

## **Circulation Policy**

(Adopted February 2014; revised March 2015; revised July 2017; revised November 2018; revised March 2021)

### **Patron Benefits**

All legal residents of Stickney, Central Stickney, and Forest View are entitled to a Stickney-Forest View Public Library card. Proof of residency must be presented at the time of application. Library privileges may be withheld from a patron having outstanding library charges and/or in violation of any library policies.

Possession of a Stickney-Forest View Public Library card in good standing entitles the cardholder to use the facilities and resources of and check out materials from the Library under the limitations set forth herein by the Board of Trustees. It also entitles the cardholder to use and check out materials at other SWAN member Libraries in accordance with those libraries' policies.

### **SWAN**

The Library is a member of the System Wide Automated Network (SWAN). Benefits include a shared online public access catalog, the ability to transfer materials from one member of SWAN to another, and patronize other SWAN libraries in person. The loan period and overdue fees are determined by the library where the checkout occurs. Any fees accrued shall be passed on to the patron's account. Lost or damaged Stickney-Forest View Public Library materials carry an administration fee in addition to the item's replacement cost.

### **Applying for a Library Card**

Residents of the Stickney-Forest View Public Library District age 18 or older may obtain a library card by completing an application form and providing one (1) proof of identity, and two (2) proofs of legal residence, provided they do not owe money or overdue materials to a SWAN Library. Residents age 17 and under are required to have a legal guardian present to sign responsibility for their account, and the same proof of identity and residence of the parent/guardian is required of the individual signing for the child's card.

A picture ID and two proofs of residency in the Villages of Stickney, Forest View, or Central Stickney are required.

The picture ID cannot be expired. Valid IDs include:

- Driver's license
- State identification card
- School identification card (with photo)
- Clinic identification card
- Passport
- USA permanent resident card

Proof of residency must have a name and current address of the applicant and includes:

- Voter's registration card
- Driver's license or State ID
- Tax bill or lease agreement
- Utility bill
- Other mailed or online bills from within the last 60 days

A P.O. Box address may be used as a secondary mailing address, but is not accepted as a proof of residency.

Library cards will be issued for a duration of three years to in-district patrons. The card may be renewed for another three years in-person at the Library by presenting a valid picture ID and two proofs of residency. A valid picture ID with the patron's current address will suffice for both proof of identity and one proof of residency. In order to renew a card, there must be no outstanding charges or overdue items on the account. Library cards must be physically presented to staff for renewal. Lost/damaged, expired cards will be replaced at time of renewal for free. Lost/damaged, unexpired cards carry a \$5 replacement cost.

### **Educators**

Any educator working in a public or private school, preschool, homeschool, or daycare center located within the boundaries of the Library District whose primary purpose is to educate students may be issued a special borrower's card by presenting a photo ID and a current letter/email or other piece of information that identifies them as an educator. Educational institutions may determine or advise the Library on which employees are eligible for these cards. The Library reserves the right to associate the borrower's Teacher card with their personal card. If the personal card is not in good standing, the Teacher card will be blocked from use. Educators are responsible for all lost and damaged items. Educators may check out items for educational purposes and classroom use only.

### **Interlibrary Loans**

If an item is not available at Stickney-Forest View Public Library, or through another SWAN library, staff may request it on the SFV patron's behalf through OCLC WorldCat. In this case, renewals are subject to the owning library's approval, and require at least two days' notice before the due date. Due to the longer-term needs of students, textbooks may be unavailable. Interlibrary loans via OCLC WorldCat are available to request on behalf of SFV patrons only.

### **Reciprocal Borrowers**

Any person with a valid card from a participating library in the Illinois reciprocal borrowing program may be granted reciprocal borrowing privileges upon completing an application and presenting their home library card and a current photo ID. Reciprocal borrowing privileges are valid for one year, or until the expiration date of the reciprocal borrower's home library account; whichever comes first. Privileges will be denied if the patron's home library deems their card to not be in good standing. Museum passes, electronic equipment, and digital resources (e.g. eBooks, databases, etc.) are not available to reciprocal borrowers. Museum passes and digital resources are available to only in-district patrons.

### **Temporary Visitors and Residents in Transition**

Seasonal visitors or residents in transition residing within Library District boundaries will be eligible to obtain a temporary borrower's card upon providing a Photo ID or letter from a social service agency/temporary employer. Every ninety (90) days, the temporary visitor can bring in a piece of mail or other acceptable evidence of residency, or the Library will mail a post card to confirm residency which will need to be returned by the temporary visitor for an extension of library privileges. Museum passes, electronic equipment, and digital resources (e.g. eBooks, databases, etc.) are not available for temporary visitors or residents in transition.

### **Temporary Digital Access**

In the event of prolonged Library closure, Stickney-Forest View Library may remotely issue temporary digital accounts to residents of Stickney, Central Stickney, and Forest View for a period of three months to ensure uninterrupted connection to online tools and resources when needed most.

### **Business and Property Owners**

Individuals who own businesses and property that is not their primary residence within the District boundaries may be issued a borrower's card annually by furnishing a valid photo ID in addition to their property tax bill. The Library reserves the right to link the business/property owner's library card with the individual's personal library card.

### **Responsibility**

Applicants agree to comply with all of the Library rules and regulations, to pay for loss or damage of Library materials, and to give immediate notice of change-of-address or loss of Library card.

Responsibility of the choice of materials borrowed and the use of computer equipment rests with the patron and not with the Library.

Applicants agree to present their card each time a Library transaction or loan is made. Beyond initial registration, card renewals, and agreements to borrow special items, cards are not verified with photo ID, and so the cardholder is assumed to be the user. In the event that a patron has forgotten to bring their card, Library staff may look up that patron's account after verifying the person's identity when presented with a valid picture ID.

### **Replacement of Lost and/or Damaged Library Cards**

There is a \$5 charge for lost cards. There is no charge for renewing and/or replacing an expired or soon-to-be expiring card. The Library may use the services of a collection agency to retrieve fines and overdue materials. Applicants are responsible for any accrued fines, bills, or replacement costs for overdue, damaged, or lost items, regardless of where the item is checked out. Replacement costs for items are based on the original cost of the item plus an administration fee. Exceptionally late items may not be returnable as the library may have already purchased a replacement copy. In such cases the Library can only accept the replacement cost, and the patron keeps the item.

## Item Renewals

Items may be available for manual renewal at least three (3) days before their due date by contacting the Library or through the library's online catalog. If the item is eligible for renewal, it may be automatically renewed by the Library Integrated System. Out-of-network interlibrary loan material (designated as OCLC) renewals are dependent on the owning library's policy.

An item is eligible for auto-renewal based upon three factors:

- The system through which the items have been borrowed. OCLC WorldShare items may/may not be eligible for renewal and any requests should be directed to the SFV's OCLC/interlibrary loan contact with at least two days' notice because these are subject to the owning library's policies.
- Renewal limits set by the circulating/charging library (within SWAN)
- Any existing holds on the items.

If renewal limits have been met or there are holds on the item, the renewal is declined. Patrons are notified about the success/failure of their item('s/-s') renewal as a courtesy according to their Notification Preference and provided contact information. The Library cannot be held responsible for non-receipt of a renewal notification.

The Library makes a great effort to remind patrons of overdue items that need to be returned, but it is ultimately the patron's responsibility to return items on time. In the event that the Library has been unable to reach a patron to give notification of an overdue item, patrons will still be held responsible for all fines accrued since the item's due date.

## Fines and Overdue Items

When you borrow an item at Stickney-Forest View Public Library and return it late, you will no longer be charged a fine. However, it is important to note:

- When an item becomes 14 days overdue, your account will be blocked until the late item is returned.
- If an item is 42 days overdue the item will be counted as "lost," and you will be billed for the cost of the item plus an administration fee until you return it.
- If you damage or lose an item, you will still be responsible for paying the replacement cost of the item plus an administration fee.
- If you have \$5 or more of unpaid lost or damaged charges, administration fees, or printing charges, your card will be blocked, and you will have to pay down your balance to under \$5 to use your card again.

If you check out materials at another library that does charge fines, you can still accrue overdue fines at that library. Materials on loan from another library but checked out at Stickney-Forest View Public Library will not accrue overdue fines and are subject to our Library's circulation rules.

The SWAN consortium will make a good faith effort to notify cardholders when their items become overdue according to their Notification Preferences and contact information set up at the time of library card registration. Overdue notification is a courtesy. The Library is not responsible if the notification is not received by the cardholder.

### Borrowing Limits and Fines

The following table details the maximum number of each type of item a patron can have checked out at any one time, the loan period for items of that type, the number of times that type of item can be renewed (if there are no holds on the item):

| <i>Item type</i>                                                                                               | <i>Maximum number</i> | <i>Loan period</i> | <i>Renewals</i> |
|----------------------------------------------------------------------------------------------------------------|-----------------------|--------------------|-----------------|
| Adult Books and audiobooks                                                                                     | 50                    | 3 weeks            | 2               |
| Youth and Teen books/audiobooks                                                                                | 50                    | 3 weeks            | 2               |
| New DVDs/Blu-Rays                                                                                              | 5                     | 3 weeks            | 2               |
| Regular DVDs/Blu-Rays                                                                                          | 5                     | 3 weeks            | 2               |
| New DVD/Blu-Ray Boxsets                                                                                        | 5                     | 3 weeks            | 2               |
| Regular DVD/Blu-Ray Boxset                                                                                     | 5                     | 3 weeks            | 2               |
| Music CDs                                                                                                      | 20                    | 3 weeks            | 2               |
| Video Games                                                                                                    | 2                     | 3 weeks            | 2               |
| Magazines                                                                                                      | 50                    | 3 weeks            | 2               |
| Take Home Tech<br>(including Mobile Hotspots, Roku,<br>Instant Pot, Portable DVD Player,<br>Digital Magnifier) | 1 of each             | 3 weeks            | 2               |
| eBooks and Other Digital Materials                                                                             | 5                     | 1-3 weeks          | 0               |

Patrons are allowed to have a maximum of 50 items checked out at any one time. The maximum number of holds allowed by a patron at any one time is 75. Accrued fines of \$5.00 or more will block the account from further checkouts until those fines have been paid down to below \$5.00. Borrowing limits will be set lower for reciprocal users if requested by their Home Library.

### Damaged Materials

Items damaged beyond normal wear and tear, including the purposeful or inadvertent defacing or destroying of Library material, is the responsibility of the patron. If the patron has lost or permanently damaged a DVD, Blu-Ray, video game, or music CD, but still has the case, the patron is responsible for the entire retail amount of the item.

### Items Returned Incompletely

If a patron returns an item that is lacking one or more of its components, the patron is responsible for returning the missing component(s). The Library will contact the patron. The item will not be removed from the patron's account (i.e. will not be checked in/discharged) until the missing component(s) is/are safely returned. In the event the patron does not return the missing component(s), the item will be considered "lost" and the patron will be billed the appropriate fees for the entire replacement cost of the item.

### **Claims Returned or Claims Never Had**

When a patron claims that an item owned by the Library and still checked out to him/her has been returned, or that he/she never borrowed the item, the patron may request that the Library mark the item as “Claims Returned” or “Claims Never Had” (both hereafter referred to as “Claimed.”).

The following policies will apply to this procedure:

1. Items Claimed will be searched for in the Library. If the item is found, it will be discharged from the user’s record and all bills will be waived.
2. The patron will be encouraged to continue searching for the item. If the item is found and returned to the Stickney-Forest View Library, the patron’s account will be unblocked
3. If the item cannot be found, a Claim will be indicated on the patron’s account. Up to 3 items may be Claimed in the lifetime of an account. The number of Claimed items never resets. In the event of any additional Claims, the patron will be charged for the replacement copy and administration fees.

### **Youth Cards**

Youth cards shall be issued to children from birth through 17 years of age. The Library card application signer of any minor shall be held responsible for their choice of materials, failure to return Library materials, and for any damage caused by the minor to any Library material or property. When a minor receives a Library card, a parent or legal guardian shall sign a consent form indicating his or her knowledge of this policy. Thereafter, any overdue notices, or notices relating to damages to Library materials shall be directed to said parent or guardian who shall be responsible for the payment of any fines or replacement costs incurred.

The Library card application signer of any minor has the right to allow or deny the minor Internet and computer access as well as movie and video game check outs, as outlined in the Library card application. The Library shall thereafter be held harmless and not responsible for the choice of materials checked out of the Library by a minor.

In compliance with the Library’s “Unattended Children Policy”, children 8 and under who have been granted computer access by a parent or guardian must be accompanied and supervised while using one.

Youth must have a parent or guardian residing in the same household sign for them. Children temporarily residing within the district may have an adult member of their household sign for them, with the signer proving their residency. Temporary cards are valid for 90 days. By endorsing the application, the party signing for the card assumes full responsibility for all of the items checked out on the non-resident’s card.

### **Bills & Payments**

Bills will be assessed to the borrowing patron for items that are lost, damaged, or damaged beyond repair. The Library Board of Trustees reserves the right to charge for the use of Library equipment and facilities. There are costs for printing, photocopying, and sending a fax. These costs are posted at the printers and copy machine.

Checks will be accepted in payment of debts owed the Library in an amount not exceeding that owed to the Library. Writer is responsible for any fees from NSF checks.

Credit card payments for bills can be made at Stickney-Forest View Library or online by logging in to the catalog. Transactions must be at least \$1. Credit card payments for copies and faxes will temporarily be billed for \$2 and \$20 respectively until the actual amount clears.

### **Bills for Other Services**

The following table details additional services provided by the Library, along with any corresponding fees:

|                                               |                 |
|-----------------------------------------------|-----------------|
| Printing and Photocopying – Black & White     | \$0.10 per page |
| Printing and Photocopying – Color             | \$0.50 per page |
| Fax                                           | \$1.00 per page |
| Replacement Card (if not card is not expired) | \$5.00          |
| Scanning                                      | Free            |
| Notary Services                               | Free            |
| Meeting Rooms                                 | Free            |

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### **Related**

SFVPLD Interlibrary Loan Policy  
SFVPLD Internet Acceptable Use Policy  
SFVPLD Laptop Lending Policy  
SFVPLD Photocopy Fax Scan Policy  
SFVPLD Relationship with Schools Policy  
SFVPLD WiFi Hotspot Policy