

# CIRCULATION SERVICES POLICY

The Lincoln Library Board of Trustees has adopted the following policy regarding circulation services. This policy is intended to provide a framework for the library's operations and to ensure that the library's resources are used in a responsible and equitable manner. The policy is subject to change as the library's needs and resources evolve.

The library's primary goal is to provide access to information and resources for the community. This goal is achieved through the provision of a wide range of services, including lending, reference, and digital services. The library's collection is maintained and updated to reflect the needs and interests of the community.

The library's services are provided to all members of the community, regardless of their age, race, ethnicity, or socioeconomic status. The library is committed to providing a safe and welcoming environment for all users. The library's hours of operation are designed to accommodate the needs of the community.

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**Approved By**  
**Lincoln Library Board of Trustees**

**Effective:** September 1, 2015

## CIRCULATION POLICY STATEMENT

Lincoln Library offers borrowing privileges to Springfield residents of all ages and provides equal access to materials in a variety of formats. Lincoln Library customers apply for the privilege to use the library and agree to comply with its rules and regulations. Copies of all policies of Lincoln Library are available upon request.

### I. Library Cards

#### A. Ownership

All cards issued by Lincoln Library remain the property of Lincoln Library and may be **invalidated** by the library for the violation of **any** circulation policies.

#### B. Types

##### 1. Resident

*Definition – All individuals who reside within the corporate limits of the city of Springfield.*

##### a) **Adult** – any person 18 years or older

- Lincoln Library issues a free library card to any adult who presents verifiable proof of residency within the corporate limits of the city of Springfield.
- All resident library cards are issued for a two (2) year period and expire on the last day of the month in which they are issued if the resident provides verifiable proof of residency within the corporate limits of the city of Springfield with the resident's application.

##### b) **Juvenile**

*Definition – Any youth who is between the ages of five (5) years and seventeen (17) years old.*

- Library cards are issued to juvenile resident with the written consent and guaranty of a parent or legal guardian who does not have a Lincoln Library account that is blocked.
- If the parent or legal guardian has a Lincoln Library account that is blocked, the account must be resolved prior to approval for co-signed juvenile cards.
- The parent or legal guardian must accompany the juvenile to the library and present proof of identity, current address, and legal proof of guardianship in accordance with all borrower regulations.
- If the address of the parent or legal guardian differs from the juvenile, the parent or legal guardian must provide proof of custody and his/her address as well.

- As stated on the application, the signature of the parent or legal guardian “guarantees payment for overdue or lost/damaged material”. By signing the juvenile application, the parent or legal guardian assumes the responsibility for overdue items, fines and other fees.
- The signing parent or guardian must indicate on the library application, if the child is to be granted public library computer access. The parent or guardian will be notified that some computer access is unfiltered.

**c) University of Illinois at Springfield (UIS)**

See *Addendum*

**d) Transient Cards**

See *Addendum*, if applicable.

**2. Non-resident**

**a) Free - Springfield Corporate Limits Property Taxpayer**

*Definition – All non-resident city property owners who present proof of ownership of taxable property within the corporate limits of the city of Springfield.*

- A library card will be issued to a non-resident owning property within the Springfield Corporate Limits per specifications of the *Illinois Local Library Act – 75 ILCS 5/4-7(12)* and the *Illinois Administrative Code, 23 IL ADC Sec. 3050.70* as follows: “A non-resident fee shall not apply to a non-resident who, as an individual or as a partner, principal stockholder, or other joint owner, owns taxable property or is a senior administrative officer of a firm, business, or other corporation owning taxable property within the district, upon presentation of the most recent tax bill upon that taxable property, provided that the privileges and use of the library is extended to only one such non-resident for each parcel of taxable property.”
- Acceptable verification of Springfield Corporate Limits property ownership is a tax assessment bill dated for the current taxable year, a notarized or witnessed bill of sale, or a deed or closing statement dated within the past twelve (12) month period.
- All non-resident library cards are issued for a one (1) year from the date of application.

**b) Fee – Non-corporate Limit Residents**

*Definition – All non-residents, within the State of Illinois, who do not reside or own property within the corporate limits of the city of Springfield or any other public library service area with exceptions set by Illinois Local Library Act – 75 ILCS 5/4-7(8) and the Illinois Administrative Code, 23 IL ADC Sec.3050.80 must “apply for a non-resident library card at the closest public library. The factor for determining the closest public library shall be*

*the residence of the non-resident. Non-residents shall apply at the participating public library in the school district in which the non-resident has a principal residence unless, due to the commonality of community interests, library services at another library that is physically closer may better serve the needs of the non-resident." See the Illinois Administrative Code, 23 IL ADC Sec. 3050.25 a).*

- Non-residents, qualifying under Illinois Administrative Code as set forth above, may purchase a Lincoln Library card for one (1) year from the date of application.
- Payment of the non-resident fee entitles any adult or juvenile family member of such non-resident (living at the same address) to have an individual card.
- The non-resident library card fee will be set by the Library Board of Trustees each year with the cost to be determined according to the General Mathematical Formula established by the Illinois State Library per the Illinois Administrative Code 23 IL ADC Sec. 3050 60(a).
- Non-resident juvenile cards are subject to the same policies as juvenile resident cards, requiring a parent or legal guardian signature before a card will be issued. Parent or legal guardian must resolve any and all charges on their account before a juvenile card will be issued.

### **3. Reciprocal**

*Definition – Any person holding a valid borrower's card from any Illinois public library.*

- Only Illinois public library cards will be honored.
- No local use only cards will be honored
- All reciprocal borrowers must conform to the rules and regulations of Lincoln Library.
- Reciprocal access does not include electronic resources.
- There are no additional restrictions on the type or amount of materials that may be directly borrowed, except for the same restrictions that apply to Lincoln Library card holders.
- If a borrower moves into the corporate limits of the city of Springfield, the reciprocal card must be clear of all fines/fees or overdue material before a resident card is issued.
- Expired cards must be updated at the home library, however one (1) checkout may be allowed on the expired card if the card has expired within the past 60 days.

### **4. Computer Use**

*Definition – Library Computer Use cards (Yellow cards) allow adults or juveniles with parent/legal guardian permission to access the public Internet and word processing computers within the library, but do not allow for borrowing privileges.*

- A valid photo id must be provided to apply for a computer use only card.

- A Computer Use card will be valid for one (1) year from the date of application.
- A PIN must be entered into the customer account for access to be granted.
- Computer Use cards will not be issued to customers who have a current borrower's card.
- If a customer has a previous library account, the account must be clear of all fines/fees or overdue materials prior to the conversion to a Computer Use card.
- If a parent or legal guardian has a blocked card, a juvenile computer use card may still be issued with a parent's signature.

#### **5. Electronic Card (eCard)**

*Definition – eCards may be used for eResources or eBooks eCards will be issued only to adults.*

- ECards are only available to residents of the corporate limits of the city of Springfield, non-resident taxpayers, or non-residents of the Lincoln Library service area who pay the annual fee.
- A PIN must be entered into the customer account for access.
- Customers with library cards do not need to apply for an eCard. Electronic resources may be used with a standard library card.
- eCards will be valid for one (1) year from the date of issue.

### **C. Application**

#### **1. Library Card**

- A written application must be made in person or online to apply for a Lincoln Library card for the first time.
- Information gathered will at minimum meet the requirement of the Illinois Heartland Library System policy.
- One (1) form of valid identification to prove identity is required at the time of activation or application.
  - Acceptable forms to prove identity are any form of valid photo identification issued by a United States government entity; a driver's license, Illinois state id card, firearms id card, a passport, or United States military id.
- One (1) form of proof of current address is required at the time of application, in addition to the proof of identity presented above.
  - Acceptable forms to prove current address are, lease or any bill/official document (electronic or printed) postmarked or dated within the past 60 days.
- If both valid proofs are shown, the customer is issued a card and an abridged copy of the Circulation Services Policy at the time of registration. Customers may check out library materials the same day.

- If only one valid proof of identity or address is available, the library card will be mailed to the customer. Receipt of the card, via US Mail, will serve as proof of identity and address.
- At the time of application, the card will be set to a one day expiration and the customer will be allowed a one (1) time check out of three (3) items.
- To fully activate the card, the person must bring the card and a photo ID to the library.
- Online Applications – customers will receive the card via US Mail. To activate the card, the customer will bring it to the library with a photo ID. Juveniles will be required to have a parent with them to sign the application form and present a photo ID.
- eCards – customers may apply online and will receive the eCard via the US Mail. To upgrade an eCard to a full-use card, customers must bring the eCard and a photo ID to the library.
- For Out-of-State Non-resident Springfield Corporate Limits property owners, a valid out-of-state driver's license will be accepted as proof of identification along with verification of ownership of Springfield Corporate Limits property.
- A Post Office Box number, business or employment address will not be accepted as proof of city residency.
- All changes of address should be reported immediately to the Lincoln Library to avoid delay in notice of charges to the account
- Cards are not issued when the computer system is non-operational.

## 2. Computer Card

1. A written application must be filled out by any person applying for a Computer Use card for the first time.
2. One form of valid identification to prove identity is required at the time of application.
  - Acceptable forms to prove identity are any form of valid photo identification issued by a United States federal government entity, a driver's license, Illinois state id card, Illinois firearms id card, a passport, or United States military id.

## D. Renewal

- All library cards must be free of fines/fees and overdue items before cards may be renewed or reissued.
- One (1) form of identification is required at the time of renewal and one (1) proof of current address, as listed under the Section - **Application**.
- Library staff may override the expiration date of a borrower one (1) time when the borrower does not have the proper identification with them at the first instance of checkout within sixty (60) days of expiration if fines or other fees do not exceed \$10 and there are no overdue materials.

- Cards are not renewed when the computer system is non-operational.
- Juvenile cards are not renewed without a parent/legal guardian present.

## **E. Appeal**

- Anyone who believes that he/she has been unfairly denied a card or has had his/her card revoked may appeal the decision within five (5) days of the actual notice of the denial or revocation.
- Such appeal shall be made in writing to the Library Director and shall include the appellant's mailing address and any supporting documents the appellant wishes the Library Director to consider.
- The Library Director may, at his/her sole discretion and after reviewing the pertinent facts, deny the request, grant the request in full, or grant the request based on any terms or conditions.
- The Library Director will inform the appellant of the decision in writing within thirty (30) days of the appeal by mailing the decision to the mailing address provided by the appellant.
- If the appellant wishes to appeal the Library Director's decision, the appellant must deliver a written notice of such appeal to the Library Director within thirty (30) days of the date the Library Director's decision was mailed to the appellant. The Library Director will notify the appellant of the time and place of the meeting where the appeal will be heard by the Lincoln Library Board of Trustees.
- All appeal rights are waived unless the appellant satisfies the timelines set forth in this section.

## **F. Use**

### **1. Borrowing Library Materials**

- All borrowers must conform to the rules, regulations and policies of Lincoln Library including but not limited to Circulation Services Policy and the Revocation of Library/Computer Use Policy.
- Each borrower is responsible for the possession and use of his/her library card. Library cards are not transferable.
- The borrower must present his/her own library card or photo ID to check out library materials.
  - Items "On Hold" may be picked up by any individual with the borrower's card or hold notice (electronic or print).
- Borrowers may check out the same day that a Lincoln Library card is issued.
- All materials checked out on the library card are the responsibility of the registered customer and/or the parent or legal guardian as signed on the guarantee.

## **2. Computers**

- Computer Use cards allow customers to access the public Internet and word processing computers within the library.
- Guest passes may be issued for:
  - Any short-term visitors to the community with proof of identification.
  - Residents who do not wish to apply for a Library or Computer Use card, with proof of identification.
  - Juveniles without a parent or guardian will be restricted to computers in Youth Services.
- Library cards must not be expired and total charges must be no more than \$10 prior to any computer use.
- Computer Use accounts are subject to and may be blocked due to any violation of the "Revocation of Library/Computer Use Policy".

### **G. Lost Card**

- It is the responsibility of the customer to report a lost card and assume charges up to the date of the status change.
- Customers reporting a card missing will have the account set to "Lost".
- A charge of \$1.00 will be assessed for the replacement of a card claimed "Lost" prior to the expiration date.
- In lieu of purchasing a replacement card, a customer may present a photo id (Illinois driver's license, Illinois state issued id, Federal or government issued id, employment id, school id or passport) to checkout materials.

## **II. PIN (Personal Identification Number)**

- A PIN will allow a borrower access to the borrower account over the Internet and computer use at Lincoln Library.
- A PIN will allow resident and non-resident borrowers remote access to several locally licensed databases.
- A borrower with a valid Lincoln Library card number may obtain a PIN by providing a photo ID.
- The borrower may pick a four-digit number.
- Parents may not apply for a PIN for a juvenile without the juvenile present.
- A personal PIN may not be applied for or disclosed by telephone.
- A PIN may be assigned to a Library Computer Use Only account (Yellow card) in order to allow customers access the public Internet and word processing computers within the library.
- A PIN can be changed by a customer using the My Account feature on the library website.
- A generic PIN can be given to a customer via email or telephone to be changed by the customer.



### **III. Confidentiality of Library Records**

#### **A. Pursuant to the Illinois Local Library Act – 75 ILCS 70/1 et seq.**

- For the purpose of this Section:
  - “Library” means any Illinois public library, including Lincoln Library.
  - “Registration records” includes any information a library requires a person to provide in order for that person to become eligible to borrow books and other materials.
  - “Circulation records” includes all information identifying the individual borrowing particular books or materials.
- The registration and circulation records of a library are confidential information. No person shall publish or make any information contained in such records available to the public unless:
  - required to do so under a court order; or
  - the information is requested by a sworn law enforcement officer who represents that it is impractical to secure a court order as a result of an emergency where the law enforcement officer has probable cause to believe that there is an imminent danger of physical harm. The information requested must be limited to identifying a suspect, witness, or victim of a crime. The information requested without a court order may not include the disclosure of registration or circulation records that would indicate materials borrowed, resources reviewed, or services used at that library. 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. Nothing shall be construed as a privacy violation or a breach of confidentiality if a library provides information to a law enforcement officer under this section. This subsection shall not alter any right to challenge the use or dissemination of patron information that is otherwise permitted by law.
- This section does not prevent a library from publishing or making available to the public reasonable statistical reports regarding library registration and book circulation where those reports are presented so that no individual is identified therein.

#### **B. Disclosure of Confidential Information**

- Only the Library Director and the Circulation Manager are authorized to accept and respond to court orders or other requests for circulation or registration records. If the order requires immediate compliance, the any Manager may respond to such an order but should first attempt to notify the Library Director or the Circulation Manager.

- Whenever possible, Lincoln Library staff should seek to have the order or request reviewed by Corporation Counsel before complying.
- Except as provided for in the previous sections, circulation information about specific materials will only be released to the library card holder with proof of identification.
- Telephone inquiries will only be answered if the customer affirms their identity and provides name, address, birth-date and library card number matching the account data. Upon request, an item and title list may be mailed to the cardholder at the address listed in the customer account.
- Parents may be told how many items plus barcodes are checked out on a juvenile card and when the items are due, but titles will not be revealed.
- Customers will receive a printout of payment type and amount only when fines/fees are paid on another or juvenile account. Upon request the detailed payment receipt will be mailed to the address of the cardholder.
- Lincoln Library will report possible violations of child pornography laws or any other laws to the extent required by such laws. Such disclosure should be made only by the Library Director or Assistant Director in consultation with the Corporation Counsel if possible. Lincoln Library expressly reserves its protection from liability for good faith disclosures made in accordance with applicable laws.

#### **IV. Customer Account Status**

##### **A. Good Standing**

Lincoln Library customers whose accounts meet the following conditions are granted full borrowing privileges:

- Charges of \$10 or less
- No more than one (1) lost or damaged Lincoln Library owned material with a cost of less than \$50.

##### **B. Blocks**

###### **1. General**

- Miscellaneous Blocks may include:
  - Hold Notification – notice that material is being held for the cardholder to pick up.
  - Post Office Box return or Address Correction – notice that the address on record does not match the address on record of the U.S. Postal Service.
  - Credit – notice that a lost paid item has been found and returned.
  - Non-sufficient funds – charges for a returned check.

- Comment – statement or message regarding an issue with the account.
- Customers will receive a notice electronically or by mail requesting the return of or payment for library materials and notice that failure to return or pay for the materials may result in notification to a debt collection agency.
- If current blocks total more than \$10, materials may not be checked out or renewed until the blocks are paid down to \$10 or less.
- Customers will be reminded of any fines over \$1, overdue/lost items or fees at each checkout or renewal.
- Fines, over-dues, lost, or damaged fees accrued may be waived at the discretion of the Library Director or designee.
- Any costs incurred by Lincoln Library on behalf of the customer will be charged to the customer account and must be paid in full.
- Replacement of lost or damaged material will not be accepted in lieu of payment.

## 2. Overdue

*Definition – Borrowed materials have not been returned by the due date and have not yet aged to "Lost" status.*

- Customers are informed of overdue materials three times prior to items aging to the lost status.
- Customers may not check out additional materials if:
  - The overdue accrual equals \$50 or more

## 3. Fines

*Definition – Charge for material that was overdue and returned late.*

- Days that Lincoln Library is closed are not included in the fine assessment.
- Items returned on the day due should be returned inside the library during regular open hours to avoid any late charges since the exterior book drops are emptied once each morning.
- All overdue materials should be returned inside the library during regular open hours to make sure an additional day's fine is not added to the total charge.
- If fines total \$50 or more and the customer fails to pay for the late fees, the account shall be referred to a collection agency.
- No Credits will be issued for fines paid by the customer.
- Extension Services does not charge for overdue items.
- Customers may not check out additional or renew materials if fines equal \$10 or more.
- Charges:
 

Maximum fine except for video tapes/DVDs, paperbacks, computer software, periodicals, vertical file	\$5
Maximum fine for periodicals, paperbacks, vertical file	\$3

Maximum fine for video tapes/DVDs, computer software	\$10
Daily fines on all items except video tapes/DVDs, computer software	25¢ per day up to maximum
Daily fines on video tapes/DVDs, computer software	\$.50 per day up to maximum

#### 4. Damage Fee

*Definition – Charge at the sole discretion of Lincoln Library for material that is returned soiled, torn, missing pages/pieces or determined to be unusable.*

- If the customer has the missing pieces to audiovisual material, he/she may be allowed one (1) checkout prior to returning the missing item.
- Charges vary according to the damage up to the list price at the time of purchase or the Default Price.
- If the replacement cost of a Lincoln Library owned item is paid in full, Lincoln Library will return the damaged material to the customer provided the customer retrieves it from Lincoln Library within ninety (90) days of the date of return by the customer.
- Credits will be issued for only Lincoln Library owned audiovisual items that were paid and returned within 90 days from the due date and are determined by the library to be in undamaged condition.
- If damages total \$50 or more and the customer fails to pay for the damage, the account shall be referred to a collection agency.
- Damage to material is considered accidental unless there is reason to suspect otherwise. A customer found defacing or destroying library material will be charged the full replacement cost and all library privileges may be suspended pending legal action if the damage is extensive.

#### 5. Lost Fee

*Definition – Charge for items that have been overdue for more than 46 days or that cannot be found and returned by the customer.*

- The Lost Fee will equal the list price at time of purchase.
- If no price can be determined, Default Prices will apply.
- If Lost Fees total \$50 or more and the customer fails to pay for the lost item(s), the account shall be referred to a collection agency.
- Customers may check out materials if there is only one (1) lost item on the account and the item cost is less than \$50 with the following conditions:
  - Lincoln Library owned items - until the library card expires.
  - Non-Lincoln Library owned items – up to 90 days from the due date.
- Credits will be issued for only Lincoln Library owned print material that was paid and returned by the customer within 365 days from the due date and are determined by the library to be in undamaged condition.

- Credits will be issued for only Lincoln Library owned audiovisual items that were paid and returned within 90 days from the due date and are determined by the library to be in undamaged condition.
- Credits will not be issued for any paid and returned items owned by libraries other than Lincoln Library.
- Default Prices:
 

Adult Hardbacks	\$30	Unbridged Audiobooks	\$50
Juvenile Hardbacks	\$20	Abridged Audiobooks	\$35
Art/Reference Books	\$75	Video Tapes/DVDs	\$20
Compact Discs	\$15	Computer Software	\$25
Kits	\$20	Paperbacks - Small	\$10
Periodicals	\$7.50	Paperbacks – Oversize	\$15
Cases	\$6		
Interlibrary Loan	\$125 or as set by the owning library		

**6. Collection Fee**

*Definition – Charge added if the account has fines/fees totaling \$50 or more and is sent to the collection agency.*

- Collection charge \$10

**V. Materials**

**A. Loan Periods**

- The loan period for most Lincoln Library materials is two (2) weeks with the following exceptions:
  - Reference materials, Sangamon Valley collection and current periodicals may not be checked out
  - Extension Services – varies between two (2) to four (4) weeks depending on the frequency of customer deliveries
  - Video tapes, DVDs, computer software - seven (7) days
  - Extended (limited to books and audiobooks) – six (6) weeks
- Extended Loan Approval (ELA) forms must be issued by the corresponding department and signed by the appropriate division staff.
  - The ELA form must be presented at the Circulation Desk of Lincoln Library.
  - Additional extended loans for the same material will not be granted.
  - Customers who already have materials checked out on an extended loan may not request additional extended loans until the original materials are returned to Lincoln Library.
  - Customers are allowed 2 extended loans per year.
- Interlibrary Loan - Lincoln Library loan periods will apply with no renewal.

## B. Loan Limits

Once a customer reaches the maximum limit for a single material type or has a total of 75 items checked out, the customer will be blocked until some of the material is returned.

### 1. Two-Week Loan

Audiobooks	10 per card
Books	10 per card on any one subject 10 copies of one title per card 75 total per card
Compact Discs	10 per card
Kits	5 per card
Periodicals	<b>Current Issues do not circulate</b> 20 back issues per card
Vertical File	10 per card <b>(no renewal)</b>

### 2. Seven-Day Loan

Computer Software	2 per card <b>(no renewal)</b>
Video Tapes/DVDs	5 per card <b>(2 renewals)</b>

## C. Renewal

- Lincoln Library material may be renewed two (2) times at two (2) weeks per renewal for a total check out period of six (6) weeks with the following exceptions:
  - No renewal – Vertical File, Computer Software, Interlibrary Loan or On Hold Requests
- While library cards are non-transferable, items may be renewed on any account with the provision of the library card holder name and library card number.
- Non-cardholders may only be given the renewed item bar code(s) and new due date. Titles may not be disclosed.
- If a customer has applied for a PIN, materials may be renewed over the Internet from home or in the library if the library card is not blocked and the items are not renewable restricted or on request.

## D. Restricted Access

*Definition – From time to time Lincoln Library acquires materials that may be available to the public on a limited or restricted on a case by case basis as follows:*

### 1. Public Records:

Documents issued by governmental agencies with access covered by the Illinois Freedom of Information Act.

**2. Private Records:**

Private, non-governmental records (i.e. correspondence, club minutes, diaries, journals, etc.) with access treated on an individual basis or negotiated with the donor.

**3. Electronic Resources:**

Electronic databases subscribed to by Lincoln Library with access covered by individual agreements with each company are restricted to resident, taxed non-resident or paid non-resident customers.

**VI. Right to Modify or Amend**

Lincoln Library reserves the right to modify or amend this policy at any time, subject to the approval of the Lincoln Library Board of Trustees.

## Transient Cards Addendum

At this time, cards of less than two years duration are not available. Lincoln Library reserves the right to enter into agreements with local social service agencies to provide services to their clients that may include temporary adult resident cards.