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## **9.0 CIRCULATION POLICY**

The purpose of the Circulation Policy is to make the resources of the South Holland Public Library readily available to all users. In addition, this policy informs users of the requirements which need to be met to receive a South Holland Public Library card as well as details the expectations for the users prior to, during and after borrowing items.

### **9.1 LIBRARY CARDS**

Library cardholders apply for the right to use the services and facilities of South Holland Public Library and agree to abide by the rules of the Library, to pay all fines and fees charged to their library card accounts and to promptly inform the Library of a lost card, change of address or change of personal contact information such as email and phone number. Cardholders understand that they are solely responsible for items checked out with their library card. South Holland Public Library Cards are not transferable. The South Holland Public Library is not responsible for damages direct, or indirect, resulting from the borrowing or use of Library materials or its equipment. There is a charge for replacement of a Library card unless there is a copy of a police report provided to Library.

A child's parent/legal guardian will assume responsibility for charges incurred while the child is in their care. Legal guardians are responsible for notifying the Library when the child is no longer in their care.

A South Holland Public Library card is valid when it meets the following conditions:

- a) It is registered with the card holder's correct name and permanent address in the Library's database;
- b) The outstanding charges against the holder does not exceed \$5.00;
- c) The card has not expired;
- d) The person in possession of the card is the one to whom it was issued or, in limited circumstances, authorized to use the card.

The South Holland Public Library will not issue cards or provide service to patrons who are known to have overdue obligations (in the form of unpaid fines or overdue/lost/damaged material) at another library in the State of Illinois.

#### **9.1.1 Resident Library Cards**

Individuals residing within the jurisdictional boundaries of the Incorporated Village of South Holland may obtain a South Holland Public Library card that is eligible for system-wide borrowing privileges and valid at all Illinois member libraries. Resident card holders are issued cards valid for three (3) years from the date of issuance. Privileges are rescinded upon termination of residency in the Village of South Holland.



**Adults, 18 years of age and older,** may apply for a South Holland Public Library card by completing an application and providing two (2) forms of acceptable identification that verify name and South Holland address.

**Children and teens, between the ages of 5 and 17 years,** may obtain a library card when accompanied by a parent or legal guardian, who will provide the necessary address information and accept responsibility for minor's checkouts. Youth card holders are issued cards valid for three (3) years from the date of issuance. Parents/guardians are responsible for activity on their children's library cards.

### 9.1.2 Applying for a Library Card

Residents of the Village of South Holland are encouraged to begin the library card application process by visiting the Library with pieces of identification from both categories as listed below. The person applying must provide the street address of their residence on the library card application; P.O. Boxes will not be accepted. If mail is received at a post office box, both the post office box address and the street address of the residence must be given.

- **Category 1**

One piece of identification must be a **valid Photo ID**. The address given on the Photo ID should match the address given on the library card application. If these addresses do not match, the resident will be asked to supply two additional forms of ID from **Category 2** that will verify the South Holland address. Acceptable forms of Photo IDs include:

- Illinois Driver's License (traffic ticket not accepted)
- Illinois State ID
- Firearm Owner Identification (FOID) Card

- **Category 2**

A piece of official mail postmarked or dated within the last three (3) months with the resident's name and South Holland address. Acceptable mail includes:

- Auto Insurance Card
- Utility Bill-cable TV, natural gas, electric, water and/or phone.
- Credit Card Statement from American Express, Visa, MasterCard or Discover
- Bank Statement
- Car Registration
- Property Tax Bill
- Payroll Check
- Signed property lease or mortgage papers

Junk mail, credit card offers, unsolicited mail, etc. are not acceptable forms of address verification.



### 9.1.3 Business Library Cards

Owners of businesses located within the Village of South Holland may be issued a library card by furnishing a valid Photo ID and the current business property tax bill. The business owner shall be responsible for payment of any lost or damaged items, as well as accumulated fines. This card is limited to the use of the business owner whose name is on the library card and will be valid for one (1) year.

### 9.1.4 Property Owner Library Cards

Individuals who own property that is not their primary residence and non-resident tenants within the Village of South Holland may be issued a library card by furnishing a valid Photo ID and their South Holland property tax bill or a copy of their lease. This card will be valid for one (1) year. In addition, partners, principle stockholders, joint owners or senior administration officer of the owner or tenant can also receive a Property Owner Library Card for the same address by furnishing a valid Photo ID, their South Holland Property tax bill and/or a copy of their lease.

This section revised by the South Holland Board of Library Trustees, 10.22.2018.

### 9.1.5 Library Cards for Residents in Transition Facilities

Residents in transition facilities within the Village of South Holland are eligible to obtain a temporary library card for all library services upon providing a Photo ID and a letter from an employer, facility manager, and/or social service agency. Every 90 days, the resident can bring in a piece of mail or other acceptable evidence of residency to reapply or extend their privileges on their card.

### 9.1.6 Non-Resident Library Cards

A **non-resident** is defined as “a person who resides outside the taxing area of a public library.”

This includes:

- Individuals living in unincorporated South Holland;
- Individuals not eligible for a library card from another library; or
- Individuals residing outside the jurisdictional boundaries of the Village of South Holland but whose high school taxes are paid to a South Holland high school.

Non-residents may obtain a library card by completing an application and furnishing proof of residency and paying the non-resident fee. All members of a non-resident household are then entitled to individual library cards. Only one non-resident fee will be charged for all residents at one residential address per year.

The non-resident fee shall be based on the Illinois State Library’s General Mathematical Formula (23 Ad. Code 3050.60(a)). This formula divides the Library’s revenue from local property tax sources by the Village of South Holland’s population, and then multiplies the result by the average number of persons per household in the Village. The Board of Trustees shall review the fee in



April each year, which will become effective during the Fiscal Year of May 1-April 30. The current calculations and fee is listed in *Computation of Non-Resident Card Fee Appendix 9.6.1*.

#### **9.1.7 Library Cards from Other Libraries**

Any person presenting a library card from an Illinois library may be granted reciprocal borrowing privileges providing their account is in good standing.

#### **9.1.8 Teacher Library Cards**

Any teacher working in a public or private school, preschool, or daycare center located within the boundaries of the Village of South Holland, whose primary purpose is to educate students, may be issued a teacher library card by presenting their school issued identification card. This card will be valid during the current school year through August. Teachers may check out items for educational purposes and classroom use only. Loan periods for educators are extended to four weeks with no fines. Interlibrary loan requests and placing holds for items are not available with teacher cards.

#### **9.1.9 Replacement of Lost or Damaged Library Cards**

It is the responsibility of the cardholder to immediately report lost cards to the Library. The replacement fee for a lost or damaged South Holland Public Library card that has not expired shall be \$1.00.

Library cardholders must present a valid photo ID to receive a replacement card. Teens age 14 and older can replace lost or damaged South Holland Public Library cards upon presentation of a valid photo ID and without a parent/legal guardian present. Parents/legal guardians can replace a lost or damaged South Holland Public Library card by showing their own valid photo ID on behalf of their children up to and including age 17 with the child(ren) present.

#### **9.1.10 Renewing Library Cards**

Library cards are required to be renewed every three (3) years unless specified otherwise. A photo ID with the cardholder's name and current address must be shown in person. A piece of mail, as indicted in *Section 9.1.2, Category 2* above, will be needed if the photo ID address does not match the address on the account.

#### **9.1.11 Expired Library Cards**

Inactive library cards will be deleted no later than three (3) years after the expiration date.

#### **9.1.12 Library Card Account Linking**

The Library reserves the right to link the library card accounts of parents/guardians to the accounts of their children under the age of 18. The Library reserves the right to block from use all library cards belonging to the same address in a linked group based on the delinquency of any one library card



in said group. Library card privileges will be blocked for all adults in the group when the fines and fees for the group total \$25 and up

### **9.1.13 Second-Party Authorization**

Adult cardholders ages 18 and older may designate another adult to pick up materials on hold, pay fines or update contact information on their behalf. The cardholder must be physically present to make this designation. This permission information is to be recorded as a note in the cardholder's library card account. The patron must grant permission in writing listing those individuals whom is allowed to check out interlibrary loaned or reserved materials on their account. When picking up held or interlibrary loaned materials, the authorized second-party should present the library card of the individual who reserved the material. The material will be checked out to this card.

## **9.2 BORROWING LIBRARY MATERIALS**

To borrow materials from the South Holland Public Library, a patron must have a valid South Holland Public Library Card or present a valid library card from another Illinois public library. A South Holland resident who has a valid card may present a photo ID with name and address on the ID, such as a State of Illinois driver's license or ID, in lieu of the library card to obtain checkout materials and obtain Library services.

Checking out materials or using Library services on another's library card is not permitted. Parents/legal guardians may not present their child's card for general checkout or computer use when the child is not present.

### **9.2.1 Fees, Fines, and Loan Periods**

Fines, fees, loan periods and limits on quantities of specific types of materials that may be checked out are listed in the *Fees/Fines/Loan Chart* in *Appendix 9.6.2*. Library staff may set other quantity limits when needed.

Overdue fines shall not exceed the cost of the item that is overdue.

### **9.2.2 Renewing Materials**

Items can be renewed by the patron through the Library's online catalog, by phone, and in-person.

The Library provides automatic renewals. Three (3) days before an item's due date, the item will be renewed for an additional loan period (see *Appendix 9.6.2*). Auto-renewal will happen two (2) times per item.

Items will not be renewed and/or auto-renewed if an item is on hold for another patron. The maximum number of renewals per item is two (2).



### 9.2.3 Vacation Requests

Upon request and at the discretion of the Library staff, vacation loans for six (6) weeks may be given. New materials, magazines, DVDs are excluded from this privilege.

### 9.2.4 Billed, Lost, and Damaged Items

Patrons who damage or lose library materials will be charged the cost to repair or replace such materials, plus a nonrefundable processing fee of \$5.00 per item.

Items that are billed or lost may be returned. Patrons are responsible for overdue fines associated with these materials. Overdue fines shall not exceed the cost of the item.

Items that are billed or lost will be charged to the borrower at the price stated in the item record, plus a nonrefundable processing fee of \$5.00 per item.

If a lost item that has been paid for is returned to the Library within 30 days of the payment date and the original receipt of payment is presented, the cost of the item minus the \$5 processing charge will be refunded. The item must be returned in the same condition as when borrowed in order to receive the refund.

### 9.2.5 Patron Notices

Patrons will be notified via the method they requested on their library card application. These notices will provide information regarding holds, overdue, and billed materials.

### 9.2.6 Collection Agency

The Library uses collection agency services for adult library card accounts with accumulated charges of \$50 and above. Library materials in good condition can still be returned once an account is in collections. Overdue fines will be collected and shall not exceed the cost of the item.

All library privileges and services will be suspended until the collections account is paid in full.

## 9.3 Reciprocal Borrowers

A **reciprocal borrower** is when a person physically goes to another public library to borrow material. Any person presenting a library card from an Illinois library may be granted reciprocal borrowing privileges providing their account is in good standing.

Reciprocal borrowers are able to place interlibrary loan and hold requests through the South Holland Library for pick up at South Holland.



#### 9.4 Interlibrary Loans and Holds

The South Holland Public Library maintains an excellent collection of materials to satisfy the needs of its patrons. When patrons request materials not available in the Library, the Library uses two methods in order to provide the material to the patron—interlibrary loan (ILL) and holds.

##### 9.4.1 Interlibrary Loan Service

**Interlibrary loan service (ILL)** is a system in which one library borrows materials and sends it to another library for the use of a patron. The South Holland Public Library also makes its collection available to the patrons of other libraries by sending materials to requesting libraries.

Materials received via ILL may have different loan periods and renewal limits based on the requirements of the lending library.

##### 9.4.2 Holds

A **hold** is placed on a South Holland Public Library item if it is checked out. When the item is returned, it will be held for the patron with a hold. The patron will receive notification that the item is available for pick up at the Library. If multiple holds are on the same item, each patron will be in a queue in order of the date the hold was placed.

Items with holds cannot be renewed.

A hold can also be placed through the online catalog for an item on the shelf. A staff member will locate the item and place it on the hold shelf for pick up. The patron will receive notification when the item is available for pick up at the Library.

##### 9.4.3 Requesting Materials

Patrons with a valid library card from the South Holland Public Library or another Illinois library may place holds on Library materials and request interlibrary loans of materials held at other libraries. This may be done in person, over the phone or on-line through the online catalog. The South Holland Public Library is one of nearly 80 libraries sharing resources available to patrons through an online catalog system known as **SWAN** (System Wide Automated Network).

Materials not available in the online catalog can still be requested through interlibrary loan. If the item requested is obtained from a library outside of Illinois, the patron will incur a charge of \$10 for processing, plus any fees charged by the lending library.

Patrons are limited to 50 holds and ILL requests total in any combination.





#### 9.4.4 Fines and Fees

The Library will charge patrons overdue fines according to *Appendix 9.6.2* for each day an item is overdue. When a patron accumulates overdue fines and/or fees of \$5.00 and up, their library card will be blocked.

The Library makes every effort to borrow items at no or nominal cost. If a lending library charges a fee, the requesting patron will be notified of the cost before the item is formally requested and given the opportunity to withdraw the request. If they patron agrees to pay the fee, payment must be received before the request will be submitted to the lending library.

If materials borrowed for patrons are lost or damaged while checked out by the patron, the patron will be charged the replacement cost of the material plus a processing fee determined by the lending library.

Libraries whose patrons lose or damage South Holland Public Library materials lent via ILL are billed the replacement cost at the price stated in the item record plus a non-refundable \$5.00 processing fee.

#### 9.5 Confidentiality of Library Card Records

The South Holland Public Library recognizes the rights of its borrowers to have freedom of access to library materials. Library card and borrowing records are confidential and will not be made available to any outside agency, group or individual to the extent provided by law.

Individual patrons may grant access to their own patron record to family or another as designated by the patron and according to *Section 9.1.13 Second Party Authorization*. Parents/guardians will be granted access to their children's records up to and through age 17.

Library account personal identification numbers (PINs) can only be changed by the cardholder when presenting a photo ID with the library card.

# South Holland Public Library

## 9.0 Circulation Policy



### APPENDIX 9.6.1

#### South Holland Public Library Cook County, Illinois

#### Computation of Non-resident Card Fee by Illinois State Library Formula

May 2018 Computation for Library Fiscal Year Beginning May 1, 2018

##### 1. General Mathematical Formula

Local Tax Income ÷ Population x Persons/Household = Fee

2. **Fee computed by above formula** for Library fiscal year 2018/2019 for approval at Board meeting of April 23, 2018, utilizing tax receipt figures for the fiscal year 2017/2018, Census 2010 figure for Village of South Holland population, and Census 2011-2015 figure for "persons per household":

$$\$1,835,183 \div 22,030 \times 2.94 = \$244.91$$

##### Notes:

- a. The figure resulting is the minimum that can be charged by the South Holland Public Library for a non-resident library card. For convenience, this will be rounded up to \$245.00.
- b. Use of this formula requires that non-resident cards be issued as family cards.

Compiled by

Robin O. Wagner, Director  
South Holland Public Library  
April 23, 2018

# South Holland Public Library

## 9.0 Circulation Policy



### APPENDIX 9.6.2

#### Fees/Fines/Loan Chart

Materials	Loan Period	Overdue Fine/Day	Limit	Renewal
New Books	2 weeks	\$0.10	100	Yes; 2 renewals
New DVDs & Blu-rays	1 week	\$1.00	5	Yes; 2 renewals
Books & Magazines	3 weeks	\$0.10	100	Yes; 2 renewals
Music CDs, Kits, & Playaways	3 weeks	\$0.25	CDs/Kits-10 Playaways-5	Yes; 2 renewals
Console (Video) Games	1 week	\$1.00	5	Yes; 2 renewals
DVDs & Blu-rays	1 week	\$1.00	5	Yes; 2 renewal
TV Series	3 weeks	\$1.00	5	Yes; 2 Renewals
Fee for a lost or damaged item will not exceed the cost of the item.	Fee for processing a lost or damaged item is \$5 per item.  Fee for replacement of lost or damaged library card is \$1.		Materials that are overdue for 60 days will be sent to a collection agency.	