complete the process, staff must also contact the 'home' library to verify the status and expiration date of the library card. Borrower's cards from **non-CCS** libraries must be re-registered in this manner every two (2) years.

V. ELIGIBILITY FOR LINCOLNWOOD PUBLIC LIBRARY CARDS

- A. Resident Library Cards. Individuals who reside within the corporate boundaries of the Village of Lincolnwood are eligible for full borrowing privileges without a fee. Resident cards are issued for three (3) years, after which renewal is required.
- B. Non-Resident Property Owner Cards. A non-resident who owns and pays real estate taxes on property located within the corporate boundaries of the Village of Lincolnwood is also eligible for full borrowing privileges without a fee. In accordance with Illinois law, acceptable proof of current ownership, including the most recent tax bill, must be provided when applying for such a card, and only one (1) card can be issued for each parcel of property. These cards must be renewed annually.
- C. Corporate Cards. These cards are available to businesses, institutions, churches, and similar organizations located within the boundaries of the Village of Lincolnwood. Only one (1) card will be issued per organization. The card will be issued to the owner, manager, or principal administrator,

who is then solely responsible for governing its use within the organization and for any fines or fees that may be incurred. These special cards—which cannot be issued with reciprocal borrowing privileges and, therefore, cannot be used at other libraries—**may be used only to borrow materials for business- or professionally-related purposes.** They must be renewed annually.

- D. Purchased Non-Resident Library Cards. Non-resident families may purchase Lincolnwood Public Library cards for a fee. Payment of this annual fee entitles each member of a non-resident family who resides at the address listed on the library card registration form to full library privileges, including reciprocal borrowing. In accordance with Illinois law, the fee for these cards is set annually by the Board of Library Trustees and must be “...*at least equal to the cost paid by residents of the library district.*”

The library’s current non-resident fee is posted at the Circulation Services desk.

VI. BORROWING LIBRARY MATERIALS

- A. Number of Items That May be Borrowed. Generally, no limit is placed on the number of items that may be borrowed per visit to the library. However, limits may be set on certain categories of materials if in the opinion of the librarian-in-charge such limits are needed to meet demand and provide equitable service. (See Section III above for policies regarding limits on reciprocal borrowers.)
- B. Without Library Cards. Library cards are used to identify borrowers and to expedite and accurately record transactions. Lincolnwood Public Library cardholders who are unable to provide their cards, but are able to present some other acceptable proof of identification, may borrow up to three (3) items by signing for them. The library reserves the right, however, to withdraw this privilege from individuals who chronically fail to bring their library cards.

Holders of cards from other libraries may not borrow materials without their cards.

- C. Loan Periods. Generally, library materials may be borrowed for three (3) weeks, with the following exceptions:
1. Magazines and Newspapers. Back issues of magazines may be borrowed for one (1) week. Newspapers and the most recent issue of a given magazine may not be removed from the library.
 2. Reference Materials. These resources may not be removed from the library.
 3. DVDs, Video Games, and CD-ROMs.
These resources may be borrowed for one (1) week.
 4. Interlibrary Loan (ILL) Materials. Items borrowed for Lincolnwood Public Library cardholders from other libraries through ILL are subject to all loan periods, fines, rules and regulations established by these lenders. After they are delivered and processed, ILL materials will be held at the *Circulation Services Desk* for the requesting patron a maximum of one (1) week before they are returned to the owning library. (The Lincolnwood Public Library does not accept ILL requests submitted by cardholders from other libraries, and such cardholders may not use the library as the designated delivery/pick-up point for ILL requests they might place through some other source.)
 5. Class Assignments and Classroom Loans. 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.
Loans of materials for classroom use are available to teachers at School District 74 and to teachers at certified preschools located within the corporate boundaries of the Village of Lincolnwood. Loans must be arranged through the Youth and Teen Services Department.

6. Reading Groups. The library will try to accommodate reasonable requests from local reading groups for multiple copies of particular titles. Our staff of professional librarians welcomes the opportunity to assist reading groups in making their selections.
- D. Vacation Loan. Most materials subject to the usual three (3) week loan period may be borrowed on vacation loan for a period of six (6) weeks. Recently published fiction, items with a waiting list, and items obtained through interlibrary loan (ILL) may not be borrowed on vacation loan.
- E. Renewals. Most materials may be renewed once. These items are renewable for terms equal to their original loan periods. Video Games, CD-ROMs, materials borrowed on vacation loan, and materials with waiting lists (see “F” below) may not be renewed, however. Items borrowed through interlibrary loan (ILL) will be renewed only as permitted by the owning library. Materials may be renewed in person, by phone, or online.
- F. Reserves. Lincolnwood Public Library cardholders may reserve materials that are already out on loan. Cardholders will be notified when items they have reserved are waiting for them. Reserve items will be held at the Circulation Services Desk for up to one (1) week before they are either given to the next person on the reserve list or returned to the shelves. (The Lincolnwood Public Library does not accept requests to reserve materials that are submitted by cardholders from other libraries. Reserves on Lincolnwood Public Library materials that are placed by such cardholders themselves through the CCS online catalog will not be processed by the library.)

VII. OVERDUE LIBRARY MATERIALS

- A. Fines. Fines are assessed at 10¢ per day per item, except as noted below:
 1. *DVDs, Video Games, and CD-ROMs*: \$1 per day or any portion of a day.
 2. *Interlibrary Loan (ILL) Materials and Items Patrons Borrow Directly from Other Libraries but Return to Lincolnwood*: Rate set by the owning library.

Fines for each overdue item may mount up to, but not exceed, \$10. Fines for overdue interlibrary loan (ILL) items will continue to accrue, however, until these items are either returned or paid for.

- B. Notices. When library material has been overdue for fourteen (14) days, a reminder notice will be sent to the cardholder. The library makes a reasonable effort to insure that this notice is received. The notice is sent as a courtesy. **Cardholders are responsible for the materials borrowed with their library cards. Failure to receive an overdue notice does not constitute cause for removal or reduction of overdue fines.**

Forty-five (45) days after the due date, overdue material will become subject to the policies and procedures detailed in Section VIII (*Lost and Damaged Library Material*) below.

If the library has been unable to contact or locate a cardholder with overdue materials, that individual's account may be forwarded directly to a collection agency.

- C. Loss of Privileges. Borrowing and other library privileges may be suspended for any cardholder who has accumulated fines or bills of \$10 or more until the charges have been paid or some other mutually acceptable arrangement has been made to settle the cardholder's account.

VIII. LOST AND DAMAGED LIBRARY MATERIALS

- A. Lost. If an item is lost, the cardholder is billed the price of the item, plus a non-refundable \$5 (\$3 for an audio-visual case) processing fee. Overdue fines will not be reimbursed. The library will refund the amount charged for the item itself if it is found and returned with the payment receipt within six

(6) weeks after payment was made. Interlibrary Loan (ILL) materials will be billed in accordance with rates and policies established by the owning library.

- B. **Damaged.** If, while on loan, an item is damaged beyond what might reasonably be deemed “normal wear and tear,” the cardholder will be billed for its replacement, plus the \$5 (\$3 for an audio-visual case) non-refundable processing fee. Interlibrary loan (ILL) materials will be billed in accordance with rates and policies established by the owning library.
- C. **Billing.** Only one (1) bill will be sent. If payment in full has not been received within thirty (30) days of the date of that bill, or if some other acceptable arrangement has not been made within this thirty (30) day period, the account may be forwarded to a collection agency, and service to the cardholder will be discontinued until the account is settled. (If the cardholder is a minor, service to that cardholder’s parents or guardians may also be discontinued.) All collection agency fees incurred by the library in order to collect past due bills or materials will be passed along to the cardholder.

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 the cardholder’s home library.

IX. PUBLIC COMPUTERS

Public computers are located in both the Adult Services and the Youth and Teen Services areas of the library. With the exception of *Online Public Catalog* (OPAC) computers and computers with learning games for young people, all work stations provide access to the Internet.

The Internet stations located in the **Adult Computer Room** and other areas of the **Adult Services Department** are reserved for the use of adults and high school aged teens who can work quietly at their computers. Similarly, the work stations located in the **Youth and Teen Services Department** are reserved for the use of children, younger teens, and parents or caregivers who have children with them and, therefore, must remain in or near the Youth Services area.

With the exception of *Internet Express* and *OPAC* workstations, patrons who wish to use one of the library’s public computers must be entered into the database of authorized users. All individuals who wish to be entered into this database must have a current library borrower’s card in good standing, from the Lincolnwood Public Library or another public library that is a member of the CCS (**Cooperative Computer Services**) consortium, or, alternately, a current valid library borrower’s card, in good standing, from some other library that has been registered with the Lincolnwood Public Library or another CCS library and entered into the CCS user database. (Acceptable proof of identification and address must be provided to obtain a library card or to register one for entry into the CCS database.) Users must review and execute the electronic User Agreement governing the use of these computers and the Internet in the library each time they sign on to one of these workstations.

In addition, a parent or legal guardian must sign a one-time, written *User Agreement* for any minor who is under fifteen (15) years old. This must be done in the library with the parent-guardian presenting acceptable proof of identity and address. They must also accept full responsibility for their children’s use of the Internet.

Use of the library’s Internet Express stations does not require a library card or the one time, written User Agreement for minors under fifteen (15) years old. All users are required to execute the electronic User Agreement each time they log-on to an Express station

In order to provide equitable access to as many users as possible, and to better meet the needs of Lincolnwood residents, limits shall be placed on the maximum amount of time that individuals may use

library computers—collectively—each day. Maximum time limits, which are subject to computer availability, will be set significantly higher for Lincolnwood residents than for non residents. (Although all individuals who meet the necessary requirements are eligible to use the library’s public computers, this equipment is provided primarily for the use of Lincolnwood residents, whose property taxes make library service in Lincolnwood—including access to public computers and electronic resources—possible. In order to better meet the needs of Lincolnwood students, use of computers in the *Youth and Teen Services Department* may be restricted to homework and other school-related activities during certain hours. Current time limits and other restrictions governing the use of public computers are described in the accompanying enclosure as well as in the *User Agreements* that must be executed.

A separate statement of *Policies Governing Use of Public Computers, the Internet, and Other Electronic Resources in the Library* provides more information about computer usage at the library. Copies are available at all public service desks in the library. The policy is also posted on the library’s website.

X. BEHAVIOR AND SECURITY

Any behavior that, in the opinion of staff, unreasonably infringes on the quiet use and enjoyment of the library by others, interferes with library operations and the ability of staff to do their work, or endangers library property is prohibited. Anyone who exhibits such behavior will be required to leave the library. The Library Director is authorized to limit or suspend the library privileges of anyone whose unacceptable behavior is dangerous or severely disruptive, or becomes chronic in nature. **Legal action may be taken if library property is stolen, destroyed, or abused.**

Children under eight (8) years of age may not be left unattended in the library and must be under the direct and constant supervision of a caregiver who assumes full responsibility for the children’s safety and behavior in the library.

A separate statement of *POLICIES GOVERNING BEHAVIOR IN THE LIBRARY*, which provides a more detailed explanation of these policies, is available at all public service desks in the library, as well as on the library’s website.