

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*..... 2**
 - A. Resident 2**
 - B. Nonresident..... 2**
- V. Resident cards* 3**
 - A. Individual 3**
 - B. Business..... 4**
 - C. Outreach 5**
 - D. School (D155)..... 6**
 - E. School Access (D47 Intergovernmental Agreement (IGA))..... 7**
 - F. Temporary resident 8**
- VI. Nonresident cards* 9**
 - A. Individual 9**
 - B. Courtesy 13**
 - C. Student Access (D47 IGA) 14**
 - D. Nonresident taxpayer 15**
 - E. Computer Use 17**
 - F. 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*..... 20**
- IX. Loan periods and maximum item limits* 20**
 - A. Loan periods 20**
 - B. Extended Loans 20**
 - C. Maximum item limits 21**

- X. Item Renewals 21**
- XI. Returns 21**
- XII. Holds 21**
 - A. Holds 21**
 - B. 24 hour holds 21**

- XIII. InterLibrary Loan (ILL) Holds 22**
- XIV. Fines, Fees and Refunds 22**
 - A. CLPL is fine free 22**
 - B. Replacement fees for Unreturned, Lost & Damaged materials 22**
 - C. InterLibrary Loan (ILL) Fees 23**
 - D. Refunds 23**

- XV. Notices 23**

CRYSTAL LAKE PUBLIC LIBRARY CIRCULATION POLICY

I. General information

The Board of Library Trustees of the City of Crystal Lake (Board) 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, the Crystal Lake Public Library (CLPL) issues several types of library cards. Usage of the cards is governed by CLPL's Circulation Policy and conforms with rules and regulations of the Illinois State Library, and the Reaching Across Illinois Library System (RAILS) and Cooperative Computer Services (CCS).

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.

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.

B. To obtain a Library card, pieces 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
- Valid State identification card
- Mail postmarked within 30 days
- Voter registration card
- Current Utility bill
- Imprinted checks
- Passport

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

- Name
- Address
- Birthdate
- E-mail address

Circulation Policy

- 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 fees.

III. Card renewal

Library cards are normally valid for three (3) years for residents and one (1) year for nonresidents, from the date of issue. Non-residents may pay in full or in two installments. Temporary resident cards are valid for one (1) year 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 on a regular basis based on CCS procedures.

IV. Library Cards

A. Resident

1. Individual
2. Business
3. Outreach
4. School (D155)
5. School Access (D47 IGA)
6. Staff/Board/Volunteer
7. Temporary
 - a. Individual
 - b. Shelter

B. Nonresident

1. Individual
 - a. Assisted Family Fee
 - b. Veterans Disability Exemption
 - c. Cards for Kids
2. Courtesy
3. Student Access (D47 IGA)
4. Nonresident Taxpayer
5. Computer Use
6. Reciprocal Borrower (RBP)

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.

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 the 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 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. Outreach

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 an Outreach card by applying to CLPL Outreach Services. Outreach Services staff will conduct an in-person or telephone interview to determine eligibility.

2. Term

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

3. Services

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

4. Limitations

Reciprocal borrowing is not a privilege of an Outreach card.

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

Circulation Policy

D. School (D155)

1. Eligibility

A public 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 through September 30 each 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 fees and materials charged to the School card shall rest with the school regardless of which person actually borrowed Library materials.

Circulation Policy

E. School Access (D47 Intergovernmental Agreement (IGA))

1. Eligibility

Each school building within D47 will receive up to 10 School Access Cards to be used by school employees at the discretion of the Library Information Specialist. Annual renewal is required.

School Access Cards shall provide carrying D47 staff with the same access as a resident who has a CLPL card subject to the following limitations:

- 1 administrator card issued per school for use by Library Information Specialist;
- 1 card per grade level issued for each school, not to exceed 10 cards per school.

2. Term

A School Access card is valid through September 30 each year.

3. Services

A School Access 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 Access Card.

No access to library programs.

Responsibility for all fees and materials charged to the School Access card shall rest with the School District.

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 30 day period. Individuals must also supply a telephone number at or through which they can be reached by Library staff.

B. Shelter

Individuals who reside on a temporary basis at CLPL approved shelters within the City limits of Crystal Lake 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 they can be reached by Library staff.

2. Term

The Temporary Resident card is issued for one year.

3. Services

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

4. Limitations

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

Temporary Resident cardholders may check out a maximum of 12 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 Executive Director to register at CLPL rather than their 'home' library. *'Commonality of community interests'* is defined in the IL State Administrative Code 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 one year and may be paid in full or in two installments.

3. Services

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

4. Limitations

None

Circulation Policy

5. Fee

a. Calculation of fee

The Board 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 RAILS and the State of Illinois.

b. Payment options

Nonresidents may pay in full or in two installments. Nonresidents who pay rent must present a copy of their lease or rent receipt in order to determine their fee for new or renewed cards.

c. 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.

d. 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

e. Veterans Disability Exemption as stated in Ill. Admin. Code tit. 23 § 3050.60(d):

1. *The non-resident fee shall not apply to veterans with a service-connected disability of at least 70% who are exempt from paying property taxes on their primary residence.*
2. *The non-resident fee shall not apply to the unmarried surviving spouse of a veteran who qualified for this exemption prior to death.*
3. *The non-resident fee shall not apply to an unmarried surviving spouse of a service member killed in the line of duty.*
4. *Qualifying veterans or surviving spouses must present documentation from the county where they reside that indicates their residence is exempt from paying property taxes.*
5. *The non-resident fee shall not apply to veterans with a service-connected disability of at least 70% who do not own their principal residence and who reside outside of a public library service area. The veteran shall present documentation of at least 70% disability from the U.S. Department of Veteran Affairs when applying for their non-resident card.*

(Source: Amended at 45 Ill. Reg. 9538, effective July 19, 2021)

f. Cards for Kids as stated in Ill. Admin. Code tit. 23 § 3050.75:

1. *Upon the annual determination by the public library board of trustees to issue non-resident cards for the ensuing 12 months, the non-resident fee shall not be charged to students whose principal residence is not within a public library service area and whose household income makes them eligible to receive free or reduced price meals under the National School Lunch Program and the National School Breakfast Program, as determined by Income Eligibility Guidelines established by the U.S. Department of Agriculture (USDA).*
2. *When applying for a non-resident card, a qualifying student must present to the public library documentation from the school or school district that indicates the student's eligibility for free or reduced price meals.*

Circulation Policy

3. *The public library shall determine the applicability of the non-resident fee waiver to all students whose principal residences are not within the public library service area and whose school or school district operates under the Community Eligible Provision (CEP) of the National School Lunch and School Breakfast Programs. When the public library determines the non-resident fee waiver does not apply to all students attending a school or school district that operates under CEP, the public library shall create a certification document that at a minimum includes current household size, current annualized income of that household, and is signed by an adult representative of the student applicant's household. The public library shall review the certification document and waive the non-resident fee for applicants whose documents indicate that they are eligible for free or reduced-price meals.*
4. *For homeschool students, the public library shall create a certification document that at a minimum includes current household size and current annualized household income and is signed by an adult representative of the student applicant's household. The public library shall review the certification document and shall waive the non-resident fee for applicants whose documents indicate that they are eligible for free or reduced-price meals.*
5. *The student shall apply for a non-resident card at a participating public library as stipulated in Section 3050.25.*
6. *The library card shall accord the student cardholder all the services the issuing library provides its residents, including reciprocal borrowing. The library card shall be issued in compliance with any policy or guideline that the public library board has implemented for issuance of cards to minors.*

(Source: Added at 45 Ill. Reg. 9538, effective July 19, 2021)

Circulation Policy

B. Courtesy

1. Eligibility

- a. CLPL staff and volunteers who do not reside within the City limits of Crystal Lake may obtain and renew a Courtesy card.

Staff and volunteers 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.

Volunteers must contribute 4 volunteer hours per month for a consecutive 6 month period to qualify for a Courtesy library card.

- b. 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

None.

5. Fee

None

Circulation Policy

C. Student Access (D47 IGA)

1. Eligibility

Each D47 student not currently eligible for a CLPL library card shall be issued a Student Access card. Cards will be issued for grades K-5 for elementary school, and 6-8 grades for middle school.

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 fees.

2. Term

Grades K-5 Student Access card is valid through August 31st of the year the student completes 5th grade.

Grades 6-8 Student Access card is valid through August 31st of the year the student completes 8th grade.

3. Services

A Student Access card in good standing provides the student cardholder with the following range of services and materials available through CLPL:

- Three (3) books or audiobooks/playaways at one time;
- Access to library databases;
- Access to library programs;
- Access to library e-Library materials.

4. Limitations

Reciprocal borrowing is not a privilege of the Student Access card.

InterLibrary (ILL) Loan Holds are not a privilege of a Student Access Card.

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. 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 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

F. 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. Outstanding fines or fees charged against the card do not exceed allowable limits.

B. Delinquent standing

A CLPL card becomes delinquent when it is blocked under CCS policy and may not be used to check out Library materials when any of the following apply:

1. The card is expired or cardholder information is out of date.
2. Outstanding charges exceed \$24.99
3. Overdue item(s) on card has lost or damaged status

C. Reciprocal borrowing

Eligible CLPL cardholders, 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.

VIII. Confidentiality of borrower and circulation records

Patrons have access to their own records through the CLPL online catalog. All other requests for patron records shall comply with the Library Records Confidentiality Act as described in the Illinois Compiled Statutes (75 ILCS 70/).

IX. Loan periods and maximum item limits

A. Loan periods

Loan periods vary depending on item. Please see the CLPL website for current information.

B. Extended Loans

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

Circulation Policy

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 checked out on their card at one time is 150. Temporary cardholders are limited to a maximum of 12 items checked out at one time. Student Access cardholders are limited to a maximum of 3 items checked out at one time.

X. Item Renewals

Most items checked out at CLPL may automatically renew a maximum of 2 times as long as no holds have been placed on them.

XI. Returns

Most items can be returned in CLPL book drops or to other area public libraries.

XII. Holds

A. Holds

Cardholders may place holds on materials that are not immediately available, but are in CLPL or CCS 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

XIII. InterLibrary Loan (ILL) Holds

Cardholders may request materials that are not owned by CLPL or other CCS 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.

ILL Holds are not available to Student Access cardholders.

XIV. Fines, Fees and Refunds

A. CLPL is fine free

No overdue fines will be charged for items checked out at CLPL. **If an item is not returned within two weeks of the due date:**

1. Patron's card is blocked
2. Patron can't check out any physical or electronic materials, or use electronic resources (databases)
3. Patron is billed for the replacement cost of the item (at 45 days overdue)

B. Replacement fees for Unreturned, Lost & Damaged materials

1. Materials owned by CLPL
 - a. Patron is billed for the replacement cost of the item (at 45 days overdue)
 - b. The replacement cost of CLPL materials is based on the current list price of the item plus a \$5 processing fee for all materials.
 - c. 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 and give it to the Library for review & along with payment of the accompanying processing fee.
2. Materials not owned by CLPL

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

Circulation Policy

C. 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.

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

XV. Notices

As a courtesy, notices are generated in several formats. Electronic notices are delivered daily and print notices are mailed Monday – Saturday except holidays. The table below is a summary:

Notice type	Email	Print	Phone	Text	Notice timeline
1st overdue	X	X		X	day 4 after due date
2nd overdue	X	X		X	day 16 after due date
3 rd overdue	X	X		X	day 29 after due date
Bill		X			day 46 after due date
Hold	X	X	X	X	When item becomes available for pickup
Due Date Reminder	X			X	3 days before due date
Card expiration	X			X	The month prior to card expiration