

Policy and Procedure Manual	Section B 9
Public Policy Circulation Policy	Issued: September 20, 1993; Revised December 18, 2006; Revised September 17, 2012; Revised May 18, 2015; Revised April 16, 2018; Revised October 15, 2018; Revised April 19, 2021; Revised December 20, 2021; Revised June 20, 2022 Approving Authority: Board of Library Trustees

Circulation Policy

LIBRARY CARDS

RESIDENT ORLAND PARK PUBLIC LIBRARY CARDS

Library cards will be issued by the Orland Park Public Library to persons living within the incorporated boundaries of the Village of Orland Park upon presentation of proof of residence in the Village.

Children age 14 and older living with a parent or legal guardian may use the parent's or legal guardian's proof of residence until they obtain qualifying proof of residency in their own names.

Library cards will be issued to children age 13 and under residing in the incorporated boundaries of the Village of Orland Park with the signature of the parent or legal guardian.

Residents must provide a **valid driver's license or state ID with their Orland Park current address**. If the driver's license or state ID does not have the Orland Park address, a second document (from the list below) showing their Village of Orland Park address must be shown:

- Current car registration
- Natural gas, water or electric bill received in the last three (3) months
- Current lease agreement
- Property deed
- Most recent property tax bill

- Visa, MasterCard, Discover or American Express billing statement received in the last three (3) months

Application forms must be completed and signed in person and verified by a library staff member. Library cards are valid for five years from the date of issuance.

NON-RESIDENT ORLAND PARK PUBLIC LIBRARY CARDS

The Orland Park Public Library provides a library card for purchase by people living outside the library's jurisdictional boundaries, which are the same as the jurisdictional boundaries of the Village of Orland Park. Non-resident cards are valid for six, nine or twelve months from the date of purchase, dependent on the library card option selected by patron. Individual cards may be issued to all members of the immediate family residing at the same address. Children age 14 and over may use the parent's or legal guardian's identification until they obtain identification in their own names.

Applicants must provide a **valid driver's license or state ID with current address** and their **most recent property tax bill**.

Non-residents who do not have a tax bill, i.e. those who rent or are new property owners without tax bills, must provide their **current lease or rent receipt or proof of home ownership**, to purchase a non-resident card for a fee established by the Board of Library Trustees in its sole discretion.

A. Privileges

This card shall entitle the cardholder to all services provided by the Orland Park Public Library, including reciprocal borrowing and interlibrary loan services.

Reciprocal borrowing is when a library cardholder from one library can go to another library and check out materials. Orland Park Public Library cardholders can go to almost all of the libraries in the state of Illinois and use their card. There may be a short registration process the first time a cardholder visits a new library.

Interlibrary loan is when an Orland Park Public Library cardholder makes a request for materials not available at the Orland Park Public Library. The Library locates the desired item at another library, places the request, receives the item, makes it available to the cardholder, and arranges for its return.

B. Fees

The fee shall be determined by the tax bill method, where the library's current tax rate is multiplied times the equalized assessed valuation appearing on the applicant's most recent tax bill.

Non-residents shall have the option of choosing a 6 month, 9 month or 1 year library card. Fees will be calculated as described above applying a 50%, 75% or full cost payment accordingly.

Non-residents who are renters shall be charged an amount determined annually by the Board of Library Trustees. Renters must show a current rent receipt or a cancelled rent check for verification purposes.

No fees will be charged pursuant to the Libraries - Cards For Kids Act which amends the Illinois Local Library Act and the Public Library District Act of 1991. This act provides that nonresident fees for the privilege and use of a library shall not be charged to a nonresident in an unincorporated area in Illinois who is a student and meets the poverty income guidelines.

Refunds

Refunds will be given only to non-resident cardholders who are moving into the Village of Orland Park and have more than three (3) months left on their current nonresident cards. Such cardholders must provide proof they own property or reside in the Village of Orland Park. Proof may consist of a current tax bill, lease, rental agreement, or natural gas, water or electric bill with the Village address received in the last three (3) months.

PROPERTY OWNER ORLAND PARK PUBLIC LIBRARY CARDS

Persons who do not live within the incorporated boundaries of the Village of Orland Park, but own property located within the incorporated boundaries of the Village may obtain a library card at no charge upon producing a current itemized tax bill for that property and valid driver's license or state ID. Only one (1) card will be issued for each parcel of taxable property. These cards are valid for one (1) year from the date of issuance.

COMMERCIAL PROPERTY OWNERS ORLAND PARK PUBLIC LIBRARY CARDS

A non-resident who as an individual or as partner, principal stockholder, or other joint owner owns or leases property that is taxed for library service, or is a senior administrative officer of a firm, business, or other corporation owning taxable property within the incorporated boundaries of the Village of Orland Park may obtain a library card at no charge upon the presentation of the most recent tax bill upon that taxable property or a copy of the commercial lease of that taxable property producing a current itemized tax bill for the property and valid driver's license or state ID. These cards are valid for one (1) year from the date of issuance.

STAFF ORLAND PARK PUBLIC LIBRARY CARDS

An Orland Park Public Library card may be issued to staff members who reside outside the corporate limits of the Village of Orland Park. These cards are issued for one (1) year. The card will be cancelled when the staff member leaves the Library's employment.

TEMPORARY ORLAND PARK PUBLIC LIBRARY CARDS

Temporary Orland Park Public Library Cards will be issued to the following individuals with verification of residency within the incorporated boundaries of the Village of Orland Park:

- Foreign exchange students
 - Au pair workers
 - Evacuees of natural disasters
 - Live-In Caregivers
 - Individuals whose primary nighttime residence is located within the jurisdictional boundaries of the Orland Park Public Library, and such residence is either:
 - (i) A supervised publicly or privately operated shelter designed to provide temporary living accommodations, including welfare hotels, congregate shelters, and transitional housing;
 - (ii) An institution that provides a temporary residence for individuals; or
 - (iii) A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
- These residents without a permanent address must present an up-to-date letter certifying their residency from the institution or place at which they are staying.

The temporary card will be valid for a period of six (6) months from the date of issuance. Holders of a temporary card are entitled to all library services available for Orland Park Public Library cardholders.

Patrons applying for a temporary card must present one form of ID with their name and the address of their temporary residence. In the case of an evacuee, acceptable forms of ID may include hotel bills, shelter letterhead and mail.

RENEWAL OF LIBRARY CARDS

All library cards will have an expiration date affixed to the card and application. To renew an Orland Park Public Library card, a patron must fulfill the necessary requirements to obtain the original library card and complete and sign a new registration form. All fines and fees must be paid before a card can be renewed. Library cards can be renewed by showing the current library card along with the driver's license or state I.D. with the Orland Park address.

LOST OR STOLEN LIBRARY CARDS

Lost or stolen Orland Park Public Library cards must be immediately reported to the Library. The cardholder is responsible for materials checked out on the card until the card is reported lost or stolen to the Orland Park Public Library. A fee will be charged for the replacement of a lost or stolen card.

RECIPROCAL LIBRARY CARDS

Patrons from other libraries must present a valid library card and a valid driver's license, state ID or school ID with picture, to have their home library card registered into the Library's integrated library system (ILS). The card presented must be in good standing and clear of any outstanding fines, overdue materials and blocks.

Cardholders from other libraries may place materials on hold, queuing behind Orland Park Public Library cardholders. Cardholders from other libraries may **not** use the interlibrary loan service, electronic resources, or use the vacation loan period at the Orland Park Public Library.

CONFIDENTIALITY OF RECORDS

All records in the Orland Park Public Library relating to patron registration and circulation of materials are considered to be confidential in nature in accordance with the Library Records Confidentiality Act (75 ILCS 70.) The contents of registration and circulation records shall not be made available to anyone except authorized library personnel or as required by law. Only authorized library staff may provide information about overdue and lost materials to a minor's parent or legal guardian.

Notices and bills are sent by email or text message. The Library will make a good faith effort to maintain confidentiality.

RESPONSIBILITIES OF BORROWERS

Cardholders are responsible for all materials borrowed on their card and must agree to abide by the lending rules and all policies and regulations of the Orland Park Public Library. It is the responsibility of the cardholder or the parent or legal guardian of a cardholder age 17 and under to notify the Library if the card is lost or stolen.

The parent or legal guardian of a cardholder age 17 and under is responsible for the child's selection of materials.

It is the responsibility of the cardholder or the parent or legal guardian of a cardholder age 17 and under to notify the Library of any change of address, email address or telephone number.

PATRON ASSOCIATIONS (ACCOUNT LINKING)

Parents/guardians are responsible for activity on their children's accounts. The Library reserves the right to associate (link) the accounts of parents and/or guardians to the accounts of their children ~~under~~ age 17 and under. Children who are associated with their parents account may not verify or update contact information on their parents' accounts.

Parents who are associated with children may not present the child's card for general checkout if the parent(s) card has a delinquent status.

Adult patrons (age 18 and older) may grant the Library permission to associate their own account to the account of other designees of their own choosing. In creating these associations, adults give permission to other adults with whom they are linked to use their personal library cards for holds pickup, to check on or pay fees. General check out on an adult's card by someone other than the cardholder is not permitted.

Associations may only be requested by adults who are both physically present and provide photo ID.

The Library reserves the right to associate and block from use all patron accounts belonging to the same address based on the delinquency of any one patron account until all accounts in the household are in good standing.

CIRCULATION OF MATERIALS

Materials from the Library's circulating collection may be borrowed by valid library cardholders in accordance with the Library's policies and procedures. Valid library cardholders include: Orland Park Public Library cardholders, Reaching Across Illinois Library System (RAILS) member library cardholders, cardholders from libraries having reciprocal borrowing privileges with the Orland Park Public Library. The Orland Park Public Library is a member of RAILS and participates in reciprocal borrowing as defined by RAILS.

Cardholders must present their library cards in order to check out materials. Orland Park Public Library and registered reciprocal cardholders will be allowed to check out materials without a card if they present a valid driver's license or state ID. Children age 17 and under, holding Orland Park Public Library or registered reciprocal cards, will be allowed to check out materials without a card if they can provide their name, address and telephone number.

Vacation Loan is an extended loan period which may be granted to Orland Park Public Library cardholders due to being on vacation or other circumstances where extra time is needed.

Materials have specified loan periods and must be returned on time and in good condition. Loan periods are defined in the Circulation Manual.

OVERDUE MATERIALS

Materials may be checked out by the Orland Park Public Library cardholder and reciprocal borrowers if the library card is not expired and has less than \$30 charges. The Orland Park Public Library does not charge overdue fines on most late materials. Fines are assessed on the following items (See B 9.2 Schedule of Fines) if they are late:

- Interlibrary Loan materials
- HotSpots
- Rokus
- Video consoles
- VHS to DVD Converters
- Flick Pix boxes
- Smart Home Speaker
- Other equipment
- Library of Things materials

- All Lucky Day Collection items (all formats)

However:

- The Orland Park Public Library will make a good faith effort to notify cardholders electronically when their items become overdue. Overdue notification is a courtesy. The Library is not responsible if the notification is not received by the cardholder.
- Patrons are responsible to return items on time and to pay for lost and damaged materials. If a patron has an item on their account that is 7 days overdue, a block will be placed on the account. The patron will not be able to check out any more materials until the late item(s) are returned or renewed, at which time the block will be removed.
- Items that are overdue 28 days or more are considered lost.
- If an item is not returned within 120 days of the overdue date, the item will have already been replaced or withdrawn from the collection, and the library will no longer accept the item for return and the replacement charge will not be refunded or waived.
- The guardian listed on a juvenile card is responsible for all fees on the juvenile's card.
- Patron accounts having material not returned may be sent to a recovery agency.

LOST AND/OR DAMAGED MATERIALS

Lost material must be paid for before the patron can check out any more material. The cost of lost material will be determined by the cost listed in the Library's database and/or determined by the current marketing price of our supply resources. If library material is judged by a department supervisor to be damaged and unsuitable for the collection, full replacement cost will be charged. Patrons may be charged for the replacement of missing pieces of equipment or accessories (for instance, a charging cable, the bag the item circulated in).

RECOVERY AGENCY

Accounts with a balance of \$100 or more will be referred to a recovery agency if left unpaid after 42 days. Patrons will be charged a fee of \$10 by the library for each group of items referred to the recovery agency at one time. Referrals of juvenile accounts to the recovery agency may be made in the name of the responsible adult who signed for the juvenile card.

RESTRICTIONS OF BORROWING PRIVILEGES

Orland Park Public Library cards and reciprocal borrowers with \$30 or more in outstanding charges will have a block placed on the account. The patron will be unable to check out materials, use eResources, register for library programs, or use the library's computers until all charges have been paid in full. A parent's or guardian card may be blocked if the charges on a juvenile card for which they have signed exceed \$30. Patrons who have been banned from the library forfeit all privileges for the period during which they have been banned.

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