

CRYSTAL LAKE PUBLIC LIBRARY CIRCULATION POLICY

Table of Contents

I. General information	1
II. Registration requirements and Cardholder responsibility	1
III. Card renewal	2
IV. Library Cards	3
A. Resident	3
B. Nonresident	3
V. Resident cards	4
A. Individual	4
B. Business	5
C. Homebound	6
D. School	7
E. Staff/Board/Volunteer	8
F. Temporary resident	9
VI. Nonresident cards	11
A. Individual	11
B. Computer Use	14
C. Courtesy	15
D. Nonresident taxpayer	16
E. Reciprocal Borrower (RBP)	18
VII. Borrowing privileges	19
A. Good standing	19
B. Delinquent standing	19
C. Reciprocal borrowing	19
D. Card revocation	19
E. Card loss/liability	20
F. Alternatives to physical library card at checkout	20
VIII. Confidentiality of borrower and circulation records	21
IX. Loan periods and maximum item limits	22
A. Loan periods	22
B. Extended Loans	22
C. Maximum item limits	22
X. Item Renewals	23
XI. Returns	23
XII. Grace period	23
XIII. Holds	23
A. Holds	23
B. 24 hour holds	23

XIV. InterLibrary Loan (ILL) Holds	24
XV. Fines, Fees and Refunds	24
A. Overdue and Maximum fines	24
B. InterLibrary Loan (ILL) Fees	25
C. Replacement fees for Lost & Damaged materials	25
D. Refunds	25
XVI. Notices and Collection Agency.....	26
A. Notices	26
B. Collection Agency	26

CRYSTAL LAKE PUBLIC LIBRARY CIRCULATION POLICY

I. General information

The Crystal Lake Public Library (hereafter referred to as CLPL) Board of Trustees adheres to both the Library Bill of Rights and the Freedom to Read Statement, as adopted by the American Library Association.

In accordance with Illinois law, CLPL issues several types of library cards. Usage of the cards is governed by CLPL Circulation Policy and conforms with rules and regulations of the Illinois State Library, and the Reaching Across Illinois Library System hereafter referred to as RAILS.

Generally, CLPL issues 2 types of cards – resident and nonresident. These cards are issued for the use of the individual or business whose name appears on the card.

CLPL is a member of the Cooperative Computer Services Consortium, hereafter referred to as CCS.

II. Registration requirements and Cardholder responsibility

- A.** The cardholder agrees to comply with all rules and regulations of CLPL, to pay promptly all charges levied by the Library and to notify the Library of any change of address or loss of card. CLPL is not responsible for damage to equipment. All CLPL materials are used at the patron's own risk.

Circulation Policy

B. To obtain a Library card, one piece of appropriate identification, which establishes identity and residency, must be presented at the time of registration. Acceptable forms of ID include:

- Valid driver's license
- State identification card
- Mail postmarked within 30 days
- Voter registration card
- Utility bill
- Imprinted checks

C. At registration, applicants must fill out a Borrower Registration form providing the following information:

- Name
- Address
- Birthdate
- E-mail address
- Telephone number
- Signature of applicant, parent, or legal guardian

Children 17 years of age and under must be accompanied by a parent or legal guardian who will sign the application form, in the presence of a CLPL Circulation staff member, indicating responsibility for any loss, damage and/or fines.

III. Card renewal

Library cards are normally valid for three (3) years for residents and either six (6) months or one (1) year for nonresidents, from the date of issue. Temporary resident cards are valid for a 6 month period from date of issue. In accordance with Illinois law, Nonresident Taxpayer cards expire on June 30 of each year. To renew a library card, appropriate identification as described under 'Registration Requirements' and/or the individual card-type is necessary. Cards must be in good standing to qualify for renewal. Patron records are purged one (1) year after card expiration.

Circulation Policy

IV. Library Cards

A. Resident

1. Individual
2. Business
3. Homebound
4. School
5. Staff/Board/Volunteer
6. Temporary
 - a. Individual
 - b. Shelter

B. Nonresident

1. Individual
 - a. Assisted Family Fee
2. Computer use
3. Courtesy
4. Nonresident Taxpayer
5. Reciprocal Borrower

Circulation Policy

V. Resident cards

A. Individual

1. Eligibility

Individuals who reside within the City limits of Crystal Lake on a permanent basis may obtain and renew a Resident individual card upon presentation of appropriate current household identification which establishes residency.

Children ages 17 and under who reside outside the City of Crystal Lake may obtain a Resident individual card when one parent resides within city limits.

2. Term

A Resident individual card is valid for three years from date of issue provided the cardholder continues to reside within the City limits of Crystal Lake.

3. Services

A Resident individual card in good standing provides the cardholder with the full range of services and materials available through CLPL.

4. Limitations

None

Circulation Policy

B. Business

1. Eligibility

A business, church, or not-for-profit organization located within City limits of Crystal Lake may obtain and renew a Business card. Application must be made to the Head of Circulation Services on business letterhead and must be signed by an owner or manager of the business. Annual re-application is required.

2. Term

A Business card is valid for one year from date of issue.

3. Services

A Business card in good standing provides the cardholder with the full range of services and materials available at CLPL.

4. Limitations

Reciprocal borrowing is not a privilege of the Business card.

The business is responsible for authorizing card use. Responsibility for all fines, fees, and materials checked out to the Business card shall rest with the business, regardless of which person actually borrowed Library materials.

Circulation Policy

C. Homebound

1. Eligibility

Individuals who reside within the City limits of Crystal Lake on a permanent basis and who cannot consistently access the Library due to disabilities, temporary or permanent, may obtain and renew a Homebound card by applying to CLPL Outreach Services. Outreach Services staff will conduct an in-person or telephone interview to determine eligibility.

2. Term

A Homebound card is valid for three years from date of issue provided the cardholder continues to qualify for Homebound status.

3. Services

A Homebound card in good standing provides the cardholder with the full range of Outreach and other services and materials available through CLPL.

4. Limitations

Quantities and types of materials loaned to Homebound cardholders may be limited.

Circulation Policy

D. School

1. Eligibility

A school located within the City limits of Crystal Lake may obtain and renew a School library card. Application must be made to the Head of Circulation Services on school letterhead signed by the principal. Annual re-application is required.

2. Term

A School card is valid throughout the current school year.

3. Services

A School card in good standing provides the cardholder with the full range of services and materials available at CLPL.

4. Limitations

Reciprocal borrowing is not a privilege of a School card.

The school principal is responsible for authorizing card use.

Responsibility for all fines, fees and materials charged to the School card shall rest with the school to which it was issued, regardless of which person actually borrowed Library materials.

Circulation Policy

E. Staff/Board/Volunteer

1. Eligibility

CLPL staff, Library Board members, Foundation Board members and Volunteers participating in the Library's established Volunteer Program, may obtain a Staff/Board/Volunteer Library card upon presentation of appropriate current household identification which establishes residency.

Staff 17 years of age and under must be accompanied by a parent or legal guardian who will sign the application form, in the presence of a CLPL Circulation staff member, indicating responsibility for any loss, damage and/or fines.

Volunteers must contribute 4 volunteer hours per month for a consecutive 6 month period to qualify for a Staff/Board/Volunteer library card.

2. Term

A Staff/Board/Volunteer card is valid for the extent of the staff member's employment, Board member's appointment or volunteer's continuous 4 hour per month service at CLPL.

3. Services

A Staff/Board/Volunteer card in good standing provides the cardholder with the full range of services and materials available through CLPL.

Staff/Board/Volunteer library cards are fine-free providing that the cardholder complies with all Library policies. Fine-free status may be revoked and/or reinstated by the Library Director.

4. Limitations

None

Circulation Policy

F. Temporary resident

1. Eligibility

A. Individual

Individuals who reside within the City limits of Crystal Lake on a temporary basis may obtain and renew a Temporary resident card upon presentation of appropriate current household identification, which establishes residency plus copies of their lease or rent receipts for the previous six month period. Individuals must also supply a telephone number at or through which s/he can be reached by Library staff. Re-application is required every six months.

B. Shelter

Individuals who reside on a temporary basis at CLPL approved shelters within the City limits of Crystal Lake, including but not limited to: Home of the Sparrow, N.A.S.A. and Last Chance House, may obtain and renew a Temporary resident card. Cards are issued to shelter residents upon presentation of a letter of residency from the shelter on business letterhead and signed by an authorized staff member. Individuals must supply a telephone number at or through which s/he can be reached by library staff. Reapplication is required every six months.

2. Term

The Temporary Resident card is issued for a six month period. Individuals must show current identification and the most recent lease or rent receipt or an updated authorization letter from the shelter to qualify for a six month card renewal.

Circulation Policy

3. Services

A Temporary Resident card in good standing provides the cardholder access to services and materials available at CLPL only.

4. Limitations

Reciprocal borrowing is not a privilege of the Temporary Resident card.

Temporary Resident cardholders – individual or shelter - may check out a maximum of 6 items. The quantities and types of materials loaned to a Temporary Resident cardholder may be limited.

Circulation Policy

VI. Nonresident cards

A. Individual

1. Eligibility

Individuals who reside outside the City limits of Crystal Lake may obtain and renew a nonresident card by paying a fee comparable to what the Library tax would be for that year if the residential property were inside City limits. Upon payment of the fee and presentation of appropriate current household identification which establishes residency, nonresident cards may be issued to all permanent residents of that household. CLPL's nonresident service area consists of those areas outside City limits but within School District 155 boundaries, except for those located east of Rt 31 and south of Rt 176, which shall be served by the Cary Area Library District.

If an applicant residing outside these established boundaries can show commonality of community interest, they may request permission from the Library Director to register at CLPL rather than their 'home' library. '*Commonality of community interests*' is defined in the Administrative Rules as activities involving, but not limited to, education, retail, commercial, cultural, civic, health facilities, financial institutions and recreation.

Children ages 17 and under who reside outside the City of Crystal Lake may obtain a nonresident card when one parent, who resides outside City limits, pays a nonresident fee.

2. Term

A nonresident card is valid for the applicant's choice of either a 6 or 12 month period.

3. Services

A nonresident card in good standing provides the cardholder with the full range of services and materials available through CLPL.

Circulation Policy

4. Limitations

None

5. Fee

a. Calculation of fee

The Library Board of Trustees will annually review and establish the nonresident fee. Nonresident fees are calculated by multiplying the Net Taxable Value shown on the applicant's most recent residential tax bill by the library tax rate, as shown on the most recent City residential tax bill, rounded up to the nearest 4 digits (.0000). Calculation of the fee for renters and new development is based on guidelines obtained from the RAILS and the State of Illinois.

b. Closest public library

A nonresident shall apply for a nonresident library card at the closest public library to their residence. Nonresidents shall apply at the participating public library in the high school district in which the nonresident has his or her principal residence unless, due to *commonality of community interests* (see A., 1. above), library services at another library may better serve the needs of the nonresident.

c. Payment options

Nonresidents may choose to purchase a card for either a 6 or 12 month period. Nonresidents who pay rent must present a copy of their lease or rent receipt in order to determine their 6 or 12 month fee for new or renewed cards.

d. Refunds

Pro-rated refunds will be issued only when the cardholder moves into the City limits of Crystal Lake or outside the CLPL service area. Requests for refunds must be submitted in writing to the Head of Circulation Services, together with satisfactory evidence of new residence address and are subject to approval by the Library Board of Trustees.

Circulation Policy

e. Assisted Family Fee program

Nonresidents needing assistance to pay the annual fee can apply for an Assisted Family Fee card. Applicants must show proof of residency as well as financial need. Applicants must submit an application form as well as current state & federal tax documents, evidence of (un)employment, welfare, school meal assistance or other supplemental funds and programs, if applicable. Applicants may qualify for a 50% or 100% reduction of the annual nonresident fee. Reapplication is required annually. Funds for the Assisted Family Fee card are obtained through donations and no tax dollars are expended. The Assisted Family Fee card program is subject to availability of funds.

Circulation Policy

B. Computer Use

1. Eligibility

A Computer Use card may be issued to an individual who is not eligible for a CLPL card.

2. Term

A Computer Use card is valid for one year from date of issue and can be revoked by staff at any time if the cardholder does not comply with Library policies.

3. Services

A Computer Use card allows the cardholder to use public access computers only at CLPL.

4. Limitations

A Computer Use card is not valid for checkout.

5. Fee

None

Circulation Policy

C. Courtesy

1. Eligibility

Any non-seasonal employee of the City of Crystal Lake or Crystal Lake Park District, who does not reside within the City limits of Crystal Lake, may obtain and renew a Courtesy card upon presentation of proof of employment and appropriate current household identification which establishes residency. Permanent residents of the cardholder's household may use the Courtesy card.

2. Term

A Courtesy card is valid for one year from date of issue.

3. Services

A Courtesy card in good standing provides the cardholder with the full range of services and materials available at CLPL.

4. Limitations

Reciprocal borrowing is not a privilege of the Courtesy card

5. Fee

None

Circulation Policy

D. Nonresident taxpayer

1. Eligibility

The privilege and use of the Library shall be extended to one nonresident for each parcel of taxable property owned within the City limits of Crystal Lake. The card applicant must be a member of the immediate family residing with the nonresident taxpayer or a joint owner, partner, principal stockholder, or other joint owner, or senior administrative officer of a firm, business, or other corporation owning taxable property within the City limits of Crystal Lake.

a. Individual

In order to obtain and renew a Nonresident Taxpayer card, the individual shall annually present the most recent tax bill that shows the owner's name and the in-City property's address along with appropriate current household identification which establishes place of residency. If the tax bill does not show the owner's name and in-City address, some means of substantiating ownership and the in-City address must be presented.

b. Joint Owner, Partner, Principal Stockholder, Senior Administrative Officer of a firm, business, or other corporation.

A current tax bill must be presented that shows the name of the firm, business, or corporation and the in-City address. An applicant shall also present a statement on letterhead, or other evidence acceptable to the Library, establishing the applicant's status as a joint owner, partner, principal stockholder, or other joint owner, or senior administrative officer. In addition, appropriate current household identification which establishes place of residency, must be presented.

2. Term

Nonresident Taxpayer cards expire on June 30 of each year.

Circulation Policy

3. Services

A Nonresident Taxpayer card in good standing provides the cardholder with the full range of services and materials available through CLPL.

4. Limitations

None

5. Fee

None

Circulation Policy

E. Reciprocal Borrower (RBP)

1. Eligibility

Individuals who have a library card, in good standing, from another public library in Illinois that participates in the inter- and intra-system reciprocal borrowing agreement may register as a Reciprocal Borrower (RBP). The library card & identification, which establishes identity and residency, must be presented at the time of registration.

2. Term

The date of expiration shown on the home library card is registered by CLPL. If no expiration date is shown, the card is valid for the CLPL default of three years.

3. Services

A Reciprocal Borrower card in good standing entitles the cardholder to the use of eligible materials and services at CLPL.

4. Limitations

The quantities and types of materials loaned to a reciprocal borrower may be limited.

5. Fee

None

Circulation Policy

VII. Borrowing privileges

A. Good standing

A CLPL card is considered in good standing when all of the following conditions are met:

1. The cardholder's information is up-to-date including name, birthdate, current address, e-mail address and telephone number.
2. There are no items more than 14 days overdue charged against the card.
3. Outstanding fines or fees charged against the card do not exceed allowable limits.

B. Delinquent standing

A CLPL card becomes delinquent and may not be used to check out Library materials when any of the following apply:

1. Outstanding fines exceed \$24.99
2. Overdue item(s) on card has lost or damaged status
3. Overdue item(s) on card has collection agency status

C. Reciprocal borrowing

Individual CLPL residents, whose cards are in good standing, may borrow materials from public libraries in the State of Illinois that participate in the inter- and intra- system reciprocal borrowing agreement. Each library has its own registration requirements and rules regarding reciprocal borrowing limitations.

D. Card revocation

A CLPL card is the property of CLPL and may be revoked if a cardholder does not comply with all rules and regulations of CLPL or promptly pay all charges levied by the Library.

Circulation Policy

E. Card loss/liability

1. Cardholders who require replacement of their CLPL card prior to six (6) months of card expiration will be charged a \$1.00 fee.
2. Cardholders whose CLPL card is lost or stolen must notify the Library immediately upon becoming aware of the loss/theft. If an unauthorized user has checked out items on the card, the cardholder must file a police report in order to limit liability to \$50.

F. Alternatives to physical library card at checkout

CLPL will make every effort to accommodate patrons who opt to use alternative methods to check out Library materials. Some alternatives may be:

- a. Barcode readable hand-held devices
- b. Driver's license
- c. Manual card # entry at self checkout stations

All card use rules will apply to alternative methods of checkout.

Circulation Policy

VIII. Confidentiality of borrower and circulation records

Patrons have access to their own records through the CLPL online catalog. CLPL complies with the Illinois Compiled Statutes Library Records Confidentiality Act (75 ILCS 70/), which reads:

(75 ILCS 70/1) - Sec. 1.

(a) The registration and circulation records of a library are confidential information. Except pursuant to a court order, no person shall publish or make any information contained in such records available to the public.

(b) This Section does not prevent a library from publishing or making available to the public reasonable statistical reports regarding library registration and book circulation where those reports are presented so that no individual is identified therein

(c) For the purpose of this Section, (i) "library" means any public library or library of an educational, historical or eleemosynary institution, organization or society; (ii) "registration records" includes any information a library requires a person to provide in order for that person to become eligible to borrow books and other materials and (iii) "circulation records" includes all information identifying the individual borrowing particular books or materials. (Source: P.A. 83-179)

(75 ILCS 70/2)

Sec. 2. This Act may be cited as the Library Records Confidentiality Act. (Source: P.A. 86-1475.)

Circulation Policy

IX. Loan periods and maximum item limits

A. Loan periods

Item	Loan Period in days
Audio Book	21
AV bag	70
Book	21
CD	21
CD Book	21
CD ROM	14
DVD	7
E-reader	14
Equipment (Business)	14
Equipment (Assistive Technology)	70
Game	7
Hot Pick	7
ILL	Set by loaning library
Kit	21
Magazine	7
New Book	14
Playaway	21
Puzzle	21
Reference	0

B. Extended Loans

Loan periods may be doubled for most CLPL items due to vacations or other extenuating circumstances. Items loaned to Homebound patrons are eligible for an extended loan period.

C. Maximum item limits

CLPL will establish limits by format for the number of items that may be checked out on a CLPL or RBP card. These limits will be based on the size of the various collections. The maximum number of items most CLPL cardholders may have

Circulation Policy

checked out on their card at one time is 75. Temporary cardholders are limited to a maximum of 6 items checked out at one time.

X. Item Renewals

Most Library materials may be renewed for two (2) additional loan periods unless another borrower has placed a hold on the item. Items can be renewed as follows:

1. In-person
2. Telephone
3. E-mail or other mail request
4. Other automated options available to CLPL & its patrons

XI. Returns

Items can be returned in CLPL book drops or to other area libraries.

XII. Grace period

There is a 3 day grace period for items checked out at CLPL. Once the grace period passes, fines revert to the item's original due date

XIII. Holds

A. Holds

Cardholders may place holds on materials that are not immediately available, but are in CLPL or consortia collections as follows:

1. In-person
2. Telephone
3. E-mail or other mail request
4. Other automated options available to CLPL & its patrons

Cardholders are notified when hold items are available and may be picked up.

B. 24 hour holds

Upon request, available materials may be held for pickup within 24 hours.

Circulation Policy

XIV. InterLibrary Loan (ILL) Holds

Cardholders may request materials that are not owned by CLPL or other consortia libraries. Holds for these materials may be placed as follows:

1. In-person
2. Telephone
3. E-mail or other mail request
4. Other automated options available to CLPL & its patrons

Cardholders are notified when hold items are available and may be picked up. A \$1.00 fee is charged for unclaimed ILL holds.

XV. Fines, Fees and Refunds

A. Overdue and Maximum fines

Fines are charged to encourage patrons to return materials on time to make them available for others. Fine records are retained for the current year plus the most recent seven full years and are then purged from database records. CLPL has established the following schedule of fines for overdue materials:

Item	Fine per day	Maximum fine
Audio Book	25¢	\$20
AV bag	10¢	\$5
Book	10¢	\$10
CD	25¢	\$20
CD book	25¢	\$20
CD-ROM	\$1	\$25
DVD	\$1	\$25
Equipment (All)	\$5	\$100
Game	\$1	\$25
Hot Pick	\$1	\$25
InterLibrary Loan	25¢	\$20
Kit	10¢	\$10
Magazine	10¢	\$5
New book	25¢	\$20
Playaway	25¢	\$20
Puzzle	10¢	\$10
Reference	\$1	\$100

Circulation Policy

B. InterLibrary Loan (ILL) Fees

CLPL will charge the patron any ILL costs incurred on their behalf. Such costs may include: Loan initiation fees (lending library), document delivery fees (vendor or lending library), postage, microform rental charges, online connect charges or photocopy fees.

C. Replacement fees for Lost & Damaged materials

1. CLPL

- a. The replacement cost of CLPL materials is based on the current list price of the item plus a \$5 processing fee for all materials.
- b. In lieu of paying the item's list price to CLPL, patrons may purchase a new replacement copy of a lost or damaged CLPL item, give it to the Library & pay the accompanying processing fee.

2. ILL

Materials owned by other libraries & lent to CLPL are subject to rules, regulations and charges levied by the owning library. The patron is responsible for those charges.

D. Refunds

1. If a lost CLPL item is found and returned in good condition within six months of payment, the price of the item may be refunded.
2. If a lost CLPL item is returned more than six (6) months after payment is received, no refund will be made.
3. No refund will be made for items found after a patron provides a replacement to CLPL.
4. Processing fees are not refundable

Circulation Policy

XVI. Notices and Collection Agency

A. Notices

As a courtesy, notices are generated in several formats (Monday – Friday except holidays) & at the following intervals:

Notice type	Email	Print	Notice timeline
1st overdue	X	X	day 15 after due date
2nd overdue	X	X	day 29 after due date
Bill		X	day 43 after due date
Hold	X	X	When item becomes available for pickup
Pre-Due	X		3 days before due date
Pre-expiration	X		The month prior to card expiration

B. Collection Agency

If an item remains overdue at 61 days or if fines accumulate past \$49.99, accounts will be turned over to a Collection Agency. After an account is sent to collection, all Collection Agency fees must be paid in full for card status to return to good standing.

Collection Agency Fees	
Lost library materials	\$ 10 per submitted account
Damaged library materials	
Overdue fines	
Insufficient funds checks	