



## GLENCOE PUBLIC LIBRARY

### **CIRCULATION SERVICES POLICY**

#### **General**

The goal of Circulation Services at the Glencoe Public Library (Library) is to provide patrons with open access to library materials for their informational and recreational interests; to support lifelong learning; to encourage use of the Library; and to support the principles of intellectual freedom.

#### **Scope**

Circulation Services is staffed by qualified personnel during all hours of operation. Service is available to all patrons. Library staff do not discriminate based on age, gender, race, sexual preference, disability, or any other personal identifiers.

Circulation Services staff are responsible for issuing library cards, providing access to library materials and services, and enforcing the Schedule of Fines, Fees, and Loan Periods. Materials may be borrowed from the Library's own collection, and can also be obtained from other system libraries. Interlibrary loan – borrowing of materials outside of the Cooperative Computer Services (CCS) consortium – is undertaken only for Glencoe patrons.

Library staff reserve the right to decline all conversation of a personal nature.

#### **Priority**

When circulation inquiries occur simultaneously, priority is given to in-person service with second priority to telephone inquiries. If a telephone inquiry cannot be answered quickly and patrons are waiting for help, the caller will be asked for contact information so a follow-up call can be made when time allows.

#### **Library Cards**

One library card is issued per patron and is non-transferable. Patrons assume full responsibility for the return, and any applicable fees for lost or damage to materials loaned under this policy, and will not hold the Glencoe Public Library responsible for any materials or material content. The Library reserves the right to suspend or revoke any library account for violation of policies.

#### **Resident Cards**

Library cards will be issued by the Library to persons 14 years old and older residing within the incorporated boundaries of the Village of Glencoe, Illinois upon presentation of proof of residency and completion of a library card application with current contact information.

Children between the ages of 4 and 13 residing within the incorporated boundaries of the Village of Glencoe, Illinois will be issued a library card upon completion of a library card application with the signature of a parent or legal guardian with whom they reside and the parent's or legal guardian's proof of residency.

Proof of residency shall consist of a valid government-issued photo identification card and proof of current address. Proof of current address may consist of a utility bill, voter registration card, or delivered mail.

Resident library cards expire three years after issue date, and must be renewed with presentation of proofs of residency and current address.

### **Non-resident Cards**

Any household existing in an unincorporated area of the Village of Glencoe, or any Illinois resident residing in an area without public library service and for whom the Glencoe Public Library is the closest public library to the resident's home may purchase a non-resident library card. The purchase price of a non-resident library card is calculated annually by a general mathematical formula used by the Illinois State Library and approved by the Trustees of the Glencoe Public Library Board. The current purchase price is available in the Library's Schedule of Fines, Fees, and Loan Periods.

Once a non-resident card is purchased, all members of the non-resident borrower's household are entitled to an individual borrower's card upon completion of a library card application. The registered individual borrower is responsible for all non-resident card activity.

A non-resident card is valid for one (1) year from issue date.

### **Reciprocal Borrowers**

The Library extends reciprocal services to persons with a valid library card from public libraries in Illinois. A current library card in good standing and valid government-issued identification with the person's current address must be presented to obtain reciprocal borrowing privileges. The Library reserves the right to limit circulation services to reciprocal borrowers.

Reciprocal borrower registration is valid for three (3) years from registration date.

### **Other Services**

Patrons will be notified when a hold item becomes available. Hold items will be held at the self-service hold shelves for the relevant hold period.

Patrons may opt into email or SMS notification for hold notification and notices of overdue materials.

Both curbside deliver service during the hours of library operation as well as 24-hour locker pickup are available when requested by a patron with items on hold. Locker pickup is limited to Glencoe patrons.

Homebound delivery will be provided to Glencoe patrons who request this service and fulfilled at a time and to the extent that staffing permits.

**Responsibilities of Borrowers**

Cardholders are responsible for all materials borrowed on their card and must agree to abide by the Library's Schedule of Fines, Fees, and Loan Periods, and all policies and regulations of the Library. It is the responsibility of the cardholders or the parent or legal guardian of a cardholder under the age of 14 to notify the Library if a card is lost or stolen.

When an item is returned damaged, reported lost, or not returned, the patron will be billed the replacement cost of the item plus a processing fee of \$5.00. Replacement costs for interlibrary loan materials are determined by the lending library.

The Library will not accept replacement copies purchased by patrons to replace lost or damaged library materials.

Lost or stolen Glencoe Public Library cards must be immediately reported to the Library. The cardholder is responsible for materials checked out on the card until the card is reported lost or stolen to the Library.

**Confidentiality of Records**

All registration and circulation records of the Glencoe Public Library are considered to be confidential in nature. The contents of registration and circulation records shall not be made available to anyone except authorized library personnel pursuant to court order.

Adopted	May 22, 2019
Reviewed	
Revised	May 18, 2022