

# *Guest Services Policy Manual*

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This manual contains a comprehensive version of the Guest Services policies of the Addison Public Library in effect as of *June 20, 2017*, unless superseded by law. It was last changed in June 2017.

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SECTION I

# *General Policies*

# CONFIDENTIALITY

The Addison Public Library is subject to the provisions of The Library Records Confidentiality Act (75 ILCS 70/1, 70/2 - full text attached). All patron-identifiable information is confidential. This includes all records, files, computers and electronic media that might contain such information.

Confidential library records (*i.e.* records pertaining to an individual patron's use of library materials or resources) may not be released or made available in any format to a federal agent, state or local law enforcement officer, or other person unless a court order in proper form has been entered by a court of competent jurisdiction, or when the information is requested by a sworn law enforcement officer who represents that it is impractical to secure a court order as a result of an emergency where the law enforcement officer has probable cause to believe that there is an imminent danger of physical harm.

Library staff must cooperate with federal, state, and local law enforcement agencies when they are acting within the scope of a lawfully issued court order or when a sworn law enforcement officer has presented a case of probable cause of imminent danger of physical harm. Staff may also disclose patron identifiable information to a law enforcement officer upon request, if:

- The name and description, if personally known to the staff member, of any person who has committed, is committing, or threatens to commit a crime affecting Library staff or members of the Board of Trustees, Library patrons or users, or Library property; and
- to the extent the staff member is a witness to such a crime, any other information relevant to the crime that is personally known by the staff member.

Patrons requesting confidential information must present their library card or other identifying information. Signatory parents or their designee may access information contained in a minor child's record upon provision of identification.

In all other cases the Library will generally refuse to disclose any patron-identifiable information and staff are prohibited from permitting anyone to access or view any non-public computers, files, or records which might contain patron-identifiable information.

When contacting a patron, patron-identifiable information (such as the title or subject of a an item checked out or requested by a patron) may not be left on an answering machine, voice mail unsealed post card, or e-mail to the patron, unless e-mail is specifically designated by the patron in writing as being the notification method of choice. The Library cannot be responsible for maintaining confidentiality in the notification process if e-mail is selected by the patron.

The Library Director or PIC should be contacted immediately if a staff member:

- is approached with or learns of any subpoena, court order, warrant or other legal process directed to the Library or relating to Library property; **or**
- is approached by a law enforcement officer requesting information from the Library, who believes there is imminent danger that someone will be physically harmed and it is impractical to get a court order; **or**
- receives requests for patron-identifiable information other than from that patron; **or**
- learns that certain patron-identifiable information may pertain to a crime (e.g., finding child pornography on a computer); **or**
- believes any patron-identifiable information has been improperly disclosed or may be at risk of being improperly disclosed; **or**
- has any questions about the Confidentiality Policy.

## **(75 ILCS 70/) Library Records Confidentiality Act.**

(75 ILCS 70/1) (from Ch. 81, par. 1201)

Sec. 1. (a) The registration and circulation records of a library are confidential information. No person shall publish or make any information contained in such records available to the public unless:

(1) required to do so under a court order; or

(2) the information is requested by a sworn law enforcement officer who represents that it is impractical to secure a court order as a result of an emergency where the law enforcement officer has probable cause to believe that there is an imminent danger of physical harm. The information requested must be limited to identifying a suspect, witness, or victim of a crime. The information requested without a court order may not include the disclosure of registration or circulation records that would indicate materials borrowed, resources reviewed, or services used at the library. If requested to do so by the library, the requesting law enforcement officer must sign a form acknowledging the receipt of the information. A library providing the information may seek subsequent judicial review to assess compliance with this Section. This subsection shall not alter any right to challenge the use or dissemination of patron information that is otherwise permitted by law.

(b) This Section does 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.

(b-5) Nothing in this Section shall be construed as a privacy violation or a breach of confidentiality if a library provides information to a law enforcement officer under item (2) of subsection (a).

(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 for that person to become eligible to borrow books and other materials and (iii) "circulation records" includes all information identifying the individual borrowing particular books or materials.

(Source: P.A. 95-40, eff. 1-1-08.)

(75 ILCS 70/2) (from Ch. 81, par. 1202)

Sec. 2. This Act may be cited as the Library Records Confidentiality Act.

(Source: P.A. 86-1475.)

# PATRON RESPONSIBILITIES

Patrons are responsible for their library cards and all the materials borrowed on the card. If a library card is lost or stolen, it is the responsibility of the patron to immediately report what has occurred to the Guest Services desk. Patrons are obligated to report changes of street address, phone number and email address. Failure to receive a notice does not decrease the liability of the borrower.

SECTION II

# *Library Cards*



# ELIGIBILITY

**Eligibility Requirements Chart**

<b>Borrower Class</b>	<b>REQUIREMENTS TO OBTAIN CARD</b>	<b>Cost</b>
Addison Resident  See RESIDENCY policy for definition.	Two forms of ID* , at least one of which contains current legal name and address Under Age 18: Parent or legal guardian must sign registration form unless the underage person is married	Paid for through property taxes collected by the Village of Addison on behalf of the Addison Public Library.
Nonresident  See RESIDENCY policy for definition	1. TWO FORMS OF ID* AT LEAST ONE OF WHICH CONTAINS CURRENT NAME AND ADDRESS 2. CURRENT TAX BILL (HOMEOWNER) OR Rent receipt/cancelled rent check (renter)	Fee based on Tax Bill Calculation method.
Teen Resident (restricted card)	One or more forms of ID which contains current legal name and address within the corporate boundaries of the Village of Addison	Paid for through property taxes collected by the Village of Addison on behalf of the Addison Public Library.
Business Owner  See RESIDENCY policy for definition	1. Two forms of ID* , at least one of which contains current name and address 2. Copy of tax bill 3. Proof of address of the building in which the business is located	Paid for through property taxes collected by the Village of Addison on behalf of the Addison Public Library
Reciprocal Borrower  See RESIDENCY policy for definition	1. Two forms of ID* , at least one of which contains current name and address 2. Must be in good standing with home library	No fee is charged for the reciprocal service.

\*Preferred forms of identification:  
Also allowed

**Driver's License or other State-issued ID**

Voter's Registration Card

Matrícula Consular de Alta Seguridad (Mexican Consulate ID)

Student ID

Credit Card

Bill with a recent U.S. Mail postmark delivered to the patron's current address.

# RESIDENCY

## Definitions

### Resident

A resident is defined as any person whose permanent legal address is within the corporate limits of the Village of Addison. The Post Office and the Addison Public Library do not consider post office boxes to be legal addresses. Proof of current legal address must be supplied in addition to any post office box number. All residents who have Addison Public Library cards automatically have reciprocal borrowing privileges. (See *Reciprocal Borrowing Policy for further information.*)

### Nonresident

A nonresident is a person who does not reside within the corporate limits of the Village of Addison.

### Nonresident Property Owner/Business Owner

A nonresident who owns property within the corporate limits of the Village of Addison.

### Nonresident Property Owner

Illinois law provides for the issuance of one library card per parcel or property within the Village of Addison owned by a nonresident taxpayer. The card will be issued to a “sole designated person” who must be the owner, partner, principal stockholder, joint owner, or senior administrative officer. (75 ILCS 5/4-7) The nonresident property owner is entitled to **one library card only per parcel.** (See Resolution # 1987/88-003 and the application for nonresident taxpayers for further information.)

### Formula for homeowners:

The formula is as follows:

$$\text{Library tax rate} \times \text{the equalized assessed valuation (found on the tax bill)} = \text{annual fee.}$$

If this is a new home and patrons do not yet have a tax bill, proof of the selling value of the home must be supplied. The equalized assessed valuation will be estimated at 1/3 of the selling price.

### Formula for renters:

The formula is as follows: 15% of the monthly rent.

$$\text{Example: } .15 \times \$700 = \$105$$

Low income renters who provide proof of qualification for Section 8 housing will be charged 15% of the amount they actually pay in monthly rent. Those whose housing is entirely subsidized and are paying nothing will be issued a card at no charge.

# RECIPROCAL BORROWING

The Addison Public Library currently has reciprocal borrowing agreements with most public libraries in the State of Illinois, as well as a number of academic libraries. Any Illinois library patron whose home library participates in reciprocal borrowing with the Addison Public Library is potentially eligible to use the Addison Public Library. A list of libraries that do not participate is available at the Guest Services desk.

## Verification of Reciprocal Borrowing Cards

The Addison Public Library requires that the following verification is completed before any nonresident can be given reciprocal borrowing privileges at the library:

1. Patrons provide two forms of ID at least one of which contains their current legal name and address.
2. Patrons provide their library card from their home library.
3. Patrons requesting reciprocal borrowing privileges must be the cardholders.
4. Patrons' home libraries must participate in a reciprocal borrowing agreement with the Addison Public Library.
5. Patrons must be in good standing and possess reciprocal borrowing status.
6. The staff of the Addison Public Library will contact the home library of the patron for a status report before granting reciprocal borrowing privileges. If the patron's home library is not open, all other verification procedures will be followed, and the patron will be allowed to check out up to two (2) items.

After patrons have been verified and their information entered into the library's database, they have all the privileges of a reciprocal borrower.

# RENEWAL OF CARDS

Patrons must show proof of name and current address. No card will be renewed until all outstanding charges are cleared, such as overdues, lost books, etc. There is no charge for Addison residents renewing expired cards.

## **Replacement of Unexpired Cards**

If patrons have currently valid Addison Public Library cards and need to have them replaced because the cards were lost or stolen, a **\$2.00** replacement fee will be charged.

Patrons must show proof of name and address to obtain a replacement card. All charges must be cleared, such as overdue fines, lost book fees, etc. before a card will be replaced. Once a card has been replaced, the original card is cancelled and is no longer valid for use at the Addison Public Library or any other library.

Please note that it is the responsibility of the patrons to report immediately a lost or stolen library card; patrons are responsible for any items checked out on their **unreported** lost or stolen card.

# MAIL RETURNED (ADDRESS VERIFICATION)

If mail to a patron's address is undeliverable for any reason, the patron's privileges may be suspended. The patron will be required to show current proof of address, such as a recently delivered postal item, before privileges will be restored.

Post office boxes are not considered by the Post Office or the Addison Public Library to be legal addresses and will not be accepted as such by the library.

SECTION III

# *Checkout*

# VERIFICATION OF CHECKOUT PRIVILEGES

The Addison Public Library reserves the right to request identification in order to verify a patron's name and/or address. In order to check out any materials from the Addison Public Library, patrons:

1. Will receive the most expedient service by presenting their library card. It is the best means of identification for patrons using the library.

Patrons may check out without their library card. They may do this by providing a government issued photo ID with proof of address that exactly matches the address in the library's computerized circulation system. Patrons may also supply personal identifying information that can be verified in their patron account in order to prove their identity.

To accommodate patrons' use of advancing technology, the library will allow use of smartphone apps (i.e. CardStar, Google Wallet) in lieu of traditional library cards.

When phoning the library, patrons should have access to their library barcode number as it is the ~~only~~ best way to verify identity. Patrons may also supply personal identifying information that can be verified in their patron account in order to prove their identity.

2. Must be a card holder in good standing (Less than \$.01 owed for Addison resident taxpayers, commercial property owners, and card-purchasing nonresidents; less than \$10.00 owed for Reciprocal Borrowing patrons.)
3. Must be the person whose card is presented or the parent or guardian who signed for a juvenile's library card.

# LOAN PERIODS

Item	Loan Period
Books	4 weeks
Audiobooks	4 weeks
CDs	4 weeks
Kits	4 weeks
Games	4 weeks
<b>NEW</b> Children Books	4 weeks
<b>NEW</b> Children CDs	4 weeks
<b>NEW</b> Adult & Teen Books	2 weeks
<b>NEW</b> Adult CDs	2 weeks
DVDs & Blu-Rays	2 weeks
Magazines	2 weeks
Digital Media	<del>2 weeks</del> –Varies by platform
Video Games	2 weeks
Creative & Technical Equipment	2 weeks
<b>NEW</b> DVDs & Blu-Rays	1 week
Other items not specified	1 week
Reference Materials	Do Not Circulate

*\*Certain seasonal and homework-related items may have temporarily reduced loan periods when in high demand.*



# ITEM LIMITS AND RESTRICTIONS

Item	Limit Per Library Card
Lucky Day Collection Items & Video Games	2
Technical & Creative Equipment	3
DVDs & Blu-rays	10
All other items	None

Borrowers must be 18 years of age to be eligible to check out WiFi hotspots.

Addison Public Library users may NOT check out material if they have charges exceeding the \$.01 limit. Reciprocal borrowers may NOT check out material if they have unpaid charges of \$10.00 or more.

Restricted teen cardholders will be limited to 3 books, periodicals, DVDs, Blu-rays, CDs, or audiobooks checked out per card at a time. Restricted teen cards cannot be used to check out video games, technical and creative equipment, etc.

# RENEWALS

Definition of Renewal: The same patron borrowing material for multiple sequential loan periods without interruption.

1. Most materials borrowed from the Addison Public Library may be renewed twice.
2. The privilege of renewal is extended only within the parameters stated below and to patrons in good standing, i.e. with no billed items or outstanding fines totaling greater than \$0.01 or \$10 in fines for reciprocal borrowers.
3. The renewal period begins **on the day the item is renewed**. It does not extend the loan from the original date due unless the item is renewed on the original date due.
4. The following items may not be renewed:
  - a. Items with outstanding reserves.
  - b. *Lucky Day* titles and seasonal collections.
5. Items may be renewed for the same length of time as the original loan period.

# VACATION LOANS

When patrons request vacation loans, the Addison Public Library will extend the loan period of most items by two additional weeks. Items classified as “New” and circulating equipment are not eligible for this extension. Items may be renewed twice for the regular loan period for that item if there are no outstanding holds on the item and the card remains in good standing.

# RESERVES

Only Addison Public Library cardholders may place reserves at the Addison Public Library. Any circulating item may be reserved with the exception of *Lucky Day* materials. Library staff will make a reasonable effort to notify patrons when reserves arrive. Items not picked up by the patron within 7 days will be returned to the collection or given to the next patron on the reserve list. Only the person who placed the reserve may pick up the reserved item.

# INTERLIBRARY LOAN

The Addison Public Library provides Interlibrary Loan Service in compliance with the Illinois Interlibrary Loan Code. Patrons may request no more than 5 items per day via interlibrary loan. Only the person who placed the interlibrary loan request may pick up an interlibrary loan item.

# MATERIAL DETECTION SYSTEM

The Guest Services staff legally has “reasonable” cause to detain a patron if the alarm of the material detection system is triggered to identify the cause. When this happens, the staff will repeat the desensitizing process on library materials and may ask the patron to pass through the security gates without his or her belongings such as bags, coats, etc.

SECTION IV

# *Check-in*

# RETURNING MATERIALS TO THE LIBRARY

## **Addison Public Library Materials Returned at the Addison Public Library**

Patrons may use the following areas to return materials (Please note exceptions.):

1. Outdoor Return (24 hrs): All formats except those labeled “Do not return in book drop” may be returned in the outdoor return. Items returned before the library opens will be recorded as returned the previous workday.
2. Indoor Returns: Patrons may return library materials in the indoor returns.
3. Guest Services Desk: All items may also be returned at the desk.

## **Addison Public Library Materials Returned at Reciprocating Libraries**

Because the Addison Public Library has reciprocal delivery with other libraries, most Addison Public Library materials may be returned at any participating library. With the exception of new feature film DVDs and Blu-rays, items will be considered returned on the date the materials are received at the participating library. However, the patron, not the returning library, is responsible for the condition in which the items are received at the Addison Public Library and for any items which are not received at the library though they may have been returned to another library.

New feature film DVDs and Blu-rays from the Addison Public Library’s collection must be returned to the Addison Public Library by the date due or late fees will be charged as applicable.

## **Non-Addison Public Library Materials Returned at the Addison Public Library**

The Addison Public Library will receive non-Addison Public Library materials (reciprocal items that are owned by and checked out at another library) for routing to the owning library.

*The Addison Public Library does not accept any responsibility for the condition of the item, for failure of the item to reach its home destination, or for any additional fees assessed by the owning library.*

If the item is overdue, the Addison Public Library may accept payment of fines in accordance with the Reaching Across Illinois Library System (RAILS) reciprocal borrowing agreement.



# OVERDUE FINES

Addison Public Library cardholders are not charged overdue fines for Addison Public Library materials; however, they are charged for lost items and lending libraries' fees.

Fines for reciprocal borrowers:

Item	Fine Per Day	Maximum Fine
New Feature Film DVDs and Blu-rays, video games, and technical and creative equipment	\$2.00	\$20.00*
All other items	\$0.20	\$8.00*

\* (or the publisher's list/ manufacturer's suggested retail price, whichever is less.)

For items more than 14 days overdue, please refer to the Library's *Lost Items* policy.

# OVERDUE NOTICES

As a courtesy, the Addison Library will remind borrowers of overdue materials by sending overdue notices. Patrons have the option of receiving notices via email or USPS. If the material has not been returned within 30 days of its due date, it will be considered lost, and the borrower will be charged the publisher's list price or manufacturer's suggested retail price of each item.

Failure to receive a notice does not decrease the liability of the borrower.

# COLLECTION AGENCY

After an item has been overdue for more than 35 days, the library may refer the matter to a collection agency. The collection agency's non-refundable fees are passed on to the patron.

# LOST ITEMS

## **Addison Cardholders**

### *Fewer than 14 days overdue*

If a patron reports an item lost before it is 14 days overdue, borrowing privileges continue without interruption if the patron pays for the item. The cost of the item is the publisher's list price or the manufacturer's retail price.

### *14-34 days overdue*

At 14 days overdue, lost items are declared Lost by the library and the cardholder's borrowing privileges are suspended. If lost items are returned in acceptable condition by the Addison cardholder between 14 - 34 days overdue, or if the cardholder pays for the item(s), the cardholder's account will be cleared and borrowing privileges restored.

### *35 or more days overdue*

At 35 days overdue, the cardholder account may be referred to a collection agency. Any items returned after 35 days overdue will be accepted at the discretion of the Library. Collection fees will not be waived even if items are accepted for return.

## **Non-Addison Cardholders (reciprocal borrowers)**

### *Less than 14 days overdue*

If a patron reports an item lost before it is 14 days overdue, borrowing privileges continue without interruption if the patron pays for the item. The cost of the item is the publisher's list price or the manufacturer's retail price.

### *14-34 days overdue*

At 14 days overdue, lost items are declared Lost by the library and the cardholder's borrowing privileges are suspended until any replacement fees and fines are paid down to an acceptable level. If lost items are returned within 35 days of the date due, overdue fees (see policy # 4020) will apply, but the full cost of the item will be cleared.

### *35 or more days overdue*

At 35 days overdue, the cardholder account may be referred to a collection agency. Any items returned after 35 days overdue will be accepted at the discretion of the library. Collection fees will not be waived

even if items are accepted for return. Overdue fines may be applied to the account even if items are accepted for return.

### **Patron Replacement of the Item**

From time to time a patron may elect to purchase a replacement copy of the lost item. The library will accept this replacement under the following conditions (all must be met):

1. The item must be an exact duplicate (matching ISBN in the case of books).
2. The item must be in unused condition.
3. The replacement must take place before the item is 90 days overdue.
4. The patron pays a processing fee of \$5.00.

When possible the Library will charge for replacement of only the lost part(s) of a multi-part item, such as a DVD case, a game piece, or a book jacket.

If individual replacement pieces are not available the publisher's list price or manufacturer's suggested retail price for the full item is charged.

# Damaged Material

Patrons are liable for all damage to library materials checked out on their account, except where such damage is determined to be the result of normal wear and tear. Library staff will determine if the item must be replaced or withdrawn. Damaged items that cannot be returned to the shelf are considered lost and patrons will be charged for replacement in accordance with the Library's policy on lost materials. A processing fee of \$5.00 will be charged for damaged items that can be repaired and returned to the shelf.