

CIRCULATION POLICY

301. ISSUING LIBRARY CARDS

It is the District's policy to limit patrons to one card/account per person. The following categories describe the different types of borrowers to which a card can be issued.

- a) **Resident Borrower:** Any resident of White Oak Library District may have a borrower's card by completing an application and furnishing proper identification. Proper identification shall consist of a picture i.d. verifying the person's name. If the picture i.d. does not also display a current address that proves residency in the District, a second form of i.d. is required, such as a utility bill, voter's card, credit card bill, bank statement, etc. Until age 18, individuals must have a parent or legal guardian furnish proof of residency. The applicant must be present when issuing card. The District will perform periodic address verification on all accounts.
- b) **Non-Resident Borrower:** Any Illinois resident residing in an area without public library service may purchase a non-resident library card. This card must be purchased from the public library closest to the resident's home. When in doubt about which library is closest, the public library serving the patron's school district shall sell the non-resident card. Once a non-resident card has been purchased, all members of a non-resident borrower's household are entitled to an individual borrower's card upon completion of an application. A non-resident card is valid for one (1) year from date of issue, in accordance with Public Act 92-0166. Please note that there are no unserved areas within the State of Illinois for which White Oak Library District would be the proper organization to issue a non-resident card.
- c) **Pinnacle Borrower (outside of White Oak Library District):** Any person holding a valid borrower's card from a public library that is a full member of the Pinnacle Library Cooperative may borrow materials within the same limits as resident borrowers.
- d) **Reciprocal Borrower (Non-Pinnacle Illinois Borrowers):** Any person holding a valid borrower's card from a public library outside of the Pinnacle Library Cooperative which is participating in the Illinois reciprocal borrowing program may be granted reciprocal borrowing privileges upon completion of an application.
- e) **Resident Institutional Borrower:** A school, preschool, daycare, nursing home, service organization, or other such institution operating within the boundaries of the District may apply for an Institutional Borrower account. The main difference between this card and a 'Resident Borrower' card is that the party held financially responsible for activity with this card is an institution rather than an individual and therefore an expectation exists that these accounts will only be used to check out materials for Institutional purposes. All such accounts must be approved by the Director or their designee, will be reviewed annually, and are valid for a maximum of 1 year from date of issue.
- f) **Non-Resident Business Borrower:** A business operating within the boundaries of the District pays property taxes to the District even if the owner of the business is not a District resident. Thus the person holding title/lease to the business property may apply for a 'Business Borrower' account. A business borrower card is valid for 1 year from date of issue.

302. IN-SYSTEM LENDING POLICIES

- a) If a patron does not present a card at the time of checkout, they may be asked to present a photo i.d. to verify their identity.
- b) Hold materials must be picked up by the patron requesting the item(s), or by a family member/caretaker presenting the requesting patron's card, or by those who are designated to do so on the requesting patron's account and present proper identification.
- c) Library materials shall circulate according to the following schedule:

<u>TYPE OF MATERIAL</u>	<u>LOAN PERIOD</u>	<u>RENEWABLE?</u>
Books	3 weeks	Yes, if no holds
Lucky Day Books	3 weeks	No
Periodicals	3 weeks	Yes, if no holds
Audio Recordings	3 weeks	Yes, if no holds
Board Games & Puzzles	3 weeks	Yes, if no holds
eReader Devices	3 weeks	Yes, if no holds
eContent (loan period varies by format/platform)	1, 2, or 3 weeks	Yes, if no holds
Standard DVDs & Blu Rays (NEW)	1 week	Yes, if no holds
Standard DVDs & Blu Rays (OLDER)	3 weeks	Yes, if no holds
TV Show DVDs & Blu Rays (ALL)	3 weeks	Yes, if no holds
Lucky Day DVDs	1 week	No
Video Games (NEW)	1 week	Yes, if no holds
Video Games (OLDER)	3 weeks	Yes, if no holds

- d) Loan periods for downloadable e-content shall be governed by the e-content provider.
- e) Reference items and newspapers are not allowed to circulate.
- f) There is no fixed limit on the amount of reading material or audio recordings a borrower may take out at one time.
- g) There is no limit on DVDs & Blu Rays per account.
- h) There is a limit of five (5) video games per account.
- i) Renewals are permitted subject to the following guidelines:
 - (1) Items that have a hold on them may not be renewed.
 - (2) Items may be renewed only twice.
- j) Circulating items may be reserved by placing a hold on them.
- k) Materials borrowed via Inter-Library Loan from outside libraries and damaged, lost, or kept overdue may be subject to additional fees per the policy of the loaning library.

303. OVERDUE MATERIALS

Items that are overdue are not assessed fines. However, a borrower with long overdue material may have borrowing privileges suspended until the material is returned or replacement charges have been paid. Borrowers who have material overdue past sixty (60) days will be referred to a collection agency for appropriate action and will have their borrowing privileges suspended until their record is returned to good standing.

304. DISTRICT-OWNED LOST AND DAMAGED MATERIALS

- a) Newer materials lost by a borrower shall be paid for at the full item price. Older materials lost by a borrower may be paid for at a discounted rate determined by a Branch Manager or a Circulation Supervisor.
- b) A processing charge has been factored into the price of every item.
- c) A full refund for material lost and paid for shall be made if the material is returned in acceptable condition within sixty (60) days of date of payment for the loss. Refunds will be issued via a credit put back onto the credit/debit card used to pay for the loss. If the loss was originally paid by cash or check, the refund will be paid via library check and may take up to 35 days to process.
- d) Charges shall be made for damaged items or items missing pieces, as assessed by the library.
- e) Loss or damage of materials borrowed from outside libraries will be billed per the policy of the owning library.
- f) A borrower with fees owed may have borrowing privileges suspended once the amount owed has reached \$10.00.

306. PRIVACY

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

307. AMENDMENTS

The District reserves the right to amend its circulation policy at any time.

308. – 400. RESERVED

Approved by the Board of Trustees on June 27, 2023