

HELEN PLUM LIBRARY

**U-1 Use of Library Materials and Facilities**

Approved by the Library Board of Trustees July 19, 2022.

The policy for the use of library materials and facilities will be reviewed biennially [75 ILCS 5/4-7.2]. This policy comprises the following main sections: Days and Hours of Service; Library Cards; Materials Circulation; Service to Patrons with Disabilities

**Days and Hours of Service**

- **Regular Library Hours:**

Monday through Friday, 9:00 a.m. to 9:00 p.m.

Saturday, 9:00 a.m. to 5:00 p.m.

Sunday, 1:00 p.m. to 5:00 p.m.

- **Holiday Closures:**

The Library Board of Trustees reviews and approves the holiday schedule for the upcoming calendar year at the December Board Meeting (or before). Additional closure dates may be included on the approved closure schedule for staff In-Service dates or special events.

*The Library is usually closed on the following days:*

January 1, New Year's Day

Easter

Lilac Parade Day

Sunday before Memorial Day

Memorial Day

Independence Day (if a Sunday, also closed on Monday, July 5)

Sunday before Labor Day

Labor Day

Wednesday before Thanksgiving at 5:00 p.m.

Thanksgiving

December 24, Christmas Eve

December 25, Christmas

December 31, New Year's Eve

## Library Cards

- **Library Cards for Residents and Business Owners**

Library District residents of any age and property owners within the District boundaries are eligible to receive a Library card. A parent or legal guardian is responsible for items checked out on juvenile cards.

An authorized representative of a business must bring written permission on the firm's letter head requesting a Library card.

Resident and Business Cards are renewed every 3 years without additional fees, provided the library card holder is in good standing and still lives or owns property in the Library District. The Library may use automated means to verify your address or alternately, request proof of current address.

An expired library card cannot be renewed until overdue materials are returned and replacement fees for lost or damaged materials are paid.

Library cards are not transferable.

- **Fees for Non-Resident Cards**

Illinois state law identifies how library boards may serve unincorporated residents.

Individuals living outside the incorporated Village of Lombard may purchase a library card for an annual fee determined by their rent or their current property assessment and the Library's current tax rate. To be eligible for a Helen Plum non-resident card, your principal residence must be:

In Lombard School District 44 or 87

OR

Closer to the Helen Plum Library than any other public library

### Non-resident Property Owner

Annual non-resident fees for privileges at the Library will be determined by the same method used to determine resident taxpayers' annual fees. The Library's current tax rate will be applied to the Net Taxable Value appearing on registrants' tax bills.

### Non-resident Renter

In the case of non-resident renters, a fee is determined according to Illinois statute. Qualifying renters may purchase a library card by paying an annual fee equal to 15% of their monthly rent as indicated on their lease.

Cards for unincorporated residents are valid for one year, renewable with appropriate verification.

- **Non-Resident Card Fee Exemptions**

- Cards for Kids**

- The Cards for Kids Act is an amendment to Illinois Public Library Non-Resident Services that allows students in pre-kindergarten through 12th grade to obtain a library card with full borrowing privileges free of charge if they live in an unincorporated area of Lombard and are eligible to receive free or reduced price meals under the National School Lunch Program and the National School Breakfast Program, as determined by Income Eligibility Guidelines established by the U.S. Department of Agriculture (USDA).

- A qualifying student may obtain a non-resident card by presenting confirmation from the school or school district that indicates their eligibility.

- Cards covered by this Act will be registered in the eligible student's name for one year and are not transferable.

- Cards for U.S. Veterans**

- U.S. Veterans may receive a library card free of charge for their primary residence if they have a service-connected disability of at least 70% and live in unincorporated Lombard.

- Veterans who own their primary residence may obtain a card by presenting documentation from DuPage County that indicates their residence is exempt from paying property taxes.

- Veterans who do not own their principal residence may apply by presenting documentation of at least 70% disability from the U.S. Department of Veterans Affairs when applying for their non-resident card.

## **Materials Circulation**

- **General**

- The holder of a library card is responsible for returning materials complete and in good condition. The Library will assess a fine for damaged, incomplete, or lost materials.

- Items eligible for renewal will be automatically renewed twice on the due date of the item. Items not eligible for renewal include items with holds and Hot Spots. Interlibrary loan items will not be automatically renewed; renewals for these items may be requested.

- Patrons will receive notification via text or email if an item is not renewed.

- **Overdue, Lost and Damaged Materials**

Overdue Materials Notifications

The Helen Plum Library has established the following schedule for notifying patrons of overdue materials. <b>Overdue Notification Schedule</b>	
<i>1<sup>st</sup> Overdue Notice</i>	3 days overdue
<i>2<sup>nd</sup> Overdue Notice</i>	7 days overdue
<i>3<sup>rd</sup> Overdue Notice</i>	14 days overdue
<i>Item Billed &amp; Patron Account Blocked*</i>	21 days overdue

\*Note: When Library cards are blocked, patrons cannot check out materials, access many online resources, or request ILL materials until the item is paid for or returned.

- **Fees for Lost and Damaged Materials**

Materials borrowed are the responsibility of the library patron. Payment of the item cost is the responsibility of any patron who loses or damages any library material. In the case of children under the age of 18, it is the parent’s or guardian’s responsibility to pay for lost or damaged items.

The cost of the item will be determined by the Library

Patrons cannot replace a lost or damaged item in lieu of payment.

If a patron pays for a damaged item, the patron may keep the item.

Payments made for a lost item are typically non-refundable.

Missing or lost items on a patron library card will be renewed once while the patron and library staff continue to search for the item. If the item does not belong to the Helen Plum Library, the patron will be responsible for fees as determined by the owning library.

Patrons will be responsible for the replacement cost of any storage pouch or case if it is lost or damaged beyond repair.

- **Failure to Return Materials**

Patrons will not be allowed to check out materials if they owe more than \$25.00 to the Library. However, the patron may request and receive a 24 hour hold on the item(s) he or she wishes to check out to allow the patron to correct the situation which has resulted in loss of eligibility to borrow.

The Library may proceed in accordance with the Illinois Library Theft Act [720 ILCS 5/16-3].

- **Reciprocal Borrowing and Interlibrary Loan**

The Illinois Administrative Code, Title 23, Part 3030 “The Illinois Library System Act” governs Reciprocal Borrowing.

Any person who holds a valid, in-good-standing library card from an Illinois public library may borrow materials on site from other library system public libraries under the same conditions that the library provides those materials to its patrons, subject to reasonable restrictions approved by the library's Executive Director or designated staff member in accordance with requirements of the library system's resource sharing plan. The term "reciprocal borrowing" encompasses "Statewide Reciprocal Borrowing" and "System-wide Reciprocal Borrowing.” (As defined in 3030.110)

We follow “General Resource Sharing Standards” for reciprocal borrowing and interlibrary loans (3030.215 f), including:

All reciprocal borrowing patrons will be treated the same, and reasonable limitations on quantities of reciprocal borrowing loans are allowed.

The library of a patron who borrows materials from another library through reciprocal borrowing is responsible for lost and damaged materials if the patron does not pay. The resource sharing plan may allow for alternate means of resolving the loss or damage if the lending library agrees.

The Library offers interlibrary loan services according to the Illinois ILLINET Interlibrary Loan Code.

### **Service to Patrons with Disabilities**

The Library strives to comply with the requirements of the Americans with Disabilities Act and the Illinois Accessibility Code and all applicable regulations with respect to access by people with disabilities. The Library offers the same services to patrons with disabilities as to all other segments of the population.

#### **Homebound Delivery**

Home delivery of library materials will be provided to residents of the Library who are confined temporarily to their residence due to accident or illness, or permanently due to physical disability or impairment.

#### **Service Animals**

The Library does not allow pets into the library at any time unless for a specific program as organized by staff and approved by the Library Director. The Library recognizes the need for service animals, which are not considered pets and are allowed into the library to accommodate patrons with disabilities. Library staff may inquire if the service animal is required because of a disability. Library staff may ask what work or tasks the service animal has been trained to perform. The library staff will NOT ask for any documentation for the animal or require the animal to demonstrate its task or inquire about the nature of the patron’s disability. The American Disabilities Act requires that service animals be under the control of their handler at all times.