

Maywood Public Library Circulation Policies

Borrowing Privileges:

A library card is required in order to borrow books and other library materials. The Maywood Public Library will not issue cards or provide services to patrons who are known to have overdue obligations (in the form of unpaid fines or overdue / lost / damaged material) at another library in Illinois.

I. Types of Cards

- A. **Maywood Resident Library Card Users** - Is a System-Wide Library Card that allows the cardholder full borrowing privileges and services afforded by the Maywood Public Library District and the SWAN Library System. Adults, ages 17 and older, must provide a current Illinois Driver License or Illinois State's ID, and a current utility bill indicating his/her current Maywood address.
- B. **Children under the age of 17 Library Card Users**- must be accompanied by a parent or legal guardian in order to apply for a library card.
- C. **Staff Library Cards**- Maywood Library employees can obtain a staff library card and it can be used System-Wide. The employee's library card is good for the duration of the employment.
- D. **Local User Library Card Users** – Is a temporary library card that allows the cardholder full borrowing privileges and services of the Maywood Public Library District, but it does not include the privileges and services of the SWAN Library System or reciprocal borrowing privileges. This card is valid for 6 months and issued to the local Maywood Rehabilitation clients.
- E. **Unincorporated and / or Non-Resident Library Card Users** – According to the Illinois Public Law **PL-92-0166**: any person residing an area that does not pay taxes to support a public library; may purchase a non-resident library card at the public library located closest to the person's principal residence. The library will issue a card for a period of one year. This library card is valid at any public library in Illinois as long the user does not have any outstanding fines. Its cost is **\$240.00**.

- F. **Non-Resident: Business Owner and/ or Real Estate Owner Library Card User:** any owner, of a taxable real estate located in Maywood is eligible to apply for a Local Library card at the Maywood Public Library District during the time such business is in active operation upon presentation of the most recent property tax bill. For the purpose for this policy, the business must be located in Maywood with a physical location other than a postal box. This privilege shall be extended to only one person for each parcel of taxable property.

II. Application Process

- A. The applicant must complete and sign the application form. In signing the application form, the applicant agrees to:
1. Be responsible for all materials checked out on his/her card.
 2. Be responsible for any changes that may result from late return, loss, or damaged materials borrowed.
 3. Comply with the regulations of the Maywood Public Library and the SWAN Library System.
- B. For an applicant under the age of 17, the parent or legal guardian must be present and sign the application form. The parent or legal guardian must be in good standing and his /her signature indicates to:
1. Assumption of responsibility for material checked out on the minor's library card.
 2. Responsibility for any fines that may result from late return, lost, or damage to materials borrowed.
 3. Awareness of the fact that there are no restrictions (except on Online Streaming, DVDs and CDs) on borrowing any library materials.
 4. Acceptance of the child's right to select materials.
- C. The Maywood Public Library staff will keep and maintain an accurate record of library cardholders.
- D. Maywood Resident Borrower Library Cards (adults and Juveniles) are issued for a period of three years
- E. Local User Library Cards – are issued for 6 months

F. Non- Resident Library Cards – are issued for 1 year

III. **Non-SWAN Reciprocal Borrowers Cardholders** (e.g. Chicago Residents)

A. The patron will need to supply 2 forms of identification

1. Current Picture ID (Illinois State’s ID or Illinois State’s Driver License)
2. Current Home Library Card
3. Maywood staff will call the home library to verify status and expiration date
4. If approval is **denied**- send patron back to his/her home library
5. If approval is received – have the patron to complete an application form and the patron will be incorporated into the SWAN Libraries System.

IV. **Library Cards Renewal**

A. Library cards must be renewed three years in compliance with the date on the library card. To renew a library card the patron should have paid outstanding debts and paid all necessary fees. Patron must show a valid Illinois State’s ID or Illinois State’s Driver License along with a utility bill at the time of renewal.

B. To renew a Non-SWAN Reciprocal Borrowing Card (e.g. Chicago) patron needs to present:

1. Current picture ID (Illinois State’s ID or Illinois State’s Driver License)
2. Current home library card
3. Maywood staff will call the home library to verify status and expiration date
4. Staff will make an inquiry on the Workflow Circulation System to see if the patron is in good standing.
5. If the patron is in good standing or clears up all delinquencies on the spot, you may precede to re-new the library card. Note the new expiration date is for one-year (1). If the patron has been sent to a collection agency, it will take several days to clear the delinquency, and the renewal cannot be made immediately.

V. **Missing, Lost, or Stolen Library Cards**

- A. It is the responsibility of the **Library Cardholder** to immediately notify the Maywood Public Library, or the library in which issued their card, of a missing, lost, or stolen card.
- B. The cardholder is responsible for any and all charges and debts incurred by anyone using the missing, lost, or stolen card. This responsibility exists until the Maywood Public Library is notified of the missing, lost, or stolen card.
- C. Following notification, the Maywood Public Library staff (or the library which issued their card) will **“BARRED”** the patron’s computerized (Workflow) record, and the missing, lost, or stolen card may not be used anywhere within the SWAN Library System.
- D. A replacement library card may be issued immediately if the patron so desires. To obtain a replacement library card, the cardholder should:
 - 1. Have paid all outstanding debts.
 - 2. Present 2 appropriate identifications that verify their name and present address. One identification must be a valid Illinois State’s Driver License or Illinois State’s ID along with a utility bill.
 - 3. Pay all necessary fees if applicable, including a library card replacement fee of \$3.00.
- E. If the original library card is found after a replacement has been issued, the original shall be destroyed.
- F. If the cardholder does not wish an immediate replacement, and the original library card is found, then the cardholder may resume use of the original card. The Maywood Public Library will require proper identification before the card is reinstated. At the time the computer record (Workflow) will be changed accordingly.

VII. Damaged Library Cards

- A. A library card damaged through normal use may be replaced at no charge.
- B. A library card damaged through neglect may be replaced at the cost of \$3.00

VIII. Termination of Card(s)

A. System Reciprocal Borrowing Library Cards and Local Library Cards may be terminated, before expiration, under the following conditions:

1. A library card is voluntarily returned to the Maywood Public Library by the cardholder.
2. The parent or legal guardian of a child's library cardholder, under 17 years of age, returns the child's library card to the Maywood Public Library.
3. The parent or guardian of a financially dependent library cardholder returns the card.
4. The library cardholder is reported deceased.
5. The library cardholder moves from Maywood.

IX. System Reciprocal Borrowing Library Card.

A. System Reciprocal Borrowing Library Cardholder is entitled to many of the privileges and services afforded by the Maywood Public Library such as:

1. Inter-library loan requests.
2. The use of the guest public computers (20 minutes limit).

B. To obtain those services and privileges which are available to the System Reciprocal Library Cardholder from the Maywood Public Library, the cardholder should:

1. Possess a valid System Reciprocal Borrowing Library Card.
2. Have no outstanding fines or charges with the SWAN Library System.

C. A missing, lost or stolen System Reciprocal Borrowing Library Card will not be honored. The card will be retained by the Maywood Public Library and returned to the home library.

- X. **Other Illinois Public Library Cards, (out of the SWAN Library System).**
 - A. Patrons shall follow the above Reciprocal Borrowing System process to obtain reciprocal privileges.

- XI. **Confidentiality of Library Records:** The Maywood Public Library District upholds the principles of the American Library Association's Freedom to Read Statement, concerning privacy and confidentiality of personal information. The Maywood Public Library pledges to the Code of Ethics of the American Library Association and is governed by Illinois Compiled Statutes (75 ILCS 70/) Library Records Confidentiality Act: "The registration and circulation records of a library are confidential information."

CIRCULATION OF MATERIALS

The Maywood Public Library maintains a varied collection for circulation and encourages its patrons to make use of this collection. Loan periods are established for the convenience of the Maywood patron, and allow a fair opportunity for the circulation of newly acquired materials.

I. Print and Non-Print Materials

A. Materials loan rules, 3-week period:

1. Books
2. Compact disc
3. Books on CDs
4. Periodicals
5. DVDs

B. Reference materials from the Maywood Public Library Reference Collection circulate only under special circumstances determined by the reference librarian and/or Library Director.

C. Videos or DVDs may be checked out by either a valid System Reciprocal Borrowing Library Card or Local Cardholder, providing that the cardholder is an adult, of 17 years of age or older. Limit of 5 movies per library cardholder

D. There is a \$1.00 charge for overdue DVDs per day per item

II. Vacation Loans

A. Upon request, certain print materials may be available for a 5 weeks loan period.

III. Renewal of Materials

A. Books, CDs, Magazines, and Books on CDs may be renewed unless requested by another patron. All renewable materials may be renewed for the periods equal to the original check out period. If no one is waiting for the items, there are only 2 renewals permitted.

B. Videos and DVDs are not renewable

C. ILL renewals can be done either in person, by telephone, or online. If the renewal is permitted the computer will issue a new date due.

D. The Maywood library staff will attempt to renew any material(s) regardless of due date or where the items were checked out. The

renewal transaction may be done in person, by telephone or online. Renewal of overdue materials is permitted but care must be taken to notify the patron that the amount of the fine owed will remain in the computer until it is paid.

IV. Reciprocal Borrowing

- A. Any valid library card holder, may travel to any other library within the SWAN Library System and privileges will be granted in accordance with the reciprocal borrowing lending library policies.
- B. Materials borrowed from another library and be returned to the Maywood Public Library; the material(s) will be checked in and sent back to the home library.

V. Inter-Library Loans (ILL)

- A. Any valid library cardholder is entitled to request an Inter-Library Loan material(s).
- B. To request ILL material(s):
 1. An appropriate request should be completed at the Reference Desk.
 2. The Maywood Public Library staff will make the request on the Workflow Circulation System
 3. ILL material can be returned at any SWAN library on or before its date due regardless where the materials were checked out.
 4. When ILL material is returned, the Maywood Public Library shall check in the items and returned them to the home library.
 5. ILL renewals can be done either in person, over the phone, or online. If the renewal is permitted the computer will issue a new date due.
 6. Any overdue fees can be collected at any SWAN library regardless where the items where checked-out.
 7. ILL requests may be made in person, over the telephone, or online.

VI. Reserving Materials

- A. Any valid library cardholder is entitled to reserve materials and be notified of the same. Upon request, patron will be notified either via robo-call, email or text message when materials become available.

- B. Items are only held for pick-up for a limited time of 5 business day.

- C. When a reserve or a hold is placed the cardholder's ID number is identified. The same card must be used to check-out the item because it has been noted in the computer.

FINES AND CHARGES

The object of the policy on fines and charges is to encourage the prompt return of materials. However, when materials become overdue, lost, or damaged, procedures are instituted which will enable the library to retrieve the materials so that they will be available to other patron(s)

I. Overdue Materials

- A. All materials are considered overdue if not received at the Lending Services Department on or before the date due printed on the library receipt. If the patron renews the material(s) online or by phone he/she shall know the new date due.

- B. Fines
 - 1. Fines will start three days after the date due printed on the library receipt with the exception of videos and DVDs.

 - 2. Fines will be charged for any and all days the material(s) are overdue that the library is open.

3. The Circulation Desk has a list of the current charges for overdue materials.

OVERDUE	FINES	
BOOKS	\$.10	PER DAY
PERIODICALS	\$.10	PER DAY
BOOKS ON TAPE	\$.10	PER DAY
CDs	\$.10	PER DAY
BOOKS ON CDS	\$.10	PER DAY
VHS	\$.10	PER DAY
DVDs	\$1.00	PER DAY
PROCESSING FEE FOR		
LOST & DAMAGED PROCESSING FEE	\$5.00	

- C. The Renewal of overdue materials is permitted, but care must be taken to notify the patron that the amount of the fine owed will remain in the computer until it is paid.
- D. A book drop is placed outside of the library for the convenience of patrons.
1. All materials, 21 magazines, books, videos, etc., may be placed in the book drop.
 2. Materials placed in the book drop at times when the library is closed will not be checked in until the next day the library is open. Materials found to be overdue at that time will be fined and charged to the patron's account.
- E. Procedure for Collecting fines and charges for overdue materials.
1. After 14 days, a notice will be created by the Workflow Circulation System's at SWAN. Overdue notification will be made via robo call, email, or text message. This first overdue notice will be received approximately 3 weeks after the item was due.
 2. After 28 days, 2nd overdue notice is created and sent via robo-call email or text message. This notice will be received approximately 5 weeks after the item was due.

3. After 42 days (6 weeks), the procedure is repeated.
 4. After 8 weeks, every attempt is made to reach the patron via robo-call, email, or text message. All privileges are suspended for the cardholder. The patron whose library card privileges have been **barred** may present a written appeal to the Library Director, and if the appeal is denied, to the Board of Library Trustees. Privileges will be reinstated once the patron's record has been cleared of all charges and problems.
- II. Lost and Damaged Materials
- A. The patron will be charged the replacement cost of the item(s) plus \$5.00 processing per item.
 - B. Replacement materials are not accepted for lost and items.
 - C. There is no REFUNDS for lost and paid materials.
- III. Claims Returned
- A Claim Returned is when a patron has indicated that an item(s) have been returned but the item(s) still appear on the Workflow Circulation System on his/her library account.
- a. If a patron indicates, by phone or in person that they have returned an item(s) and the Workflow Circulation System indicates that the items are still checked out to them the staff will search the shelves for the item(s).
 - b. If the item(s) in question is found, the item will be discharged from the patron's record and fine will not be accrued.
 - c. Patron will be notified either in person or by phone of the status of their accounts after the search.
 - d. If the item in question is not found on the shelves a claim return will be processed on the patron's record.
 - e. The item marked as claim returned will remain on the patron's record.
 - f. Patron may have one claim returned over the lifetime of his/her library card and maintain borrowing privileges.
 - g. Claims returned status will be removed from the patron's record only if the item is located either by the patron at home or by the library staff and subsequently discharged. The claim returns is only process by the Circulation Supervisor.