

# Library Services

## POLICY SECTION 2

The Plainfield Area Public Library's services and materials are available to all persons visiting the Library regardless of the age, race, sex, disability, or social or economic status.

## Borrower Services

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### ISSUING LIBRARY CARDS

#### *Residents of the Library District*

Any resident of the Plainfield Area Public Library may obtain a library card by completing an application and furnishing proof of current residency. A resident card will be verified every three years.

#### *Reciprocal Borrower*

Any person holding a valid library card from a library participating in the "Illinois Reciprocal Borrowing Program" will be granted reciprocal borrowing privileges. Each library may set its own applicable restrictions.

#### *Business Cards*

Any corporation, partnership, church, or sole proprietorship owning or renting a place of business within the geographic boundaries of the Plainfield Area Public Library is eligible for an annual renewable library card.

#### *Temporary Visitors Library Card*

Temporary and unsheltered visitors may obtain a library card by completing an application and providing an ID. The card allows a two item checkout (no devices), access to the computers, and local use only. No holds can be placed. The card is renewable annually.

#### *Non-Resident*

Non-resident cards are issued to any person whose residence is located in an area that does not pay property taxes for library services.

According to [state law](#), non-residents are required to purchase a library card at the nearest participating public library in the school district in which the non-resident has their principal residence. Qualifying property owners may purchase a Plainfield Library Card by paying a fee which is based on the current real estate tax bill. The Library shall apply its current tax rate against the net equalized assessed valuation listed on the applicant's tax bill. This card is valid for one year, renewable with appropriate verification.

#### *Non-Resident with Property in the District*

Any person who is not a resident of the Plainfield Area Public Library but pays real estate taxes on property and/or leases property located within the Library District may obtain a one-year non-resident card without charge, renewable with appropriate verification.

#### *Non-Resident Student*

Any student whose principal residence is not within a public library service area and who is eligible to receive free or reduced-price lunches under the National School Lunch Program, as determined by Income Eligibility Guidelines established by the U.S. Department of Agriculture (USDA) or the Community Eligible Provision of the USDA National School Lunch Program is eligible for a free non-resident library card.

When applying for a non-resident card, the qualifying student must present to the library documentation from the school or school district that indicates their eligibility for free or reduced-price lunches.

#### *Non-Resident Veteran*

Veterans with service-connected disabilities of at least 70% who are exempt from paying property taxes on their primary residence, an unmarried surviving spouse of a veteran who has previously qualified for this exemption prior to their death, or an unmarried surviving spouse of a service member killed in the line of duty shall be eligible to receive a free non-resident library card.

Qualifying veterans or surviving partners must present documentation from the county where they reside that indicates their residence is exempt from paying property taxes.

#### *Non-Resident Renting*

According to state law, non-residents are required to purchase a library card at the nearest participating public library in the school district in which the non-resident has their principal residence. Qualifying renters may purchase a library card by paying a fee based upon the following formula:

$$\text{Monthly rent} \times 15\% = \text{Nonresident renter fee}$$

Such cards are valid for one year, renewable with appropriate verification. Non-resident renters must present a valid lease or current rent receipt in order to obtain a card.

## **CONFIDENTIALITY OF LIBRARY RECORDS**

The Plainfield Area Public Library abides by Illinois Law which states that the records of patron transactions and the identity of registered library patrons is confidential material. The Library does not make available the records of patron transactions to any party except in compliance with the law. The Library does not make available lists of registered library patrons except in compliance with the law.

In the State of Illinois, [Public Act 95-0040](#) created an exception to the requirement for a court order if ALL of the following conditions are met:

- The information is requested by a sworn law enforcement officer who states that it is impractical to get a court order as a result of an emergency situation
- The law enforcement officer states that there is probable cause to believe that there is imminent danger that someone will be physically harmed
- The information requested is limited to only identifying a suspect, witness or victim of a crime, and
- The information does not include any registration or circulation records that would indicate materials borrowed, resources reviewed or services used at the library

Public Act 95-0040 also provides that “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.” (Appendix 2B)

The legal custodian of records for the Plainfield Area Public Library is the Library Director. As the legal custodian of records, the Library Director is the person responsible for responding to any request for library records or information about a library user.

The Library Director may designate one or more library employees to serve as persons responsible for responding to any request for library records or information about a library user when the Library Director is absent or unavailable.

No library employee may release library records or reveal information about a library user to any third party or law enforcement agent unless authorized to do so by the Library Director or the Library Director's designated alternate.

## **LENDING OF MATERIAL**

The Plainfield Area Public Library circulates materials in a variety of formats. Library materials shall circulate according to the schedule contained in Loan Rules and Fines (Appendix 2C).

The Plainfield Area Public Library issues a card to a named individual. That individual, or parent/guardian if the individual is under 18, shall be held accountable for any and all items checked out on that card.

Library patrons may checkout materials without presenting a library card if they have a current photo ID.

Family members or other persons listed may pick up holds for library patrons if the library patron has signed the Hold Pickup Authorization form, which is indicated in the patron's record.

## **RENEWAL OF MATERIAL**

Most circulating items, with the exception of items with holds for other patrons and out of system Interlibrary Loan (ILL) materials, may be renewed twice by automatic renewal.

## **OVERDUE MATERIAL**

Patrons are responsible for the return of all materials borrowed.

Patrons with overdue materials may have borrowing privileges suspended until the materials are returned and all charges paid.

## **FINES AND FEES**

The Plainfield Area Public Library has established a schedule for lost or damaged items, fines for overdue materials and fees for other services provided by the Plainfield Area Public Library. (Appendices 2C and 2D).

- Fines will not exceed the cost of the overdue item.
- Patrons with unpaid fines in the amount of \$10.00 or more will have borrowing privileges suspended until fines are paid under the threshold.
- All cardholders residing in the same household who incur fines totaling \$50.00 or more will have library privileges suspended.
- A charge will be applied to a patron's account for any NSF check returned to the Library. Borrowing privileges will be suspended pending payment of the check amount plus the NSF fee paid by cash, credit card or certified check.

## LOST OR DAMAGED MATERIAL

Materials borrowed are the responsibility of the library patron. Item cost is the responsibility of any patron who borrows and loses or damages any library material. In the case of children under the age of 18, it is the parents' responsibility to pay for lost or damaged items. (Appendix 3D).

- 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 non-refundable.
- Missing or lost items on a patron library card will be renewed while the patron and library staff continue to search for the item. If the item does not belong to the Plainfield Library, the owning library will be contacted and the patron must follow the owning library's policy.

## INTERLIBRARY LOANS

The purpose of Interlibrary Loan is to obtain materials not available in our Library from other libraries and to provide materials from our collections to other libraries.

Interlibrary Loan is a service available to all Plainfield Area Public Library cardholders, non-resident cardholders and reciprocal borrowers, as long as the patron is in good standing (i.e., no delinquent charges or overdue items).

The lending library may impose restrictions on materials lent, including in-library use only or no photocopying.

Turnaround time for requested items varies, depending on the availability of the material, the location of the lending library and delivery method. The Library is unable to accommodate rush or urgent requests.

Out-of-system Interlibrary Loan items may only be renewed provided the lending library allows renewals.

The Library will attempt to borrow requested materials available only within the continental United States.

## HOME DELIVERY SERVICES

The Library's Home Delivery Program supplies books, movies, audiobooks and more library materials to individuals in their homes who are unable to visit the library themselves. This service is also available to those within assisted living and retirement homes as well as healthcare and adult day care facilities within the Plainfield Library District boundaries. This service is limited to Plainfield Area Public Library cardholders.

## Adult Services

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The needs of library users are treated with respect. Staff treat all questions with equal regard. Names of users and the transactions that occur between users and staff are confidential and not discussed outside a professional context.

In support of life-long learning, specialized instruction is offered via classes, presentations, and book-a-librarian sessions depending on staff availability and skill sets.

In the instance of legal, medical, investment or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. Staff may not evaluate or interpret the information provided, nor define the meaning of terms, offer investment advice, select income tax

forms or serve as a surrogate for a professional in any of the fields listed above. Patrons needing assistance beyond the materials and guidance provided will be advised to consult with a professional from the above listed fields for additional information or advice.

## Youth & Teen Services

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Staff is trained to provide reference and reader's advisory service to children from birth through high school and their caregivers.

The needs of the library users are treated with respect. Staff treat all questions with equal regard. Names of users and the transactions that occur between users and the reference staff are confidential and not discussed outside a professional context.

Staff provides materials to support both the educational and recreational endeavors of the library users.

Trained staff plans programming based on what is both developmentally beneficial and appropriate to a specific age group.

## Computer and Internet Use

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The Plainfield Area Public Library provides access to computers, Internet and electronic resources as tools to be utilized in fulfilling the Library's mission. The same standards of intellectual freedom, privacy and confidentiality endorsed by the American Library Association and incorporated into the policies of the Plainfield Area Public Library shall be applied to all electronic media offered to our patrons.

### RESPONSIBILITIES OF USERS

Library computer users must comply with all local, state and federal laws while using the Library's computers. Users of the Library's computers and Wi-Fi must comply with all local, state, and federal laws.

Users are responsible for saving data to portable data storage media and/or cloud service.

### USE OF COMPUTERS AND INTERNET

The Plainfield Area Public Library requires that patrons using Library computers, including access to the internet, do so within the guidelines of acceptable use. The following activities are unacceptable:

- Use of electronic information networks for any purpose which results in the harassment of other users
- Destruction of, damage to or unauthorized alteration of the Library's computer equipment software or network security procedures
- Use of electronic information networks in any way which violates a Federal or State law
- Use of electronic information networks in any way which violates licensing and payment agreements between the Plainfield Area Public Library and network/database providers
- Unauthorized duplication of copy-protected software or violation of software license agreements
- Violation of system security
- Violation of the Code of Conduct

## CHILDREN'S ACCESS AND PARENTAL RESPONSIBILITY

The Library affirms the right and responsibility of a parent or legal guardian to determine and monitor their children's use of library materials and resources, including computers and the internet. Library staff is unable to monitor children's use.

Children under age 9 must be accompanied by an adult when using a computer.

## WIRELESS NETWORK

The Library provides free wireless (Wi-Fi) access for patrons. By choosing to use the Library's Wi-Fi service, the user agrees to abide by all applicable Library policies. Signal strength may vary within the Library building. No guarantee is made for network security or wireless access connectivity.

## DISCLAIMER

The Library cannot control or monitor material which may be accessible from internet sources. The Plainfield Area Public Library assumes no responsibility for any damages, direct or indirect, arising from use of its computers, computer network or from its connection to other internet services. Users are responsible for protecting their private information.

## Notary Public

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The Library offers limited notary services free of charge. Notary Public services may not be available at all times the Library is open to the public.

Patrons must bring their own witnesses when the document to be notarized requires them. Witnesses must provide valid identification.

We do not provide notary service for the following types of documents, including but not limited to:

- Refinancing or other types of real estate loans, purchases, sales, beneficial interests in land trusts and deeds.
- An Apostille, which is obtained through the Secretary of State's Office for the purpose of certifying the authenticity of a document that is issued in one country to be used and considered valid in another country.
- Government I-9 forms

## Proctoring Services

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The Library offers proctoring services free of charge to adult Plainfield Area Public Library cardholders on exams that are four hours or less, with the following stipulations:

- Proctoring must be scheduled at least one week in advance and is administered by appointment only.
- The Library cannot provide a dedicated quiet space for taking exams.
- Proctors will not remain with the student but will intermittently monitor them.
- Tests requiring software must be downloaded on the student's own device.
- Students are responsible for providing a pre-paid mailing envelope for paper tests that need to be mailed back to the institution.

## License Plate Renewal Services

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The Library offers Illinois license plate renewal services to Illinois residents for a small fee.

The resident must bring the following:

- Valid, current identification
- Renewal registration or vehicle identification number (VIN) and license plate number
- Processing fee per sticker of \$7.50, payable by cash or credit / debit card. A 3% transaction fee will apply for credit / debit transactions.

## Lost & Found

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The Plainfield Public Library is not responsible for any lost or abandoned items. Patrons are solely responsible for their own property. All unclaimed items or found items turned in to the staff will be placed in the Library's Lost and Found. As a courtesy to our patrons, the Library staff will make a reasonable attempt to determine and contact the rightful owner of the lost property if said property contains sufficient identifying information.

Lost items will be stored for a period of four weeks. Unclaimed items will be disposed of according to Library disposal procedures and perishable items will be disposed of immediately.