

Section 520 CIRCULATION POLICY

The Crete Public Library offers full library service to all residents living within the library district boundaries. Residents have access to the library's collection of physical and digital materials, technology resources, and special services. Each registered user is responsible for all materials borrowed and services obtained via his or her library card.

LIBRARY CARD ACCOUNTS

Residents of the Crete Public Library District support the library via their property taxes and will be issued a library card at no charge after filling out an application and proving residency. In order to confirm residency, applicants must provide a valid picture ID and two (2) forms of identification with a current, valid U.S. Postal service street address (one of which could be the picture ID). Addresses are subject to verification by the library. The Crete Public Library District will not issue cards or provide service to patrons who have known overdue obligations (in the form of unpaid fines or overdues or lost or damaged materials) at another library in Illinois.

Acceptable Photo Identification (must be valid and unexpired)

Provide one (1) of the following:

- Driver's License/State ID
- Passport/Passport Card
- Military ID
- FOID Card
- Permanent Resident ("Green") Card

Acceptable Proof of Residency

Provide one (1) of the following if photo ID reflects current address; if not, provide two (2):

- Current Utility Bill - Electric/Gas/Water/Home Phone (must be within last 30 days)
- Tax Bill (within last six months)
- Mortgage Statement (within last 30 days)
- Lease Agreement (current)
- Bank Statement (within last 30 days)
- Unemployment Statement/Payroll Stub (within last 30 days)
- Voter's Registration Card (within current year)

Youth Applications: Children ages 5 through 17 are also eligible for a library card providing a parent or legal guardian will sign the application agreeing to be responsible for all materials checked out by the child and any fines or fees resulting from library use. Children must be able to write their own name to get a card. Legal guardians must provide proof of guardianship.

Replacement/Renewals: Unless otherwise specified, library cards are valid for three years and may be renewed with a photo ID and proof of residency. Lost or damaged cards that are less than three years old may be replaced for a \$2.00 fee.

Types of Library Accounts

- **Non-Resident Accounts:** A resident of an area unserved by a public library may obtain a Crete Public Library District card through payment of an annual fee if the Crete Public Library District is considered to be the closest public library to the applicant's residence as determined by 75 ILCS 16/30-55.60, Part 3050.25. The non-resident fee shall be equitable and proportionate to the fee paid by library district residents and shall be determined by the tax bill method. Non-resident library cards shall be valid for one year and shall afford the user all services offered by the Crete Public Library District, including reciprocal borrowing privileges.
- **Non-resident Property Owner Accounts:** A non-resident who, as an individual or as a partner, principal stockholder or other joint owner, owns taxable property or is a senior administrative officer of a firm, business or other corporation owning taxable property within the library district, upon presentation of the most recent tax bill for that taxable property, may receive a library card good for one year. Only one library card is issued per parcel owned, and a non-resident taxpayer may receive no more than one such card in his/her name.
- **Teacher Accounts:** Teacher accounts are issued to fulfill the needs of classroom educators only. Teachers at public schools in the Crete-Monee School District 201-U and private schools located within the library district are eligible for teacher accounts after the school principal signs an agreement stating that the school will assume responsibility for all materials, including damaged and lost materials, checked out to the teacher accounts. In order to be issued a card, teachers must present a letter from their principal confirming their employment, their home library card, and a valid photo ID. Teacher cards may be limited to the number of items checked out on a particular topic and are otherwise bound by the same circulation policies as other cardholders. Teacher accounts are not intended for personal use and misuse may result in the suspension of borrowing privileges. Teacher accounts must be renewed annually,
- **Corporate Accounts:** Corporate cards are available to businesses, institutions and other organizations whose main address is located within the library district boundaries. The card will be issued to the owner, executive officer, or principal administrator, who must provide a photo ID, proof of ownership or employment status with the business, and a written letter accepting financial responsibility for all use of the card. Only one card will be issued per entity, though the executive officer may designate up to two (2) authorized users. Authorized users must have the issued library card and a photo ID to checkout materials. These accounts are valid for one year.
- **Staff Accounts:** Staff members, both those who live in the library district and those who do not, are eligible for a staff library card account. See the Employee Handbook for additional details and restrictions.

Library Card Use and Restrictions

One library account is issued per customer. The library retains the right to suspend or revoke any library account for violation of policies. Such cause may be failure to return materials or pay charges, destruction of library property, disturbance of other patrons, or any other objectionable conduct on library premises. (See also, *Section 600: Patron Behavior Policy*)

Customers should notify the library immediately if their card is lost or stolen in order to prevent fraudulent charges. Customers should present their library card for service at each visit. Current, valid photo ID may be presented in lieu of a library card, but this only applies to Crete Public Library District cardholders (not reciprocal borrowers).

While patrons generally need to use their own card to checkout library materials, they may file a Privacy Permission Agreement with the Patron Services desk authorizing another person to pick up their reserved items. However, lending a card to a person who is not eligible for library service on his/her own account (due to fines, residency outside the district limits, etc.) is a serious infringement of a patron's agreement with the library and may be grounds for the loss of privileges.

Library cardholder accounts are automatically blocked when \$5.00 or more in fines, fees, or replacement costs have accumulated on their account. Accounts carrying a balance of \$25.00 or more for billed items for more than 40 days may be sent to a collection agency and may incur additional fees.

Reciprocal Borrowing

The Crete Public Library District is a member of the SWAN ILS consortium and the Reaching Across Illinois Library System (RAILS). This membership entitles Crete Public Library cardholders to participate in the reciprocal borrowing program. Reciprocal borrowing is a service through which library cardholders with accounts in good standing may use other libraries, subject to their local regulations and the rules governing reciprocal borrowing in RAILS and in the State of Illinois.

Reciprocal borrowers from other libraries are also welcome at the Crete Public Library. Patrons with a library card from another SWAN library may use their card at the Crete Public Library with no further action needed as long as their card is in good standing. Patrons from libraries outside of SWAN will need to present a photo ID and the card from their home library and must complete a library card application at the Crete Public Library. Staff will then contact the home library to confirm that the applicant is in good standing with that library.

CIRCULATION OF MATERIALS

A patron is responsible for all items charged to their library card, and it is their obligation to return materials on time. Patrons are responsible for knowing the due date of their materials and can verify these dates by calling the library or checking their account online.

Checkout Limits

The SWAN ILS system allows libraries to place specific limits on the number of items that may be checked out to a user in any item type category (e.g. book, DVD, audiobook, etc.) at any one time. These limits are preset and determined by the Executive Director.

Lending Periods & Overdue Charges*

Item Type	Lending Period	Late Fee
Books & Magazines	3 weeks	\$0.10/day**
Audiobooks	3 weeks	\$0.10/day**
DVD/Blu-ray Movies & TV Series	2 weeks	\$1.00/day**
Console Games	2 weeks	\$1.00/day**
Playaways	2 weeks	\$1.00/day**
Ereaders & Rokus	2 weeks	\$1.00/day**
Reference Materials***	1 week	\$0.10/day*
Downloadable Materials	Governed by the content provider	Returned automatically

* Lending periods and late fees are subject to change. As new types of materials are added to the collection or demand for items changes, the Executive Director will determine appropriate loan periods and late fees for various item types.

**Overdue charges will not exceed the cost of the item.

***Reference materials may occasionally be available for one week checkout at the discretion of the Adult Services staff.

Extended loan periods

Extended loans may be available under certain circumstances, such as for vacations, incapacitation due to illness or injury, or classroom use of materials by a teacher, among other reasons. Some restrictions include, but are not limited to:

1. Items may not be on hold for other patrons.
2. Extended loan period may not exceed nine (9) weeks.
3. Items must be more than two months old.
4. Interlibrary loan materials are not eligible for extended loans.

Renewals

As long as a patron's library card is in good standing, many library materials renew automatically up to two times, for a total of three loan periods. Certain materials are not eligible for renewal, including those with holds and those that have reached their renewal limit. It is the patron's responsibility to verify item due dates, either in person, online, or by phone.

Notification of Overdues

As a member of the SWAN consortium, the library notifies patrons of renewals and overdues in accordance with SWAN practices. As such, the library will make a good faith effort to notify cardholders when their items become overdue according to their communication preferences and contact information provided on the library card application. Overdue notification is a courtesy, and the library is not responsible if the notification is not received by the cardholder. Patrons are encouraged to regularly verify that their library account information is up-to-date.

Lost & Damaged Items

When an item is returned damaged beyond what might be deemed "normal wear and tear" or is reported lost, a patron will be billed for the item, plus a nonrefundable \$5.00 processing fee. Replacement cost will be determined by the price shown in the item record in the library's database or at the library's current, actual cost to replace the item. Replacement cost for interlibrary loan materials is determined by the owning library.

If a lost item is found and returned within 90 days of the payment date, the cost of the item will be refunded. The patron must present the receipt for payment at the time of return. No refunds are given for interlibrary loan materials or items that have been sent to collections.

Returning Library Materials

Patrons may return most library materials either in the library building or in the outside book drops. Occasionally, some materials must be returned to a specific service desk and may not be returned in book drops. It is the patron's responsibility to make note of these exceptions or they may incur a fee. Materials returned in book drops overnight or during closed periods will be considered returned on the previous business day.

Patrons may also return most library materials to any SWAN library, but it is the patron's responsibility to note any exceptions. Items returned to SWAN libraries will be considered returned when the library at which they were returned checks them in to the SWAN database. Returning items to non-SWAN libraries is not recommended as those items are still considered the responsibility of the patron who checked them out until they arrive at their owning library.

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