

<p><b>Library Services Policy</b></p>	<p><b>Section 3</b></p> <p>Issued: 2/17/2010 Revised: 8/17/2016</p> <p>Approving Authority: Plainfield Public Library District Board of Trustees</p>
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**CODE OF CONDUCT**

The Board of Trustees established the Code of Conduct to protect the rights and safety of library patrons and staff, preserve and protect the Library's resources and provide an atmosphere that is conducive to appropriate use of the library and its services. All patrons are required to comply with the Code of Conduct while in the library and on library property.

**Please be respectful of other patrons, library staff and library property. Any behavior that is disruptive to library use is prohibited.**

**Rules that adult visitors should know:**

- Computer resources and WiFi access for adults are available in the Reference and Readers Services Department. Computer resources and WiFi access for children and parents/caregivers accompanied by children are available in the Youth Services Department. Use of computer resources and Wifi access must comply with the Library's Internet and Computer Use Policy.
- To maintain a safe environment, adult visitors to the Youth Services Department must be accompanied by a child.

**Rules that parents and caregivers should know:**

- Children under age 9 must be with a caregiver at all times. Caregivers should be at least 16 years old and mature enough to follow the rules and guidelines.
- Children 9 years of age or older may visit by themselves and attend classes and programs without a caregiver.
- For programs that children under the age of 9 attend independently, the caregiver must remain in the Library.
- Monitoring your children's use of library materials is your responsibility. The Library does not restrict children's access.
- Respect closing times. Please ask a staff member if unsure of closing time before dropping off children. Police will be notified 15 minutes after closing if an unaccompanied child under the age of 14 is in the building.

**While in the Library, we ask that you:**

- Enjoy covered drinks in designated areas. Food is allowed only in meeting rooms during authorized events.

- Speak in moderate tones at all times.
- Walk, don't run.
- Use books, materials and technology respectfully.
- Dress appropriately including shoes, tops and bottoms.
- Use cell phones discreetly.

**While in the Library, we ask that you NOT:**

- Distribute or post printed materials/literature not approved by Library Administration.
- Bring animals into the facility, other than assistance animals.
- Change clothes, shave or bathe in the restrooms.
- Sell and/or solicit for services, money or other items.
- Fight or physically or verbally harass other visitors or staff.

IMPORTANT: There will be "zero tolerance" for any behavior deemed illegal or that threatens the safety of others. This behavior will result in an immediate suspension from the facility, the duration of which will be determined by the Library Director. Activities that result in immediate suspension include:

- Carrying weapons of any type.
- Soliciting, selling or using drugs.
- Destruction of property or theft of materials.
- Engaging in disorderly conduct of any kind, fighting or challenging to fight, or using obscene/offensive words.

**CIRCULATION**

**ISSUING LIBRARY CARDS**

- Residents of the Library District – Any resident of the Plainfield Public Library District may obtain a library card by completing an application and furnishing proof of current residency. A resident card will be verified every three years.
- Non-Resident with Property in the District - Any person who is not a resident of the Plainfield Public Library District but pays real estate taxes on property located within the Library District may obtain a one year non-resident card without charge, renewable with appropriate verification.
- Non-Resident with Property Outside the District – According to state law, non-residents are required to purchase a library card at the nearest participating public library in the school district in which the non-resident has his or her principal residence. Qualifying property owners may purchase a Plainfield Library Card by paying a fee which is based on their current real estate tax bill. The Library shall apply its current tax rate against the net equalized assessed valuation listed on the applicant's tax bill. This card is valid for one year, renewable with appropriate verification.

- D. Non-Resident Renting – According to state law, non-residents are required to purchase a library card at the nearest participating public library in the school district in which the non-resident has his or her principal residence. Qualifying renters may purchase a library card by paying a fee based upon the following formula:

Monthly rent X 15% = Nonresident renter fee

Such cards are valid for one year, renewable with appropriate verification. Non-resident renters must present a valid lease or current rent receipt in order to obtain a card.

- E. Reciprocal Borrower - Any person holding a valid library card from a library participating in the "Illinois Reciprocal Borrowing Program" will be granted reciprocal borrowing privileges.
- F. Business Cards - Any corporation, partnership or sole proprietorship owning or renting a place of business within the geographic boundaries of the Plainfield Public Library District is eligible for a one-year library card under the following conditions:
1. That an officer of the business (president, chief financial officer, chairman of the board or other principal) submits a written request, on business letterhead, for a library card designating individuals authorized to use the card
  2. That the library card is to be used solely for business purposes and not for personal or family use
  3. That the corporation, partnership or sole proprietorship shall be responsible for payment of any lost or damaged material as well as for accumulated fines, and
  4. That this card is renewable with appropriate verification on an annual basis

#### **CONFIDENTIALITY OF LIBRARY RECORDS**

The Plainfield Public Library District abides by Illinois Law which states that the records of patron transactions and the identity of registered library patrons is confidential material. The Library does not make available the records of patron transactions to any party except in compliance with the law. The Library does not make available lists of registered library patrons except in compliance with the law.

In the State of Illinois, Public Act 95-0040 (Appendix 3A) created an exception to the requirement for a court order if ALL of the following conditions are met:

- A. The information is requested by a sworn law enforcement officer who states that it is impractical to get a court order as a result of an emergency situation
- B. The law enforcement officer states that there is probable cause to believe that there is imminent danger that someone will be physically harmed
- C. The information requested is limited to only identifying a suspect, witness or victim of a crime, and
- D. The information does not include any registration or circulation records that would indicate materials borrowed, resources reviewed or services used at the library

Public Act 95-0040 also provides that "If requested to do so by the library, the requesting law enforcement officer must sign a form acknowledging the receipt of the information. A library providing the information may seek subsequent judicial review to assess compliance with this Section." (Appendix 3B)

The legal custodian of records for the Plainfield Public Library District is the Library Director. As the legal custodian of records, the Library Director is the person responsible for responding to any request for library records or information about a library user.

The Library Director may designate one or more library employees to serve as persons responsible for responding to any request for library records or information about a library user when the Library Director is absent or unavailable.

No library employee may release library records or reveal information about a library user to any third party or law enforcement agent unless authorized to do so by the Library Director or the Library Director's designated alternate.

#### **LENDING OF MATERIAL**

The Plainfield Public Library District circulates materials in a variety of formats. Library materials shall circulate according to the schedule contained in Loan Rules and Fines (Appendix 3C).

- A. The Plainfield Public Library District issues a card to a named individual. That individual shall be held accountable for any and all items checked out on that card.
- B. Library patrons may checkout materials without presenting a library card if they have a current photo ID.
- C. There is no limit to the number of items to be checked out except for some equipment and those items that have limitations imposed by vendors.
- D. Extended loan periods are available in special circumstances.

#### **RENEWAL OF MATERIAL**

Most circulating items, with the exception of items on hold, may be renewed twice. Items are renewable in person, by phone or electronically.

#### **OVERDUE MATERIAL**

Patrons are responsible for the return of all materials borrowed.

- A. Patrons with overdue materials may have borrowing privileges suspended until the materials are returned and all charges paid.
- B. Items remaining overdue beyond one month will be subject to other collection procedures. In extreme cases the Library may enlist the services of the Plainfield Police Department or a collection agency.

## **FINES AND FEES**

The Plainfield Public Library District has established a schedule for lost or damaged items, fines for overdue materials and fees for other services provided by the Plainfield Public Library District. (Appendices 3C and 3D).

- A. Fines will not exceed the cost of the overdue item.
- B. Patrons with unpaid fines in the amount of \$10.00 or more will have borrowing privileges suspended until fines are paid under the threshold. A payment plan may be instituted for large fines at the discretion of the Library Director or Head of Circulation.
- C. All cardholders residing in the same household who incur fines totaling \$50.00 or more will have library privileges suspended.
- D. A fee will be charged for lost library cards.
- E. A charge will be applied to a patron's account for any NSF check returned to the Library. Borrowing privileges will be suspended pending payment of the check amount plus the NSF fee paid by cash, credit card or certified check.

## **LOST OR DAMAGED MATERIAL**

Materials borrowed are the responsibility of the library patron. Item cost is the responsibility of any patron who borrows and loses or damages any library material. In the case of children under the age of 18, it is the parents' responsibility to pay for lost or damaged items. (Appendix 3D).

- A. The cost of the item will be determined by the Library.
- B. Patrons cannot replace a lost or damaged item in lieu of payment.
- C. If a patron pays for a damaged item the patron may keep the item.
- D. Payments made for a lost item is non-refundable.
- E. Missing or lost items on a patron library card will be renewed while the patron and library staff continue to search for the item. If the item does not belong to the Plainfield Library, the owning library will be contacted and the patron must follow the owning library's policy. Exceptions may be made on a case-by-case basis.

## **INTERLIBRARY LOANS**

The purpose of Interlibrary Loan is to obtain materials not available in our Library from other libraries and to provide materials from our collections to other libraries.

Interlibrary Loan is a service available to all Plainfield Public Library District cardholders, non-resident cardholders and reciprocal borrowers, as long as the patron is in good standing (i.e., no delinquent charges or overdue items).

- A. Fines and Fees - There is no fee to request an item on Interlibrary Loan (ILL). The Library will make every effort to obtain an item from a non-charging lender, but sometimes an item is only available from a lending library that charges fees. If that is the case, the Library will notify the patron to determine whether the patron would still like to obtain the item and pay the subsequent fee.

Overdue fines will be incurred in the same manner as items that the Library owns, according to Appendices 3C and 3D.

Lost or damaged ILL items will result in fines/charges, just as they would for lost or damaged items borrowed from our Library or within our library system and is set by the lending library.

- B. Borrowing - The lending library may impose restrictions on materials lent, including in-library use only or no photocopying.

Turnaround time for requested items varies, depending on the availability of the material, the location of the lending library and delivery method. The Library is unable to accommodate rush or urgent requests.

Out-of-system Interlibrary Loan items may only be renewed provided the lending library allows renewals.

The Library will attempt to borrow requested materials available within the continental United States. Patrons are cautioned, however, that certain types of materials may not be available.

- C. Lending - The Library will accept requests via mail, fax, telephone and e-mail. All photocopy requests must be in writing indicating copyright compliance. The Library will comply with Copyright Law (17 U.S.C.) as it applies to Interlibrary Loan photocopy requests of periodical articles. The Plainfield Public Library District reserves the right to refuse to lend materials or to ask a borrowing library to restrict use of materials lent.

## **REFERENCE**

- A. Reference service is available to all persons visiting the Library regardless of the age, race, sex, or social or economic status.
- B. Reference materials are available for use in the library by all persons regardless of the age, race, sex, or social or economic status.
- C. Staff trained to provide reference service is available during all hours the library is open.
- D. Reference service is provided in response to all forms of inquiry including, but not limited to, telephone, text, and email.

- E. Reference questions that cannot be answered with onsite resources are referred to another agency. Such referrals are verified and/or mediated by library staff.
- F. Research and instruction on specialized topics is offered based upon staff knowledge and availability, and is scheduled as one-on-one sessions.
- G. Requests for assistance or information receive an answer or status report within one working day.
- H. The needs of the library users are treated with respect. Staff treat all questions with equal regard. Names of users and the transactions that occur between users and the reference staff are confidential and not discussed outside a professional context.
- I. In the instance of legal, medical, investment or tax reference questions, the staff may only guide the patron to the material available on the topic of interest.
  - Staff may not evaluate or interpret the information provided, nor define the meaning of terms, offer investment advice, select income tax forms or serve as a surrogate for a professional in any of the fields listed above.
  - Patrons needing assistance beyond the materials and guidance provided will be advised to consult with a professional from the above listed fields for additional information or advice.

## **COMPUTER AND INTERNET USE**

The Plainfield Public Library District provides access to computers, Internet and electronic resources as tools to be utilized in fulfilling the Library's mission. The same standards of intellectual freedom, privacy and confidentiality endorsed by the American Library Association and incorporated into the policies of the Plainfield Public Library District shall be applied to all electronic media offered to our patrons. Internet access is a privilege extended by the Plainfield Public Library District. Internet access is not to be considered as an automatic right or as an obligation of the Library District.

### **RESPONSIBILITIES OF USERS**

The Library's computers may be used only for legal purposes. Library computer users must comply with all local, state and federal laws while using the Library's computers.

Users are responsible for saving data to portable data storage media and/or cloud service.

Internet users who choose to contact fee-based services while using the Library's computers are responsible for any and all charges incurred.

### **USE OF COMPUTERS AND INTERNET**

The Plainfield Public Library District requires that patrons using Library computers, including access to the internet, do so within the guidelines of acceptable use. The following activities are unacceptable:

- A. Use of electronic information networks for any purpose which results in the harassment of other users
- B. Destruction of, damage to or unauthorized alteration of the Library's computer equipment software or network security procedures
- C. Use of electronic information networks in any way which violates a Federal or State law
- D. Use of electronic information networks in any way which violates licensing and payment agreements between the Plainfield Public Library District and network/database providers
- E. Unauthorized duplication of copy-protected software or violation of software license agreements
- F. Violation of system security
- G. Violation of the Code of Conduct

#### **CHILDREN'S ACCESS AND PARENTAL RESPONSIBILITY**

The Library affirms the right and responsibility of a parent or legal guardian to determine and monitor their children's use of library materials and resources, including computers and the internet. Library staff is unable to monitor children's use.

Permission must be given by a parent or legal guardian for any person under the age of 18 who uses Library computers to access the internet. Children under age 11 must be accompanied by an adult when using a computer.

#### **WIRELESS NETWORK**

The Library provides free wireless (WiFi) access for patrons. By choosing to use the Library's WiFi service, the user agrees to abide by all applicable Library policies. Signal strength may vary within the Library building. No guarantee is made for network security or wireless access connectivity.

#### **DISCLAIMER**

The Library cannot control or monitor material which may be accessible from internet sources. The Plainfield Public Library District assumes no responsibility for any damages, direct or indirect, arising from use of its computers, computer network or from its connection to other internet services. Users are discouraged from offering personal information about themselves to sites on the internet.

#### **SERVICE TO PATRONS WITH DISABILITIES**

The Plainfield Public Library District offers the same services to patrons with disabilities as to all other segments of the population. In addition to those services, the Library offers home delivery to patrons with temporary or permanent disabilities which prevent them from coming to the Library and welcomes service animals in the Library.



## **NOTARY PUBLIC**

The Library offers limited notary services free of charge. We are unable to provide notary service for the following types of documents, including but not limited to refinancing or other types of real estate loans, purchases, sales, beneficial interests in land trusts and deeds. Notary Public services may not be available at all times the Library is open to the public.