

**FRANKLIN PARK PUBLIC LIBRARY DISTRICT
CIRCULATION POLICIES**

1. Service Hours

- 1.1 The Franklin Park Public Library District will be open to serve the information needs of its patrons during the following hours:

10:00 a.m. – 9:00 p.m. Monday through Wednesday

10:00 a.m. – 7:00 p.m. Thursday and Friday

10:00 a.m. – 4:00 p.m. Saturday

2. Holidays

- 2.1 The library will be closed for the following holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Eve after 5 p.m.

Thanksgiving Day

Day after Thanksgiving

Christmas Eve Day

Christmas Day

New Year's Eve Day

Special Note: When Independence Day, Christmas Day, or New Year's Day falls on a Sunday, the library will be closed the following Monday.

The library may be closed under special circumstances, as directed by the Board of Trustees, or according to the library's emergency procedures.

3. Materials Access

- 3.1 All materials owned by the Franklin Park Public Library District are available for use within the library. Audio materials to be used within the library must be checked out prior to use.
- 3.2 Materials designated for circulation may be checked out of the library by a person with a library card in good standing, as described in subsequent sections of this policy.
- 3.3 Materials designated as NEW have been recently purchased by the Library. Materials are designated as NEW for the first four (4) months of ownership.
- 3.4 The category of DVD includes Blu-ray DVDs.

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3.5 The following loan periods and limitations apply to materials designated for circulation:

Loan Periods:	Fiction	4 weeks
	Non-Fiction	4 weeks
	Large Print Books	4 weeks
	Audiobooks	4 weeks
	NEW Fiction	2 weeks
	Magazines	2 weeks
	Music CDs	2 weeks
	Television Series DVDs	2 weeks
	Nonfiction DVDs	2 weeks
	STEAM Kits	2 weeks
	Early Literacy Kits	2 weeks
	Wi-Fi Hot Spots	2 weeks
	DVDs	1 week
	Rokus	1 week
	VHS to Digital Converter Kit	1 week
	Video Games	1 week
	PlayStation VR Headset Kit	1 week

Limits: Patrons are limited to 10 (ten) music CD titles per card, 10 (ten) total DVD titles per card, 5 (five) NEW DVD titles per card, 2(two) STEAM/Early Literacy Kits per card, and 2 (two) Video Games per card, 1 (one) Roku per card, and 1 (one) Wi-Fi Hot Spot per card.

Only Franklin Park Library District card holders age 18 or older may borrow Rokus, the VHS Converter Kit, Wi-Fi Hot Spots, and the PlayStation VR Headset Kit.

Only Franklin Park Library District card holders age 18 or older may place holds on Rokus, the VHS Converter Kit, Wi-Fi Hot Spots, and the PlayStation VR Headset Kit; and the pickup and return location must be the Franklin Park Public Library.

Anyone age 18 or older with a library card in good standing may borrow STEAM and Early Literacy Kits, but the pickup and return location must be the Franklin Park Public Library.

Types of materials that the Franklin Park Public Library District does not purchase may be interlibrary loaned, but are limited to 2 (two) items per card.

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4. Library Cards: General Provisions

- 4.1 Acceptance of a library card issued by the Franklin Park Public Library District binds the applicant to compliance with all applicable circulation policies and rules.
- 4.2 A digital photograph will be taken of patrons when they register for a new card or renew their library card. Patrons who refuse to have a digital photograph taken may be asked to present photo identification when checking out materials.
- 4.3 All resident library cards and SWAN reciprocal cards registered with the Franklin Park Public Library District expire three (3) years after the date of issue unless forfeited or revoked beforehand.
- 4.4 Non-SWAN reciprocal cards registered with the Franklin Park Public Library District expire one (1) year after the date of issue unless forfeited or revoked beforehand.
- 4.5 Borrowing privileges may be suspended or revoked if a patron fails to comply with the library's circulation policies.
- 4.6 A patron may not allow another person to use his/her library card.

5. Resident Cards

- 5.1. Upon completion of the approved library registration form, a three-year library card entitling the patron to all library services and privileges will be issued to any person eighteen (18) years or older who lives within the boundaries of the Franklin Park Public Library District. (See section 5.2 for rules regarding persons under the age of eighteen.) Proof of residency and current photo identification are required. If the photo identification has a current Franklin Park address, no other documents are required. If the photo identification does not have a current Franklin Park address, additional documentation is required to prove residency.

The following current photo identifications are acceptable: driver's license, state identification, consulate card, permanent resident card, passport, employer/school identification card.

Two (2) of the following documents are acceptable as proof of residency when submitted with photo identification that does not have a current Franklin Park address: real estate tax bill, telephone, gas, electric, or water bill, cable or satellite television bill, credit card bill, bank statement, or federal government or Illinois State document. All documents must be current within ninety (90) days.

- 5.2 A person under the age of eighteen (18) years of age who lives within the boundaries of the Franklin Park Public Library District, must have a parent or other responsible adult eighteen (18)

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years or older sign the juvenile registration form accepting responsibility for all borrowed materials. The parent or other responsible adult eighteen (18) years or older must establish proof of residency as outlined in the preceding section (5.1).

Parents or other responsible adults eighteen (18) years or older may opt out of Internet access for the juvenile(s) for which they are responsible.

- 5.3 Residents applying for a library card are restricted to borrowing two items until their library card is issued.
- 5.4 If the person applying for a card presents photo identification with his/her current Franklin Park address and two (2) acceptable documents as proof of residency with the same name and address that is on the photo identification (acceptable documents are defined in section 5.1), a library card will be issued to the applicant the same day. In the case of a juvenile applicant, if the juvenile is present at the time of registration and the juvenile's parent or other responsible adult eighteen (18) years or older presents the three types of documentation outlined in this section (section 5.1), a library card will be issued to the juvenile applicant the same day.

If the person applying for a card presents only photo identification with a current Franklin Park address OR photo identification that does not have a current Franklin Park address and two (2) items of acceptable additional documentation as proof of residency (acceptable documents are defined in section 5.1), a post card will be sent to the address listed on the valid identification of the person applying for a library card (post office boxes are not acceptable) after the library card is produced by the library staff. In the case of a juvenile applicant, the post card will be mailed in care of the parent or other responsible adult eighteen (18) years or older who signed the registration card. The post card must be returned to the library within one (1) month in order for the library card to be issued. If the post card is not returned within one month for whatever reason, a second post card will be sent upon request. A maximum of three (3) post cards may be sent, after which Circulation staff will refer the patron to the Franklin Park Post Office to verify the address given by the applicant.

If a postcard is returned to the Library as undeliverable, the patron's account will be suspended. To reinstate the account, the patron must provide two (2) acceptable documents as proof of residency (acceptable documents are defined in section 5.1).

All application information will be deleted from the computer system if the applicant does not return within six (6) months to pick up the library card.

- 5.5 To renew a library card, a person must present documentation as specified in sections 5.1 and 5.2. The physical library card or key fob must be presented to renew. All fees must be paid in full in order to renew a library card.

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6. Non-Resident Cards

- 6.1 The Library District participates in the Illinois State Library Non-Resident Library Card Program and adheres to its rules and restrictions.
- 6.2 Non-resident owners of property within the Library District are eligible for library cards with the same privileges as those of residents. Proof of property ownership such as a recent tax bill is required. A card may be issued for each member of the family.
- 6.3 A person operating a business or agency located within the Franklin Park Public Library District is entitled to apply for borrowing privileges. This service is free of charge. Proof of ownership such as a recent tax bill or current lease is required. The owner of the business is the only person who can apply for a business library account. The owner may allow other people in his/her company to have access to the account; however, the owner is liable for all fines and lost or damaged materials. The business library card must be presented to receive services. Those people with business borrowing accounts are entitled to all library services for a period of one year.

7. Reciprocal Borrowing Cards

- 7.1 A library card in good standing from another Illinois public library participating in either intrasystem or intersystem reciprocal borrowing will be honored at the Franklin Park Public Library District. However, interlibrary loan services for such a patron must be handled through the patron's home library.

8. Patron Inquiry

- 8.1 Under Illinois law, the library may not tell a person what any other person has out even though the capacity to do so is immediately at hand.
- 8.2 Access to a patron's record is only available to the patron or his/her parent or other responsible adult eighteen (18) years or older in the case of a juvenile card holder, except as a court of law may order. Library employees may ask for appropriate identification.

9. Reserving Library Materials

- 9.1 A reserve may be placed on most library materials.
- 9.2 Reserve requests are limited to 35 items.
- 9.3 Only Franklin Park Public Library District card holders may place holds on Roku, the VHS Converter Kit, Wi-Fi Hot Spots, and the PlayStation VR Headset Kit; and the pickup and return location must be the Franklin Park Public Library.

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- 9.4 The holders of Franklin Park Public Library District library cards which are in good standing may reserve items either by telephone, on-line, or in person.
- 9.5 No reserves will be taken for patrons who either owe fines or have unpaid balances for lost and/or damaged materials.
- 9.6 All reserve requests will be honored on a first-come first served basis.
- 9.7 When requested material is available, the patron will be notified by telephone, text, or email if prior arrangements have been made for text or email notification. If the patron cannot be reached by telephone, text, or email, the materials will be returned into circulation.

Reserves are held for seven (7) days. If reserves placed through OCLC interlibrary loan are not picked up within the designated time period, the patron will be charged \$3.00 per item. Pending reserves may be suspended for a time period designated by the patron.

10. Renewing Materials

- 10.1 Patrons may renew materials (extending of applicable loan periods) either in person, by telephone, or on-line if no reserves have been placed on the item(s). To renew materials, a patron's account must be in good standing.
- 10.2 Items eligible for renewal may be renewed twice.
- 10.3 The following items may not be renewed: NEW DVDs, Rokus, and the VHS Converter Kit.
- 10.4 Items owned by other libraries and borrowed through interlibrary loan may be renewed in accordance with the regulations of the lending library.

11. Materials Fees and Charges

- 11.1 There will be a charge for any damaged or lost item and its parts, including but not limited to, cases, cables, cords, and inserts.
- 11.2 There will be a \$1.00 charge per disc if a returned DVD or CD is so badly scratched or otherwise dirty that it has to be cleaned before it can go back into circulation.

If a patron accumulates three (3) cleaning notations within one (1) year on his/her record, his/her DVD or CD borrowing privileges will be suspended for 60 days. If after the first suspension a patron accumulates three (3) cleaning notations on his/her record, his/her DVD or CD borrowing privileges will be suspended for 120 days. If after a second suspension a patron accumulates three (3) cleaning notations on his/her record, his/her DVD or CD borrowing privileges will be permanently suspended.

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- 11.3 The patron (or the parent or other responsible adult eighteen (18) years or older in the case of a juvenile card holder) is responsible for the replacement of borrowed material which is lost or damaged beyond repair. The amount charged will be the cost of the item plus a processing fee. The processing fee for magazines is \$1.00 per item, and for all other materials \$5.00 per item.
- 11.4 If a patron does not pick up reserves placed through OCLC interlibrary loan within the designated time period, he/she will be charged \$3.00 per item.
- 11.5 The agreement signed by the patron provides that the cardholder will be held responsible for any fines or charges incurred on his/her library account.
- 11.6 Failure to pay charges and fees will result in suspension or revocation of the patron's library card.

12. Overdue Materials

- 12.1 The following overdue fines apply to materials designated for circulation:

Rokus	\$1.00 per day
VHS Converter	\$1.00 per day
Wi-Fi Hot Spots	\$5.00 per day
PlayStation VR Headset Kit	\$5.00 per day

Overdue fines on Rokus, VHS Converter, Wi-Fi Hot Spots, and PlayStation VR Headset accumulate up to the price of the device and accessories (if applicable).

- 12.2 The Wi-Fi Hot Spot will be turned off and wireless service terminated if the Hot Spot is not returned on the due date.
- 12.3 Patrons will be notified by telephone, text, or emailed if prior arrangements have been made for text or email notification when borrowed materials are overdue. Notification will be sent by text, robocall, and email when the materials are 7 days overdue. Accounts are blocked when any item is 14 days overdue. A second notification will be sent by text or email when the materials are 21 days overdue. A robocall is not made for the second notice.
- 12.4 If the patron has returned the overdue materials and has accumulated fines and/or charges of \$5.00 or more, library privileges will remain suspended until the accumulated fines and/or charges are paid.

If the patron has accumulated fines and/or charges at another library, library privileges will remain suspended until the accumulated fines and/or charges are paid.

If the patron has returned the overdue materials and has accumulated fines and/or charges of \$25.00 or more, the patron's account will be referred to the collection agency.

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- 12.5 At 42 days, a billing notice will be mailed or emailed if prior arrangements have been made for email notification stating that the collection agency will be notified if the overdue items are not returned immediately. Library privileges are suspended until the patron's record is cleared. The account of a juvenile is grouped with the adult who signed the juvenile's registration card, which will result in the suspension of the juvenile's and the adult's accounts.
- 12.6 After 60 days from the due date of the materials, the patron will be submitted to the collection agency and charged an additional collection agency fee. Returning materials is no longer an option at this point.
- 12.7 After 42 days from the due date, and prior to submission to the collection agency, the option to return the materials will be decided on a case by case basis. Factors such as the condition of the materials and the reason for being overdue will be considered by the Executive Director of the Library or his/her designee.
- 12.8 The Board of Trustees and library staff are exempt from paying fines. However, the cost of lost or damaged materials must be reimbursed to the library by Board and staff members.

13. Delinquent Card Holder(s) Residing at the Same Residence

- 13.1 If the total charges accrued by all or any of the District card holders residing at the same address equals \$100 or more, a notification letter will be sent to the adult card holder(s) at that residence. The library card privileges of all card holders at that address will be suspended until the charges are paid.

14. Lost Materials

- 14.1 Materials which a patron has reported lost (or which are assumed to be lost after being overdue for 42 days) must be paid for if a patron is to restore his/her library privileges.
- 14.2 The patron must pay the library for the cost of the item(s), a processing fee per item, plus any collection agency fees. The processing fee for magazines is \$1.00 per item, and for all other materials \$5.00 per item. The fines may be waived.
- 14.3 No refunds are issued if the patron finds an item after having paid for it.
- 14.4 If a patron claims that he/she has returned an item that Library records show not to have been returned, the item may be marked "Claims Returned." If a patron accumulates three (3) "Claims Returned" notations on his/her record, his/her library privileges will be suspended (barred) until he/she has paid for the item of the greatest value among the three (3) "Claims Returned."

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15. Vacation Loans

- 15.1 Patrons may request an extended loan on some locally owned printed library materials (up to eight weeks) for vacations.
- 15.2 Only printed materials qualify for vacation loans.