

Patron Services Policy

Approved 08/2023

Borrowing Privileges:

A library card is required 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 – 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 18 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. Maywood Resident Children's Library Card – Children under the age of 18 must be accompanied by a parent or legal guardian in order to apply for a children's library card.
 - c. Staff Library Card – Maywood Public 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 their employment.
 - d. Local User Library Card – A temporary library card that allows the cardholder full borrowing privileges and services of the Maywood Public Library District, but does not include the privileges and services of the SWAN Library System or reciprocal borrowing privileges. This card is valid for 6 months and is issued to individuals temporarily residing in local rehabilitation facilities.
 - e. Non-Resident Library Card – According to the Illinois Public Law PL-92-0166, any person residing in 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 will be determined by the General Formula Method on an annual basis.
 - f. Non-Resident Business Owner and/or Real Estate Owner Library Card – 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 of 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:
 - i. Be responsible for all materials checked out on his/her card.
 - ii. Be responsible for any charges that may result from late return, loss, or damaged materials borrowed.
 - iii. Comply with the policies of the Maywood Public Library and the SWAN Library System.
- b. For an applicant under the age of 18, the parent or legal guardian must be present and sign the application form. The parent or legal guardian must have a Maywood Public Library card and be in good standing. By signing the application they:
 - i. Assume the responsibility for material checked out on the minor's library card.
 - ii. Assume the responsibility for any fines that may result from late return, lost, or damage to materials borrowed.
 - iii. Acknowledge the fact that there are no restrictions on borrowing any library materials (except on online streaming, DVDs and CDs).
 - iv. Assume the responsibility of determining and monitoring their own children's use of library materials and resources. The Board of Library Trustees and staff of the Maywood Public Library do not act "in loco parentis" (in the place of a parent) for any child.
- c. The Maywood Public Library staff will keep and maintain an accurate record of library cardholders.
- d. Maywood Resident Library Cards (adult and children) are issued for a period of three years.
- e. Local User Library Cards are issued for a period of 6 months.
- f. Non-Resident Library Cards are issued for 1 year.

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

- a. The patron will need to supply two (2) forms of identification and be in good standing with their home library.
 - i. Current photo ID (Illinois State ID or Illinois State Driver License)
 - ii. Current home library card

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 recent utility bill at the time of renewal.
- b. To renew a Non-SWAN Reciprocal Borrowing Card (e.g. Chicago) patron needs to present:
 - i. Current picture ID (Illinois State's ID or Illinois State's Driver License)

- ii. Current home library card
- 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 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 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:
 - i. Have paid all outstanding debts.
 - ii. Present two (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.
 - iii. Pay all necessary fees if applicable, including a library card replacement fee of \$3.00.
 - e. 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.
- VI. 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
- VII. Termination of Card(s)
 - a. System Reciprocal Borrowing Library Cards and Local Library Cards may be terminated, before expiration, under the following conditions:
 - i. A library card is voluntarily returned to the Maywood Public Library by the cardholder.
 - ii. The parent or legal guardian of a child’s library cardholder, under 18 years of age, returns the child’s library card to the Maywood Public Library.
 - iii. The parent or guardian of a financially dependent library cardholder returns the card.
 - iv. The library cardholder is reported deceased.
 - v. The library cardholder moves from Maywood.
- VIII. 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:

- i. Inter-library loan requests.
 - ii. 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:
 - i. Possess a valid System Reciprocal Borrowing Library Card.
 - ii. 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.
- IX. Other Illinois Public Library Cards, (out of the SWAN Library System)
Patrons shall follow the above Reciprocal Borrowing System process to obtain reciprocal privileges.
- X. 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." (see also the *Confidentiality of Records Including Patron Privacy* policy)

Circulation of Materials:

- I. Print and Non-Print Materials
 - a. Materials loan rules, 3-week period:
 - i. Books
 - ii. Books on CDs
 - iii. Periodicals
 - iv. 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. 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 18 years of age or older. Limit of 5 movies per library cardholder
 - d. A book drop is placed outside of the library for the convenience of patrons.
 - i. All books, magazines, books on CD, and DVDs may be placed in the book drop. Items from the Library of Things and electronic equipment may not be placed in the book drop.

- ii. 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.
- II. Vacation Loans

Upon request, certain print materials may be made available for a 5-week loan period.
- III. Renewal of Materials
 - a. Books, 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 two (2) renewals permitted.
 - b. 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.
- IV. System 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 may 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 Inter-Library Loan materials.
 - b. To request ILL material(s):
 - i. ILL requests may be made in person, over the telephone, or online.
 - ii. ILL material can be returned at any SWAN library on or before its date due regardless of where the materials were checked out.
 - iii. 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.
 - iv. Any overdue fees can be collected at any SWAN library regardless of where the items were checked out.
- 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 days.
 - 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.

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. 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 or damaged items.
- c. There are no REFUNDS for lost and paid materials.

II. Claims Returned

A Claim Returned is when a patron has indicated that an item(s) has been returned but the item(s) still appears in the catalog 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 catalog 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 fines will not be accrued.
- c. If the item in question is not found on the shelves a Claims Return will be processed on the patron's record.
- d. The item marked as claim returned will remain on the patron's record.
- e. Patron may have one claim returned over the lifetime of his/her library card and maintain borrowing privileges.
- f. 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.

Reference and Readers' Advisory Policy

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The goal of the reference and readers' advisory service is to provide accurate answers by trained staff members during all hours that the Maywood Public Library is open.

This is accomplished by:

- Providing materials and services to meet users' needs for timely, accurate, and useful information.
- Providing trained staff to assist patrons and facilitate access to the Library's collections and cooperative resources.
- Assisting patrons in the use of reference resources, Library materials and in the development of research strategies.
- Providing readers' advisory service.
- Providing efficient referral and effective follow through including interlibrary loan, resource sharing and supplementary reference services to Maywood Public Library District cardholders.
- Keeping the community well informed about the reference services and resources that are available and encourage their use.

Ethics and Standards

The informational needs of every library patron will always be taken seriously and facilitated with objectivity, respect, and confidentiality. Staff does not discriminate based on age, gender, race, sexual orientation, disability, or appearance in providing reference services. Providing advice and suggestions for recreational reading is an essential service in a public library. Each patron's reading tastes will be taken seriously and without judgement, however, when performing Readers' Advisory services, personal interpretation and recommendation are unavoidable. Service is provided in a manner consistent with the Library Bill of Rights, the American Library Association Code of Ethics, and copyright law.

Availability of Service

The Maywood Public Library District provides reference and readers' advisory assistance to any patron requesting it, regardless of residency. Reference and readers' advisory service is provided by trained staff during all hours that the Library is open. The entire collection is available to patrons of all ages.

Priority is given to in-person requests, however, staff will complete a telephone question that is already in progress before attending to an in-person request. Answering questions has priority over other staff assignments. If information appropriate to the patron's need is not available in the Library, referral will be made to local or regional resources, interlibrary loan, and/or other libraries. Staff will verify that the needed information is available from the source referral.

Whenever possible, answers to questions will be provided during the patron's visit or telephone call.

When other patrons are waiting, staff may have to limit the initial amount of time spent serving an individual patron, but follow-up attention will be given. Staff will attempt to answer a patron's question within the patron's required deadline. Otherwise, questions usually will be answered, referred, or a status report given within 1 business day. A longer response time will be negotiated with the patron when staff needs additional time to locate the needed information.

Providing Service

Reference staff will use all available sources of information to answer questions. This includes, but is not limited to books, periodicals, electronic databases, the Internet, government agencies, associations, and organizations. Long-distance telephone calls and/or email may be used to answer questions. The Librarian's personal opinion will never be given as fact. While the Librarian will provide sources of information, information will not be interpreted and the Librarian will not offer legal, medical, or tax advice. If it is not possible to answer a question by the above means, questions will be referred to another agency, when appropriate. Staff will guide people doing extensive research or compiling large amounts of information to appropriate sources. Reading and interpretation of materials is the patron's responsibility.

Limitations

- Information, particularly in the subject areas of law, medicine, consumer information, religion, politics, and personal finance/tax information, is presented without interpretation, advice, analysis, or personal recommendation.
- Staff will not engage in conversation or debate of a personal nature, including but not limited to religious or political beliefs, or their personal lives.
- Patrons may not request to work exclusively with a particular staff member.
- Staff set reasonable limits on the amount of time and level of response given to patron requests for information in order to ensure equal and fair access to reference services for all patrons.
- When it is not possible to answer a question by traditional means, staff may refer questions to another agency when appropriate.
- Patrons must comply with the Library's Code of Conduct Policy when engaging in reference services.
- Staff does not provide editorial, typing, tutoring, or translation services.
- Restrictions on accounts may prevent patrons from checking out items.

Services to Schools

As an educational support center, the Maywood Public Library District will cooperate with all local elementary schools, secondary schools, and area colleges or universities.

Assigned staff members will coordinate with these schools on assignments and services.

Fees

Reference and readers' advisory service at the Maywood Public Library is delivered without charge (*see also Gifts and Donations Policy*). Patrons using photocopiers and/or printers will be charged a per page fee. Item(s) checked out by patrons will accrue fees in the event the item is late, lost, or damaged.

Service to Non-Maywood Public Library District Cardholders

Staff will answer questions for all patrons regardless of cardholder status.

The following services are restricted to Maywood Public Library District cardholders only: recreational passes and interlibrary loans through OCLC.