



**Maywood
Public
Library
District**

**General
Library
Policies**

MAYWOOD PUBLIC LIBRARY DISTRICT

General Library Policies

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Trustee Bylaws

Approved 01/2016

ARTICLE I- OFFICERS

1. The officers of the Board of Library Trustees of the Maywood Public Library shall be President, Vice-President, Secretary and Treasurer, elected at the biennial meeting from among their own members to serve for the term of two (2) years.

2. Vacancies shall be declared in the office of Trustee by the Board when the elected or appointed Trustee declines or is unable to serve, or has five unexcused absences from regular Board meetings in one year, convicted of a misdemeanor for failing, neglecting or refusing to discharge any duty imposed upon a Trustee by the Illinois Public Library District Act, or becomes a non-resident of the Library District, or who fails to pay the library tax as levied by the Maywood Public Library District. Vacancies shall also be declared in the office of Trustee by the Board when, at any election, there are not sufficient Trustees elected to fill an entire Board of seven (7) Trustees.

If a vacancy occurs, the vacancy may be filled with the remaining Trustees until the next Public Library District election, in which Trustees are scheduled to be elected under the consolidated schedule of the elections in the General Election Law, at which time a Trustee shall be elected to fill the vacancy.

3. The President shall preside at all meetings; appoint all committees; authorize calls for any special meetings; be ex-officio member of all committees; and generally perform the duties of chief officer. In the absence of the President, the Vice-President shall preside at meetings, and if both are absent, a temporary chairman shall be elected by the Board. He/she shall not have nor exercise veto powers. The President's signature shall be required on all papers or documents. In the absence of the President, signature of line of authority will prevail.

4. The Vice-President shall perform any and all duties of the President in his/her absence.

5. The Secretary shall keep accurate minutes of all meetings; shall send notices to all members; and shall perform such other duties as may properly belong to the office or which may be assigned by the President or the Board.

6. The Treasurer shall report monthly on the finances of the Library through a treasurer's report. He/She shall sign checks for bills approved by the Board. In Treasurer's absence another Board member may sign checks for all approved expenditures.

ARTICLE II – COMMITTEES

1. The President of the Board shall appoint committees as he/she deems necessary. Ad Hoc committees may be appointed at the discretion of the President. The Library Director shall be an ex-officio member of all committee, standing and Ad Hoc.

2. Trustees shall serve without compensation

ARTICLE III – MEETINGS

1. The Board of Library Trustees shall meet eight times yearly at 6:30p.m., in the Carnegie Building. Dates for the regular Board Meetings are approved prior to the next calendar year. The Board shall post notice of each meeting at the library at not less than one (1) public place within the corporate

limits of the Library District at least 48 hours in advance thereof, and in accordance with the requirements of the Illinois Open Meetings Act.

2. Special meetings of the Board may be called by the President, or the President shall call such meetings upon the written request of three (3) members of the Board, for the transaction of the business stated in the Call for the meeting. Notice of any special meeting shall be posted at the Public Library and not less than one (1) public place within the corporate limits of the Library District at least 48 hours in advance thereof, and in accordance with the Illinois Open Meetings Act.

3. Notices of all meetings shall be sent by the secretary of the Board or designee to all Board members at least three (3) days prior to the date of the meetings. Copies of the previous meetings' minutes should also be sent at this time, along with any other pertinent documents which will require Board Discussion and/or approval

4. A quorum for the transaction of business shall consist of four (4) members of the Board. The Board members shall, when possible, give accordance notice to the Secretary or Librarian when unable to attend.

ARTICLE IV – FINANCES

1. The Library District Treasurer shall be the designated custodian of the general library fund as derived from taxes and from routine Library District operations.

2. The Board of Library Trustees, Library Director, Finance Director and all staff shall be bonded through the Library's insurance policy. The cost of any surety bond shall be borne by the Library District.

3. All money received by the Library District in the course of routine Library District operations shall be deposited regularly by the Librarian/or designated staff member to be credited to the general Library District fund.

4. Except as required by Article 5 of the Illinois Library District Act, any work or other public improvement which is not paid for in whole or part by special assessment or special taxation, when the expense thereof will exceed

\$20,000.00, shall be constructed or performed by contract let to the lowest responsible bidder. The purchase of any other material may, by ordinance, be furnished by contract, let to the lowest responsible bidder.

ARTICLE V – PARLIAMENTARY PROCEDURE

Except as provided by these by-laws, and by relevant Illinois Statutes, the procedures and deliberations of the Board of Library Trustees shall be in accordance with Robert's Rules of Order, Revised.

ARTICLE VI – LIBRARY ADMINISTRATION

The Library Director appointed by the Board shall be the executive director of the Library District and shall administer the policies adopted by the Board. The Director shall be responsible for all Library District functions subject to the policies of the Board. Among the duties and responsibilities of the Director shall be the direction and supervision of all staff members in the performance of their duties, the submission to the Board of monthly and yearly reports of Library District activities; maintenance of a permanent file of the Secretary's minutes and Treasurer's monthly financial statement, budget report, bill payable report and the making of recommendations to the Board of such policies and procedures as in the opinion of the Director will promote the efficiency of the Library District in its service to the people of the community. The Board members, individually and communally, shall not interfere in the Directors performance of his or her duties and supervision of the day-to-day operations of the Library District.

ARTICLE VII – MISCELLANEOUS

These by-laws may be amended by a two-thirds vote of the members present at any regular monthly meeting of the Board, provided that the proposed amendment has been presented to the Board members in writing at a preceding regular meeting of the Board.

ARTICLE VIII – EFFECTIVE DATE

This Resolution shall be in full force and effect upon its adoption as provided by law.

A Code of Ethics for Library Board Members

Approved 01/2016

As a member of the Board I will:

- Listen carefully to my teammates, and the constituents I serve.
- Respect the opinion of my fellow board members.
- Respect and support the majority decisions of the board.
- Recognize that all authority is vested in the board when it meets in legal session and not with individual board members.
- Keep well informed of developments that are relevant to issues that may come before the board.
- Participate actively in board meetings and actions.
- Call to attention to the board any issues that I believe will have an adverse effect on the library or our constituents.
- Attempt to interpret the needs of constituents to the library and interpret the action of the library to its constituents.
- Refer constituent or staff complaints to the proper level on the chain of command.
- Recognize that the board member's job is to insure that the library is well-managed, not to manage the library.
- Vote to hire the best possible person to manage the library.
- Represent all constituents of the library and not a particular geographic area or special interest groups.
- Consider myself a "trustee" of the library and do my best to insure that the library is well maintained, financially secure, growing and always operating on the best interest of the constituents.
- Always work to learn more about the board member's job and how to do the job better.
- Declare any conflicts of interest between my personal life and my position on the library board, and avoid voting on issues that appear to be a conflict of interest.
- Board members individually and communally shall not interfere in the Administrative Librarian's performance of his/her duties and supervision of the day-to-day operation of the Library District.

As a member of the board I will not:

- Be critical, in or outside of the board meeting, of fellow board members or their opinions.
- Use the library or any other part of the organization for my personal advantage or the personal advantage of my friends or relatives.

- Discuss the confidential proceedings of the board outside the board meeting.
- Promise prior to a meeting how I will vote on any issue of the meeting.
- Interfere with the duties of the director or undermine the director's authority.

Mission Statement

Approved 03/2016

The mission of the Maywood Public Library District is to maintain excellence in providing the best possible materials in regard to educational, technological, and recreational uses for its community. The Library's focus is to continue to research, evaluate, and generate outreach programs for the benefit of the Maywood community. The Library is also a repository of local Maywood history. The Maywood Public Library District cooperates with all other libraries.

Collection Management Policy

Approved 12/2023

PURPOSE

The purpose of the Maywood Public Library District is to acquire, organize, and preserve a balanced collection of educational, technological, and recreational books and materials of various formats to serve the library's patrons and all the residents of Maywood.

AUTHORITY AND RESPONSIBILITY FOR THE SELECTION OF MATERIALS

The Library Board of Directors delegates responsibility for the selection of materials to the Library Director who will operate within the framework of policies determined by the Board. Professional staff may participate in selection under the direction and as delegated by the Library Director. No employee may be disciplined or dismissed for the selection of library materials when the selection is made in good faith and in accordance with the written policy required to be established pursuant to Illinois Library Law. Suggestions from patrons are welcome and will be considered using the same criteria as all other selections.

SELECTION CRITERIA

In accordance with the recommendations of *Serving Our Public: Standards for Illinois Public Libraries*, the Maywood Public Library allocates not less than 8-12% of its operating budget for materials for patrons every year. These materials will be selected in a variety of formats including, but not limited to, print, video, sound recording, and electronic media. Each type of material must be considered in terms of its own excellence and the audience for whom it is intended. No single standard can be applied in all cases. Some materials may be judged primarily in terms of artistic merit, scholarship, or value to humanity; others are selected to satisfy the informational, recreational, or educational interests of the community. Reviews in professionally recognized periodicals are a primary source for materials selection. Standard bibliographies, book lists by recognized authorities, including bestseller lists, and the advice of competent people in specific subject areas will also be used. Other considerations are budgetary constraints, space, existing holdings, and availability from other sources. An up-to-date reference section is of first priority, and it is important to have access to any current or past information about the Maywood community.

Particular attention and every attempt is to be made to acquire and hold permanently and for perpetuity any and all materials regarding the history of Maywood and its citizens, copies of works by any local authors, and the existing collection of local high school yearbooks.

COLLECTION MAINTENANCE

Materials in the main library collection that are obsolete, worn, or unused may be removed from the collection. Popular or important materials that are lost or damaged will be replaced if possible. The local history collection is unique and should be regarded as special and permanent, and every effort made to preserve it in a professional manner.

GIFTS

Gifts of books and other materials are accepted with the understanding that they may be used as the library staff see fit and in accordance with the needs and space limitations of the library. The same criteria of selection will be used as for purchased items. Gifts of historic or current Maywood interest should be added to the local history collection. The library cannot provide evaluations of gifts, but a letter from the library indicating receipt of a gift may be sent if the donor requests it. Unused gifts may be offered for sale by the library.

INTELLECTUAL FREEDOM

The Maywood Public Library District endeavors to build a collection representing varying points of view. The choice of library materials by users is an individual matter. Responsibility for the reading materials of children and adolescents rests with their parents or legal guardians. While a person may reject materials for himself or herself and for his or her children, he or she cannot exercise censorship to restrict access to the materials by others.

The Maywood Library Board of Directors supports in full the precepts of the American Library Association's Freedom to Read Statement, Freedom to View Statement, and Library Bill of Rights, and has adopted the above documents as policy. As such, the Maywood Public Library and Board shall prevent censorship of its library materials and resources, ensuring items are not withdrawn from its library collection merely because individuals or groups object to the material based on partisan or doctrinal disapproval.

Requests for reconsideration of library materials or resources may be made only by registered Maywood Public Library patrons and shall be made in writing and given to the Library Director for a written response. Appeals are directed to the Board for the final decision.

See also: Gifts and Donations Policy

Confidentiality of Records Including Patron Privacy

Approved 6/2016

It is the policy of the Maywood Public Library District to preserve the confidentiality of the registration and circulation records of its patron records including name, address, telephone number, e-mail address and any other information provided on the patron registration card and circulation record. Additionally, library staff may not disclose whether or not a person has a library card.

Circulation records and other records identifying the names of library users with specific materials hereby are recognized as "confidential" in nature, and access thereto is hereby restricted to library staff, qualified academic researchers, and those members of the public with legitimate interest therein, as hereafter provided for.

The Library may use registration information to distribute library-related information to registered borrowers. However, registration and circulation records will not be made available to individuals (other than the patron him or herself), groups, or businesses. These records will not be made available to any local, state, federal agency, or to any private individual, e.g. an attorney, except pursuant to a court order as may be authorized under the authority of and pursuant to federal, state and local law. (Note: Usually a subpoena in Illinois is inadequate for disclosures of confidential information. However, a subpoena may be issued by the U.S. Attorney General under the provisions of the USA Patriot Act.) In all such instances, the Library's legal counsel may be consulted or advised of issues related to patron confidentiality.

The general and specific provisions of this policy are intended to be in accord with the Illinois Library Records Confidentiality Act (75 ILCS 70/1). All library staff and employees are hereby advised that such records shall not be made available to casual members of the public, the press, or to any agency of state, federal or local government, except pursuant to such process, order or subpoena as may be authorized under the authority of an pursuant to federal, state or local law relating to civil, criminal, or administrative discovery procedures of legislative investigatory power.

Library staff shall observe the following procedures: Any employee of the library who receives a request, or who is served with a subpoena, court order, or search warrant, to release or disclose any library record shall promptly notify the Library Director. The Library Director, in a timely manner, shall review all requests and orders, consult with the library's attorney as necessary, and respond in an appropriate manner to each request and order. If a request or order is not in the proper form, or if good cause has not been shown, insistence shall be made that such defects be cured before any records are released.

In the immediate absence of unavailability of the Library Director, all requests for information will be referred to the Staff Member in charge, who will notify the Library Director of the circumstances, and of any actions taken, as soon as possible. On receipt of any legal process,

order or subpoena, the library staff member in charge will immediately consult with the President of the Board and the library attorney to insure that (a) the document is in proper legal form: and (b) there has been a proper showing of good cause for its issuance, in a court of administrative body of competent jurisdiction. Until the legality of such process, order, or subpoena has been affirmatively shown to the satisfaction of the library attorney, the library will resist its issuance or enforcement until any such defects have been cured.

In the event that an urgent request by a sworn law enforcement officer states that it is impractical to obtain a court order as a result of an emergency situation, and there is probable cause to believe there is imminent danger that someone will be physically harmed, the information requested, limited to only identifying a suspect, witness or victim of a crime, but not including any registration or circulation records that would indicate materials borrowed, resources reviewed or services used at the library SHALL be provided to the officer if the attached form is fully completed and signed by the officer.

Freedom of Information Act (FOIA)

Approved 5/2017

Information and records available to the public may be requested in the following manner:

Complete the Maywood Public Library District (FOIA) request form, either in print or electronically. The request form is available at the Library Administrative Office weekdays 12:00 p.m. - 5:00 p.m., excluding holidays and is downloadable at:

<https://www.maywoodlibrary.org/foia>

Request forms must be completed legibly. There is no requirement under the Act to provide information other than what already exists in records.

Requests must specify the records requested to be disclosed for inspection or to be copied. If any records are to be certified, they must be specified. Legal counsel may be consulted to advice as to the proper response to the request. This may necessitate extension beyond the five days requirement period.

The first 50 pages of black and white, letter or legal paper are free.

After the first 50 pages there will be a charge of \$.15 per page.

Cost of electronic records, e.g., cd, flash drive, etc., may be charged at the actual cost of the recording. Any and all fees will be consistent with applicable subsections of the Act.

The Library may not require the requester to specify the reason or purpose of the request "except to determine whether the records are requested for a commercial purpose.

Request is to be returned either via fax at 708-343-2115, via email at mpld@maywoodlibrary.org, or via mail to FOIA Officer, Administrative Office, Maywood Public Library District, 121 South 5th Ave, Maywood, IL. 60153

Requests received after 3 p.m. will be dated as being received on the next consecutive business day.

Within five (5) business days of receipt of the completed form request in the Administrative Office, the Library will respond with information regarding: access to the information, extension of response time under the Act, or denial of the request in writing.

One (1) extension of an additional five (5) business days may be used if: records are stored in whole or in part at other locations; the request requires the collection of a substantial number of records; the request is a categorical one and to be responsive requires an extensive search; the requested records are not located in a routine search and additional effort is necessary to locate them; the requested records require examination and evaluation as to exemptions or require appropriate deletions from them; the requested records cannot be provided within the time limit

without unduly burdening the operations of the Library. The Library will, within the initial five (5) day period, notify the requester of the reason(s) and the date by which the documents will be available.

Denial of the request will occur if the public records requested fall within one of the specific exemptions of the Act or in those situations where the public body does not have either a right of access or ownership of the information. ² If only part of the request is denied, and access will be given to the remainder, it will be stated in the response.

Denial of access by the FOIA officer may be appealed to the Illinois Public Access Counselor in writing not later than sixty (60) days after the denial.

For requests of a record maintained in electronic format, the Library will furnish the copy in the requested format if feasible. If not feasible, then the copy will be provided in the format in which it is maintained.

Homebound Delivery Policy

Approved 08/2023

Purpose

The homebound delivery program at Maywood Public Library provides Library services to individuals of all ages who are residents of Maywood and are unable to physically come to the library because of temporary or long-term illness, injury, impairment, medical condition or disability.

Eligibility

Eligible users must:

- live in the Maywood Public Library District service area.
- possess a valid Maywood Public Library District library card.
- be unable to visit the library on their own due to temporary or long-term illness, injury, impairment, medical condition, or disability (medical certification is not required).

Application

Homebound patrons must register for a library card if he or she does not already have one. Arrangements can be made to have the Homebound Services Librarian register a homebound patron who does not have a card.

Loan Procedures

Once the patron has applied, a staff member will contact the applicant to explain how to request materials. Library staff will assist in selecting material for patrons. MPLD provides a wide variety of library materials, including books, DVDs, music, audiobooks, and large type books. Hold rules and item limits will be the same as for all other library patrons. MPLD reserves the right to restrict titles and formats requested for homebound services based on their availability.

Delivery and Pickup

Materials will be delivered to and picked up from each participant's residence by library staff. A schedule of delivery will be set up during regular library business hours, depending upon the patron's needs and the availability of library staff. The materials will be delivered in an MPLD bag and must be returned in the same bag.

If, during the time of the scheduled home visit, the weather is threatening, the Librarian may reschedule their visit.

Fines and Fees

Overdue fines will not be assessed for homebound services.
Fees will be charged for lost or damaged library materials.

Home Environment

Librarians will provide library service only. They cannot assist patrons in any other ways, e.g. medical, household tasks, etc. Librarians will not enter the patron's residence. Homebound patrons are expected to abide by the Patron Code of Conduct in order to receive homebound services.

If for any reason the Librarian feels unsafe or faces extremely unsanitary conditions, they can decide to remove home delivery privileges, documenting their reason (e.g. aggressive dog, etc.).

Hotspot Lending Policy

Approved 08/2023

The Maywood Public Library makes internet hotspots available to Maywood Library Card Holders. Hotspots are provided according to availability and the following conditions:

1. Hotspots may be borrowed by any adult with a Maywood library card in good standing. The borrower must show a valid form of identification (driver's license or state ID) in addition to their library card each time a hotspot is checked out. A copy of the ID will be made.
2. The borrower must complete a "Hotspot Lending Agreement".
3. Only one (1) hotspot may be checked out per household.
4. Hotspots can only be checked out for a single checkout period and cannot be renewed.
5. When the hotspot is returned, there is a 24-hour waiting period to checkout another hotspot by that household.
6. Hotspots must be returned to the Reference Desk during library hours with all parts and accessories. Use of any book drops will result in the loss of hotspot borrowing privileges.
7. The borrower assumes full responsibility for the cost of repair or replacement in the event the hotspot or its accessories are lost, damaged, tampered with, or stolen. The library will assess the technological issues and charge the borrower accordingly. A current table of replacement and repair charges is available upon request.
8. If the hotspot is not returned, the wireless service will be discontinued, hotspot borrowing privileges will be forfeited, and the borrower will be charged for the cost of a replacement.
9. Repeated failure to return hotspots on time may result in hotspot borrowing privileges being forfeited. Privileges may be reinstated upon appeal after one (1) year.

Internet Policy

Approved 01/2016

All users of the online computer systems or networks accessible through the Maywood Public Library District's computers, including the Internet, World Wide Web, and any online services, bulletin boards or discussion groups, are advised that such computers and systems are made available to the Library and its patrons exclusively for educational and informational purposes. Users of the Library's computers are further advised that the Maywood Public Library District does not control, nor can it be responsible for the contents of these systems, networks and services and that all of the online information, graphics and messages accessible through the Library's computers originate outside the Library.

Use of the Library's computers must be for legal, acceptable use.

Unacceptable use includes:

- a) harassment of others;
- b) defamation of others;
- c) disruption or unauthorized monitoring of electronic communications;
- d) unauthorized copying of copyright-protected material;
- e) destruction or damage to equipment, software or data;
- f) activities in violation of local, state, or federal laws, ordinances or regulation.
- g) persons who demonstrate the above behavior may lose the privilege of using Library facilities including access to its computer systems.

Completely preventing users from all systems, networks and services which may or do contain material, messages or graphics that are considered offensive to a user, or inappropriate for minors, is not technically feasible. Accordingly, users should be aware that they may encounter messages, materials or graphics that they find offensive. Parents are strongly advised to monitor their children's use of the Library's computer system, or the services, programs and networks connected to it, if they wish to control the information, messages and graphics to which their children are exposed.

iPad Lending Policy

Approved 08/2023

The Maywood Public Library makes Apple iPads available to Maywood Library Card Holders. iPads are provided according to availability and the following conditions:

Who can check out an iPad?

- The borrower must be an adult (age 18 or older).
- The borrower must have a Maywood library card in good standing.
- The borrower must show a valid form of identification (driver's license or state ID) in addition to their library card each time an iPad is checked out. A copy of the ID will be made.
- Under no circumstances will a user be allowed to check out an iPad for another person.

Checking Out and Returning Information

- Borrower must complete an "iPad Lending Agreement".
- Only one (1) iPad may be checked out per household.
- iPads can only be checked out for a single checkout period and cannot be renewed.
- When the iPad is returned, there is a 24-hour waiting period to check out another iPad by that household.
- iPads must be returned to the Reference Desk in the computer center during library hours with all accessories. Use of the book drop will result in a loss of iPad borrowing privileges.
- The borrower is responsible for any loss or damage to the device while in his/her possession.

Fines and Fees

- If the iPad is not returned, the device will be remotely locked and rendered unusable, and the borrower will be charged for the cost of the iPad and accessories.
- The borrower assumes full responsibility for the cost of repair or replacement in the event the iPad is lost, damaged, or stolen. Charges will accrue for missing, lost, unreturned, or damaged accessories. The library will assess the technological issues and charge the borrower accordingly. A current table of replacement and repair charges is available upon request.
- If the borrower modifies or tampers with the iPad operating system (i.e., jailbreaks the iPad) or voids the warranty, the borrower will be charged the replacement cost of the iPad.

Regulations of Use

- The iPad must be returned in the same condition as when it was borrowed.

- Users may not add or remove apps, download any programs, or change the configuration of the iPad in any way.
- Borrowers are required to report any problems experienced with the iPad during their borrowing period. The working condition of the iPad will be assessed before checkout and upon its return.
- A patron will need to complete an “iPad Borrowing Agreement” acknowledging financial responsibility for lost or damaged equipment.
- The Maywood Public Library district reserves the right to refuse service to anyone who abuses the equipment or is repeatedly late in returning the iPad.

Lamination Services Policy

Approved 11/2023

The Maywood Public Library District offers laminating services to the public for a small fee. The library staff will laminate up to 25 inches wide and not more than 3.5mm thick. Patrons must fill out an agreement for service form and sign a waiver of responsibility. The laminator will be operated by staff for this task.

Patrons using this service must read and sign the form below.

(The following is an example of the form that must be signed in person at Maywood Public Library District.)

Lamination Services Form

Name: _____ Phone Number: _____

Number of items to be laminated: _____

Description of items: _____

*A Driver's License will be required to pick up completed documents.

Price Guide

- \$.50 - 2 ½" x 3 ¾" (Business Card)
- \$1.00/foot

The library staff will laminate items up to 25" wide and not more than 3.5 mm thick.

Disclaimer

Due to the heat process involved in laminating and the possibility of special coatings on the materials, the library assumes no liability as to its effect on the on the items being laminated. Patrons are advised that discoloration, bubbling, and possible damage may happen when laminating.

The information that is to be processed may not represent treason or libel (as proven in court) or pornography.

Copyright Statement: The Library adheres to the copyright laws of the United States (*Title 7 US Code*) governing the making of copies of copyrighted materials.

I will not hold the Maywood Public Library District or its employees responsible for any damage to laminated items.

Signature: _____

List of the items that CANNOT be laminated:

- Social Security Card
- Medicare Card
- Anything Issued by the Government
- Anything with a Security Feature
- Diplomas or Degrees
- Any Certificate (e.g., Birth, Death, or Divorce)
- Property or Business Ownership

TO BE COMPLETED BY STAFF ONLY

Payment: Cash Check Credit

Total Amount: _____

Staff Initials: _____

Date: _____

Completion Date: _____

Library Programs and Events Policy

Approved 1/2024

General

The Maywood Public Library is not responsible or at fault for injuries, illness, or other ailments that may be connected to an activity, event, or program.

The Maywood Public Library reserves the right to host programs in the library as well as outside of the library.

The Maywood Public Library reserves the right to host programs and events outside of routine library hours.

The Maywood Public Library reserves the right to advertise events and programs in library space, through electronic communication including but not limited to the website and social media accounts, and through partnerships and agreements with other institutions.

The Maywood Public Library reserves the right to end any program or event in the event of an emergency.

Should registration be required for an event, the Maywood Public Library reserves the right to cancel an event if registration numbers do not meet a minimum threshold.

Participation

Programs that require registration will require registrants to provide an email or phone number in order to register. In the event the program is canceled, delayed, or rescheduled, the librarians at the Maywood Public Library will contact the registrants. This contact information will be deleted following the event to protect participants.

Cancellation, rescheduling, or absence during a program, does not guarantee registrants or potential participants, the rights to items or material advertised in the program.

Program participants are required to show up to library events and programs at time specified unless told otherwise by a library staff member.

If a program or event requires participants to bring any items, participants will be notified of this through the advertisement of the program or during registration.

The Maywood Public Library reserves the right to take pictures and videos during programs or events that may go in the library archive or go on the library website or social media pages. Participants that do not feel comfortable with this are required to let the hosting librarian know.

The Maywood Public Library reserves the right to have age requirements for program or event participation.

The Maywood Public Library reserves the right to remove any individual or group from a library event if they are violating library policies or program rules.

Speakers and Presenters

Speakers and presenters must follow the rules of the library and respect library space.

The library reserves the right to ask speakers and presenters for proof of credentials, appropriate tax forms, or any other document or aid that may affect the quality of the program.

The staff of the Maywood Public Library are encouraged to connect with other institutions to find speakers and presenters for library events. The librarians are also encouraged to provide institutions with information on speakers and presenters they have experience with from past events or interactions. This information shall be deemed confidential to protect all institutions involved.

Meeting Room Policy

Approved 2/2023

The Maywood Public Library District offers meeting room space in order to support our mission to provide an environment where community members can come together.

Availability and Use

Room and equipment availability is as follows:

- Room 201 (capacity 60 people)
- Room 201 Projector Screen
- Room 202 (capacity 30 people)
- Projector with attached DVD player, laptop and speakers (must be reserved 15 days before event)
- Podium

The meeting rooms are available for reservation at the following times:

Monday through Thursday	10:15 a.m. to 6:45 p.m.
Friday & Saturday	10:15 a.m. to 3:45 p.m.

All groups must be out 15 minutes prior to the library's closing time.

Priority for any meeting room is given first to library and library-sponsored or co-sponsored functions.

The Library makes its meeting rooms available as "designed and limited forums" for meetings and programs to:

1. Library District sponsored meetings or programs.
2. Friends of the Maywood Public Library District programs, meetings or activities;
3. Meetings of municipalities, agencies or departments of local government located within the library boundaries;
4. Meetings of organizations whose purposes are educational, cultural or civic in nature and/or classified as a non-profit 501 (c)(3); within the boundaries of Maywood Public Library District
5. **Bus**inesses within the district boundaries in need of space to conduct a meeting.

The library's meeting rooms may not be used for:

1. The sale or promotion of commercial products or services, except in conjunction with a library-sponsored event or program. This includes informational or educational offerings held for the ultimate purpose of soliciting sales or commercial products or services;
2. Social meetings or private parties, including, but not limited to birthday and graduation parties, and showers;

3. Groups who have no members residing within the Maywood Public Library District boundaries;
4. Religious worship services or proselytizing; or
5. Any illegal activities.

Permission to use the meeting rooms does not imply endorsement of an outside organization by the library and groups may not state or imply library sponsorship when publicizing the event. Any communication and advertising must clearly state: Event not sponsored by the Maywood Public Library District. All meetings must be open to the public. Doors may not be locked at any time, per Maywood Fire Ordinance.

General Rules and Regulations

1. The Maywood Public Library District complies with the Americans with Disabilities Act by making reasonable accommodations for people with disabilities and all patrons holding public meetings are responsible for complying with the provisions of the Americans with Disabilities Act, which require that a meeting or materials at a meeting be provided in an accessible format in response to a request.
2. Library sponsored groups shall have the first choice of time. Reservations shall be taken on a first-come, first-served basis. Where a conflict exists, regarding requested dates, preference shall be given in the order of the listing of who rooms are available to, above.
3. Any groups wishing to show a film or documentary must provide the library with proof that they have obtained the public performance rights for the movie.
4. Storage is not available before or after room use. The library is not responsible for the safety of or damage to personal property.
5. Library meeting rooms may not be used for the sale, advertising, solicitation, or promotion of any products or services. Admission or fees of any kind may not be charged. Donations may be taken if approved in advance by the Library Director or except as otherwise allowed by law.
6. Organizations meeting in the library may not use the library as a mailing address or telephone number. The telephone facilities of the library shall not be available to the persons meeting in the building.
7. Nothing may be attached to the walls, ceilings, doors or light fixtures of the meeting room. Decorations must be limited to those items which can stand on the floor or a table, and which conform to fire regulations.
8. Smoking and the use of e-cigarettes, food and alcoholic beverages are not permitted.
9. Excessive noise or disruption to the functions of the library are not permitted. All those present must abide by the library's Public Code of Behavior policy.
10. The use of hazardous materials or incendiary devices (including candles) is prohibited.

11. Bringing animals, other than service animals necessary for a disability, into the library is prohibited, except as authorized by the Library Director.
12. Posted occupancy limits must be observed and enforced by the signee.
13. Use of the Maywood Public Library District name, address or telephone number as the official contact information for any organization using the rooms is strictly prohibited.
14. MPLD staff will open windows and adjust blinds if requested. MPLD staff will not provide any porter services or carry supplies or items for organizers.

Reservation Process

Reservations for the rooms must be completed by a Maywood resident 18 years or older with a valid Maywood library card in good standing.

The requestor must be present during the entire event. A second requestor may be added to the reservation and the room reservation may be transferred to that person. To preserve the confidentiality of the signee, the library will only speak to the cardholder or alternate cardholder who reserved the room regarding the reservation. The library has full discretion to approve room usage.

Maywood residents may not reserve the meeting rooms for more than 2 meetings per month. The use of the meeting rooms by Maywood groups shall be subject to the following restrictions:

1. Reservations are made by completing a Meeting Room application and submitting the required fee up to three (3) days prior to the event.
2. Meeting rooms may be booked two months in advance.
3. The person reserving the room must choose from standard set-up options. Special set-ups are not available.
4. Access to the meeting rooms will not be granted before the agreed start time of the reservation and must be vacated by the agreed end time. Failure to vacate on time will incur fees and/or revocation of meeting room privileges.
5. Once the room reservation has been confirmed, the reservation will be honored unless the group violates the conditions set forth for the use of the room or in the event of an emergency. The library reserves the right to modify this policy and to cancel any reservation due to unforeseen circumstances.
6. A brief orientation will be provided by library staff at the start of every event. Library staff will not be available to operate equipment for the duration of the event, but will review how to use the equipment in the rooms during the orientation.
7. Patrons are encouraged to cancel reservations at least 24 hours in advance for all reservations. Any group that reserves a room that requires technology or set-up of furniture must cancel at least 24 hours in advance or they will be assessed a cancellation fine of \$100.00 and may lose future meeting room privileges. The library will waive the fee for first instance of non-compliance. Any group that fails to

show up for their reservation or fails to cancel their booking prior to the start time of their reservation will be assessed a cancellation fine of \$100.00 and may lose future meeting room privileges. The library will waive the fee for first instance of non-compliance.

Fees & Fines

Fees and fines will be added to the patron's library card and may be paid at the Circulation Desk.

Fees:	Non-Profit	Profit
Meeting Room	\$15.00	\$50.00
Light Refreshment	\$15.00	\$15.00

Light Refreshment Definition: For purposes of this policy, bottles of water, soft drinks, juice, tea and coffee and an edible item that may serve between meals, such as popcorn, chips, donuts, sweet rolls, pieces of fruits etc.

Extended Use of Meeting Room: is \$25 per each partial or additional 15 minutes when the library is open. If a room is not vacated at the agreed upon time, the signee shall pay \$25 for each partial or additional 15 minutes of use of the room. Room Occupancy after library Closes is a \$100 fine if occupants are still in the room after the library closed unless waived by library Administration. The library will waive the fee for first instance of non-compliance.

Cancellation or No Show Fine: \$100.00 as outlined above.

The library reserves the right to charge additional fees if needed to ensure compliance with any applicable local, state or federal laws or in the interest of safety.

Equal Opportunity

Meeting rooms are available on an equitable basis to community groups regardless of the beliefs or affiliations of the group. The Maywood Public Library District's meeting rooms will be available to reasonably accommodate all patrons, regardless of race, creed, color, national origin, religion, marital status, sexual orientation, gender, gender identity/expression, physical appearance, physical or mental ability, socioeconomic level, education level and any other legally protected characteristics. However, the library does not guarantee availability to any individual citizen or group.

Liability

The organization or individual agrees to indemnify and hold harmless the Maywood Public Library District from any loss, cost, expense or damage occasioned by the use of the meeting room.

In addition, each group or organization using the library's meeting rooms shall be responsible for damage to the room and its contents, including any library equipment, used by the group. A charge will be assessed for any special cleaning or repairs made necessary by a group. The full cost of repairs, up to full replacement costs of damaged materials and equipment, will be assessed.

Withdrawal of Privileges

Failure to abide by the requirements and regulations set forth in this policy will result in a possible charge or revocation of meeting room privileges.

Notary Policy

Approved 1/2024

As a service to the community, the Library offers notary services at no cost to the public. Per (5 ILCS 312/) Illinois Notary Public Act, identification documents are documents that are valid at the time of the notarial act, issued by a state agency, federal government agency, or consulate, and bearing the photographic image of the individual's face and signature of the individual. Notary service will not be provided if, in the sole discretion of the Notary, there are issues of identification or authenticity of documents.

The requester must sign the document in the presence of the notary. A signature into the notary's journal is required to have any document notarized. The notary will also make note of any supporting ID information. Illinois law requires that all notarized documents are done in black ink.

The notary must give the oath to the requestor for any jurat. Declining the oath will prevent notarization of documents. All documents will be dated for the day of notarization. Any pressure or attempt to use a different date will prevent notarization.

The notary cannot provide notary service for documents of conveyance or real estate, i.e. mortgages, loans, or property transfers, foreign documents, or copies of original documents.

The notary is not authorized to provide legal advice to the requestor. Any request to see the Notary's journal for a particular notarization must be done with a FOIA request and undergo any other legal process.

We recommend scheduling all notary appointments ahead of time to make sure a notary will be present. Any walk-in notary requests of more than 3 documents may be asked to schedule the notary services for a future date.

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

Approved 7/2019

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.

Rules of Conduct

Approved 6/2016

Children under the age of 8 must be accompanied by a parent, guardian, or other responsible person (age 16 or older) at all times.

No solicitation, distribution of unauthorized leaflets, taking surveys, selling, panhandling, or circulation of petitions is allowed on library premises.

No eating, smoking or sleeping is permitted.

No bicycles or scooters inside of library, in the vestibule or in the pathway outside of the library are permitted. All bicyclists are to utilize bicycle rack provided.

No animals, except guide dogs, are permitted inside library.

A patron having offensive bodily hygiene that constitutes a nuisance to other patrons may be asked to leave the library.

Intoxication and/or disorderly conduct will result in expulsion from the library.

Carrying or concealment of weapons of any kind is prohibited.

Patrons may not remain in the library after closing.

Cell phone usage is restricted to the lobby area in front of the elevator.

Patrons without shoes, shirts, or appropriate dress may not enter the library.

All males are asked to remove hats, caps, hoods and doo rags upon entering the building.

Washrooms on the 3rd floor are restricted to adults. Children using the 3rd floor rest rooms must be accompanied by a parent, guardian, or other responsible adult.

Washrooms on the 2nd floor are restricted to use by children. Children should be accompanied by parents, guardians, or caregivers 16 years or older.

Washrooms may not be used for bathing, washing of clothes, loitering or other inappropriate uses.

Interference with another person's use of the library is prohibited.

Interference with library personnel's performance of their duties is strictly prohibited. Interference includes, but is not limited to, talking loudly, making excessive noise, sexual harassment, abusive or threatening language, threatening or harassing behavior, or indecent exposure.

Vandalism will be prosecuted to the full extent of the law.

The Library reserves the right to inspect all bags, purses, briefcases, and backpacks.

Security Camera & Video Surveillance Policy

Approved 2/2024

The Maywood Public Library District uses security cameras for the safety and security of Library users, staff, and property. The security camera installation consists of dedicated cameras which provide real-time surveillance through a video management system. The primary purpose of security cameras is to discourage violations of law or the Library's Rules of Conduct and, when necessary, to provide assistance to law enforcement in the apprehension and prosecution of offenders, in accordance with applicable federal, state and local laws.

Video surveillance of Library property will be conducted in a professional, ethical, and legal manner. To that end, video surveillance will be conducted in accordance with the laws of the State of Illinois and will only be used by Library employees authorized by the Library Director.

PUBLIC NOTICE

The Library shall post and maintain signs at the entrance of the building giving notice of the use of security cameras for monitoring and recording activity in public areas of the Library property.

CAMERA LOCATION

Cameras are positioned to monitor public areas of the Library, such as service areas, entrances, and areas prone to theft, vandalism, or other activities that may violate Library policy or federal, state, or local law.

Under no circumstances will cameras be located in areas where patrons and/or staff have a reasonable expectation of privacy, such as restrooms.

ACCESS TO DIGITAL IMAGES

Video data is recorded and stored digitally. Recorded data is considered confidential and secure.

Access to live feeds of images and recorded video data is limited to authorized Library staff designated by the Library Director. Live feed activities are randomly monitored. Because the cameras will not be constantly monitored, the public and staff should take appropriate precautions for their safety and the security of their personal property. The Library is not responsible for the loss of property or personal injury.

Access is also allowed to law enforcement officials upon request or sought pursuant to a subpoena, court order, otherwise required by law.

The Library Director will be notified of all requests for exported video footage to be furnished to law enforcement, other agencies, individuals, or for archival beyond normal time periods. When

footage extraction or archival is requested, the Executive Director or his or her designated staff will maintain a record of export or archival requests, including dates, times, locations, the name of the requestor, and the subject matter of the footage.

UNAUTHORIZED ACCESS AND/OR DISCLOSURE

Confidentiality and privacy issues may limit the general public from viewing security camera footage that contains personally identifying information about Library users. All requests for disclosure of recorded images, except as stated above for law enforcement, shall be made in accordance with the Freedom of Information Act, 5 ILCS 140/1, *et seq.*, and submitted to the Library Director. The Director shall review the requested images and determine if the images contain any information protected by the Library Records Confidentiality Act, 75 ILCS 70/1, *et seq.*, or are otherwise exempt from disclosure under the Freedom of Information Act.

RETENTION

Video surveillance footage will be kept for no less than 30 days and will be destroyed in accordance with the Local Records Act, 50 ILCS 205/1, *et seq.* Security cameras and other equipment will be designed with a targeted retention range of approximately 30 days. However, this retention range may vary widely since data storage depends on image quality settings, frame rates, site activity, and other variables. As video footage is recorded over time, the oldest recordings are automatically purged from the storage media to make space for newer recordings.

Social Media Policy

Approved 1/2024

The Maywood Public Library District reserves the right to create and monitor social media accounts to connect to the community. Social media refers to any online forum, website, or account in which users share information, ideas, messages, or other content with other users through posts and comments.

Users who enter private or personal information on Maywood Public Library District social media sites do so at their own risk, and the Maywood Public Library District is not responsible for any damages resulting from the public display of, or failure to remove, private or personal information. Content posted on the Maywood Public Library District social media sites may be subject to disclosure under the Illinois Freedom of Information Act.

Comments containing any of the following content will not be permitted on the Maywood Public Library District social media sites and are subject to removal and/or restriction by the administrator of this site or his/her designees:

1. Obscene, sexual, or pornographic content and/or language
2. Content that promotes discrimination on the basis of race, age, religion, gender, or other protected class
3. Content that violates a legal ownership interest (copyright or trademark)
4. Threats to any person
5. Conduct that violates any federal, state, or local law or encourages illegal activity
6. Promotion of any commercial activities not related to Maywood Public Library District business
7. Spam or links to malware/viruses
8. Content that advocates or promotes a candidate, referendum, or campaign

A comment posted by a member of the public on any Maywood Public Library District social media site is the opinion of the poster only, and publication of a comment does not imply endorsement of, or agreement by, the Maywood Public Library District, nor do the comments necessarily reflect the opinions or policies of the Maywood Public Library District.

The Maywood Public Library District reserves the right to deny access to Maywood Public Library District social media sites for any individual who repeatedly violates the Maywood Public Library District social media policy, at any time and without prior notice.

All comments posted to any Maywood Public Library District social site are bound by the social media platform's terms of use and the Maywood Public Library District reserves the right to report any violation of the platform's terms of use to the platform.

The Maywood Public Library may share or promote content from partnered organizations, including the District 89 and District 209 School Districts.

The Maywood Public Library may like or follow content of other libraries, organizations, and prominent figures.

The Maywood Public Library may post pictures or videos from public programs and events. Participants of these events are made aware that these images and videos may appear on social media and must speak to the librarian in charge of an event if they do not wish to appear at the event.

The Maywood Public Library reserves the right to reproduce content based on user comments, messages, and other interactions. In this event, any identifying information about the user will be removed.

The content of all Library-maintained social media platforms may be considered public record under Illinois public records law and is subject to disclosure per the Freedom of Information Act.

Unescorted Minors Policy

Approved 03/2016

The Maywood Public Library District requires that each minor under eight (8) years of age be supervised at all times, and in all places within the Library building and on the Library grounds by a child care provider who is at least sixteen (16) years of age. No single childcare provider may supervise more than three (3) minors under eight (8) years of age at one time unless that child care provider is the teacher, parent or guardian of one or more of the minors under the person's care.

No minor under sixteen (16) years of age who is by law required to attend school may remain in the Library building or on Library grounds during the hours that school is in session unless such minor has a note signed by the superintendent, principal, or a teacher of the minor's school, or by the parent or guardian of the minor stating that the minor has been excused from school attendance or has permission to be in the library during school hours.

Volunteers

Approved 8/2023

Maywood Public Library District provides volunteer opportunities for community members. The library will not discriminate in making volunteer opportunities available. Opportunities are available on a first-come, first-served basis. Submitting a form does not guarantee a volunteer opportunity.

Guidelines for All Volunteers:

Preference will be given to Maywood Public Library District patrons. Volunteers will be provided with documentation of participation, if needed. All volunteers must sign and abide by the volunteer agreement form. All Maywood Public Library District policies and guidelines must be followed by all volunteers. All volunteers are expected to conform to staff dress and conduct guidelines.

All Volunteers must sign and abide by the Volunteer Agreement Form.

Teen Volunteers:

The Maywood Public Library District accepts Teen Volunteers between the ages of 13 and 18. In special circumstances, younger children may be considered. The selection process may include an application and interview. A parental consent form must be filed.

Teen Volunteers are recruited, trained, and overseen by the Youth & Information Services Librarians. Typical shifts last for approximately two hours and may include the following: assisting in programs, locating/shelving materials, acting as computer monitors, providing homework help to younger children, and promoting the library and its resources to peers. Teens may participate for mandatory services hours through their schools or other organizations.

Adult Volunteers:

Court Ordered Community Service

The Maywood Public Library District accepts, on a limited basis, court ordered short-term community service volunteers. The volunteer's offense must be of a nonviolent and non-theft related nature. Adult volunteer opportunities may be contingent upon a background check.

A variety of tasks may be assigned to respond to immediate needs that the library might have. Library activities may limit the number of volunteers that are accepted at one time. Volunteers will be supervised by the Head of Information Services. Tasks may include work within the library such as shelving materials, cleaning, dusting, straightening shelves, assisting with book sales and/or programs, shifting collections, recycling activities, shelf-reading, inventory, preparing seasonal displays, table set-up. Tasks may also include work outside the library, such as picking up litter from the library grounds when weather permits.

Volunteers may bring a personal listening device to help pass the time. All volunteers are expected to observe proper decorum while on library property and not entertain their peers during service hours.

If 2 days are missed without notifying the library the absence will sever the library's obligation to provide you with an opportunity to fulfill your court ordered sentence.

Youth Services

Approved 3/2023

The Maywood Public Library District (MPLD) strives to create and maintain an environment that is safe and suitable for children. However, MPLD facilities are public buildings and are open to everyone. Parents, guardians, and caregivers must be aware that the MPLD cannot provide childcare and that the Library is not responsible for unattended children. Parents, guardians, and caregivers are ultimately responsible for the safety and actions of children while in the Library until the age of eighteen (18).

For the safety of children, Library staff will not give out any information about a child's whereabouts or relay messages received by telephone.

Children under the age of eight (8) must be chaperoned by a parent, guardian, or caregiver who is at least fourteen (14) years of age at all times while in the Library.

Children that are eight (8) or older may visit the MPLD without a chaperone provided that they adhere to the Patron Code of Conduct. It is the responsibility of the parent, guardian, or caregiver to know the hours of operation of the MPLD and to pick up the child when the Library closes.

If a child under the age of eighteen (18) is still in the MPLD building at the time of closing, two (2) designated Library staff members shall remain with the child for a period of twenty (20) minutes. During this time, staff members will attempt to contact the child's parent, guardian, or caregiver. If a child is not picked up by their parent, guardian, or caregiver within that timeframe, the Maywood Police Department will be contacted to provide custody. In no instance will a staff member transport a child or stay alone with a child. In the event two staff members are not available to remain with the child, the Maywood Police Department will be contacted immediately.

Parents accept full responsibility for the material selection and use of Internet by their children, as acknowledged in the Material Selection and Internet Usage Policy.

Adults in the Youth Services Department

To provide an appropriate and safe atmosphere for children, and to ensure that the Youth Services Department is a welcoming, non-intimidating, and safe place for all children who visit, the Youth Services Department is intended for the use of children eighteen (18) years of age or under. However, adults (over 18) who are not accompanied by children, may use the Youth Services Department for the purposes of retrieving materials, speaking with Library staff, or using a study room if none are available on the first floor of the Library building. The Library may occasionally schedule times during which the Youth Services Department is accessible only to appropriately-aged patrons and staff for particular events or meetings.

In no event shall any adult engage in behavior that is unlawful or unreasonably disruptive to staff or patron activities within the Youth Services Department. For example, attempts to enter into non-public spaces, any form of physical aggression or violence, or significant interruption of Library staff service to MPLD patrons, or violation to the Library's code of conduct for use of the Library, will be considered a violation of this policy. When such a violation escalates to become a threat to the safety of Library staff or patrons, the Maywood Police Department will be contacted immediately.

Adults (over 18) who are not accompanied by children under their guardianship are not allowed to use the Youth Services Department washrooms. Washroom usage is reserved for children eighteen (18) and under. Under no circumstances may an adult (over 18) who is not accompanied by a child under their guardianship either use or enter the Youth Service Department washrooms alone.