CIRCULATION SERVICES POLICIES

I. LIBRARY CARD ELIGIBILITY/REGISTRATION

Library cards are issued upon request and free of charge to all who pay library taxes to the Messenger Public Library of North Aurora.

A. In-Person Application

Anyone who pays library taxes to the Messenger Public Library of North Aurora can apply for a library card at the Messenger Public Library User Services Desk. Adults must present a photo ID and current proof of residency in the Village of North Aurora to obtain a library card. A parent or guardian (responsible party) must present proof of residency and sign the library card of an applicant under age 18.

B. Examples of Accepted forms of Photo ID:

Driver's License
State ID
Military ID
Foreign Consulate ID
Passport

C. Examples of Accepted Proof of Residency

Current mortgage or lease documents
Current utility bill
Current bank statement, printed personal check, or payroll check showing name and address
Current property tax bill
Current credit card, insurance, cable TV, or medical billing statement

Non-acceptable: Personal mail, change of address forms, and post office boxes are not acceptable as proof of residence.

II. TYPES OF LIBRARY CARDS

A. Resident Card

Resident cards expire automatically when a patron moves out of the Messenger Public Library service area.

Anyone who pays library taxes to the Messenger Public Library of North Aurora is eligible to receive a library card. Residents 18 and older may register for library cards in person. A photo ID and current proof of residency are required. A parent or guardian (responsible party) must be present and sign the registration form and library card for residents under 18.

B. Cards from other Illinois libraries
Reciprocal Borrowing patron privileges are valid for 1 year

The Messenger Public Library participates in the Reciprocal Borrowing Program operated under the auspices of the Reaching Across Illinois Library System (RAILS) and the Illinois State Library. [https://www.railslibraries.info/about/resource-sharing-plan]

Reciprocal Borrowing patrons must register the library card issued by their home library and do not receive a Messenger Public Library borrower card.

Reciprocal Borrowing patrons have similar borrowing privileges to Messenger Public Library cardholders with the following exceptions:

- Interlibrary loan materials
- Requests for purchases
- Wi Fi Hotspots

C. Non-resident Card
Non-resident cards are valid for 1 year

Non-residents living outside of the Messenger Public Library service area and not within another library service area may apply for a non-resident card. Applicants for a non-resident card must present a photo ID, proof of residency, and pay a fee based on their current property tax bill in order to receive a library card. https://www.messengerpl.org/content/board-and-policies/policies-and-documents/non-resident-card-feeml] Payment of the non-resident card fee entitles each member of the payee's family at that address to be issued a library card.

D. Non-resident Renter Card
Non-resident renter cards are valid for 1 year.

Non-residents who rent and reside in a property outside of the Messenger Public Library service area and not within another library service area may apply for a non-resident renter card. Applicants for a non-resident renter card must present a photo ID, proof of residency, and pay a fee equal to 15% of their monthly rent in order to receive a library card. Applicants must present a current lease or rent receipt.

E. Non-resident Taxpayer Card
Non-resident taxpayer cards are valid for 1 year.

A non-resident who owns taxable property in the Village of North Aurora may register for a library card. Only one non-resident taxpayer card will be issued per taxable property. Non-resident taxpayers must present a photo ID and current property tax bill in order to receive a non-resident taxpayer card.

F. School Accounts
School accounts are valid for 1 year.

Any school located in the Village of North Aurora is eligible for a School Account at the Messenger Library under the following conditions:

1. The school has a Principal or designated staff to act as the main contact for the Youth Services Department of the Messenger Public Library.
2. The school and the Library develop a mutually acceptable written agreement regarding services and materials to be provided to each institution
3. The school Principal designates specific staff authorized to use the card
4. The school agrees to be financially responsible for all materials checked out on the card
5. The library card is used solely for school-related purposes
6. The library card remains on file at the Library and is requested by authorized individuals each time they visit the Library
7. Picture ID will be shown at checkout.

All such cards are valid for use only at the Messenger Public Library for dates established in the user agreement. Agreements are renewed annually and must be approved by the Youth Services Department.

G. Cards for Kids (Cards for Kids Act." 75 ILCS 16/30-55.60)
Cards for Kids cards are valid for 1 year.

Any non-resident student (Grades K-12) enrolled in a public or nonprofit school, who does not have his or her principal residence within a public library service area and whose household incomes fall at or below the U.S. Department of Agriculture's Income Eligibility Guidelines, cannot be charged fees for non-resident library cards. The student must be

eligible for a school lunch program that operates under the Community Eligible Provision of the USDA National School Lunch Program. (http://www.fns.usda.gov/cn/income-eligibility-guidelines.)

A parent must apply for the library card and act as the responsible party for any fees accrued on the card. All normal overdue fines and charges for lost/damaged items apply.

Senate Bill 3497 (Extension of the Cards for Kids Act)

The Messenger Public Library Board of Trustees has approved waiving non-resident fees for persons under the age of 18.

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H. Veteran's Non-resident Library Card
Veteran's Non-resident cards are valid for 1 year.

Any Illinois resident who has served as a member of the United States Armed Forces on active duty or State active duty, a member of the Illinois National Guard, or a member of the United States Reserve Forces who has received an honorable discharge is eligible for a library card at no charge if the following conditions apply:

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. 1) The non-resident fee shall not apply to the unmarried surviving spouse of a veteran who has previously qualified for this exemption prior to his/her death.

Qualifying veterans or surviving spouses must present documentation from the county where they reside that indicates that their residence is exempt from paying property tax.

I. Other Card Registration
A library card may be issued to an individual not meeting all of the registration criteria if, in the judgment of the Library Administrator, special circumstances exist that warrant and justify issuing such a card.

J. Other Library Users
Persons not eligible for borrowing privileges are welcome to use library materials and resources within the library.

III. CARDHOLDER RESPONSIBILITIES

A. A library card is issued to an individual and is not transferrable. Patrons are responsible for all materials checked out on the card, including those resulting from the use of a lost or stolen card. A patron's responsibility for checked out materials does not end until the materials, including all parts (jackets, discs, cases, booklets, etc.), are returned in good condition.

B. Lost or stolen library cards must be reported to the Circulation Department immediately. Cardholders are encouraged to report lost or stolen items with personal identity information to the North Aurora Police Department.

C. Library cards are the property of the Messenger Public Library and may be restricted or revoked at any time. Library cards are automatically invalid when a patron moves outside of the Messenger Public Library service area.

D. Any material circulated by Messenger Public Library may be borrowed by patrons without regard to age. A parent or guardian (responsible party) is responsible for their minor child's use of library materials and services, including payment of any fines or charges.

E. A patron will have their borrowing privileges suspended if their library card has a total of $20 or more in fines and fees.

F. In order to check out items in the library, patrons must present a valid library card, photo ID or a registered library card within the SWAN mobile app on their phone. Photo representations of a library card other than the SWAN mobile app must be supported by a photo ID. If patrons in good standing are not able to present any of the above items, they may provide their name, telephone number and birth date to verify their library account in order to check out.

G. Messenger Public Library cardholders in good standing may sign up for reciprocal borrowing privileges with Illinois libraries that are not members of the SWAN library consortium. These library privileges will be valid for 1 year or until the expiration date of the patron's Messenger library card, whichever occurs first.

IV. LOAN PERIODS

A. Messenger Public Library Materials Loan Periods
See the "Materials/Loan periods/Limits/Fines Table."

B. Materials will be automatically renewed twice if they are not on hold for another patron with the following exceptions: Quick Picks, DVDs and Hot Spots. Renewal requests may be made in person, by phone, via the library's website or using the SWAN mobile app.

C. Reference books (with the exception of some circulating reference materials in the Youth Services Collection), and newspapers do not circulate.

V. RESERVES (Hold requests)

Messenger Public Library cardholders may place a hold on items that are checked out or otherwise unavailable. Reserves may be placed in person, by phone, via the library's website or using the SWAN mobile app.

Reserves are held at the library for 7 days.

Patrons will be notified by email, text messages or phone when materials are available.

INTERLIBRARY LOAN SERVICES

Messenger Public Library cardholders may request materials not available in the SWAN Library Consortium through interlibrary loan services (ILL). Materials borrowed through ILL will circulate in accordance with the policy of the lending library. See the ILL Policy.

VI. **FINES AND FEES**

A. Messenger Public Library Materials Overdue Fines and Fees

Messenger Public Library does not charge fines for overdue items. Patrons are responsible for overdue fines for items checked out at libraries other than Messenger Public Library, when those libraries charge overdue fines for late items.

Notices are sent as a courtesy when materials are overdue. However, borrowers are responsible for returning or renewing materials on time and paying all fines whether or not a notice has been received.

B. Charges for lost or damaged material

If materials are lost, or damaged and judged by library staff as being unsuitable for the collection, the patron must pay the replacement cost.

A lost item that is found and in good condition may be returned to the library within 30 days of payment and the replacement cost will be refunded less any overdue fines.

Generally, an item that has been lost longer than 30 days will not be accepted back into the collection except at the discretion of the Head of Circulation Services or Library Administrator.

The library does not accept replacement items in lieu of payment of replacement costs for lost or damaged materials. Replacement items will be purchased by the library from library vendors.

C. Library card replacement

In the event that a library card is damaged, or reported lost or stolen, a replacement card will be issued with a photo ID and payment of a $1 replacement fee. The original card will be invalidated at the time of replacement.

D. Borrowing restrictions

Library staff may deny borrowing privileges to cardholders:

- With long overdue items
- With over $20 in fines or fees
- Who are not able to present their library card or other identification

Restrictions for reciprocal borrowing patrons are outlined in section IIB above
Some collections are restricted to use by Messenger Public Library cardholders

Materials/Loan Periods/Limits		
MATERIALS	**PERIOD**	**LIMIT**
Book	**28 days**	**n/a**
Audio Book	**28 days**	**n/a**
Playaway	**28 days**	**n/a**
Fiction DVD	**28 days**	**20**
Non-Fiction DVD	**28 days**	**20**
DVD Boxsets	**28 days**	**20**
Music CD	**28 days**	**n/a**
Video Games	**28 days**	**5**
Theme Bags	**28 days**	**5**
Launchpads	**28 days**	**2**
Book Buddy Bags	**28 days**	**5**
Juvenile Kits	**28 days**	**5**
7 Day Reference Book	**7 days**	**5**
Reference Book	**Non-circulating**	
New Books - Adult	**28 days**	**5**
New DVD	**28 days**	**5**
New Boxset	**28 days**	**5**
Wi-Fi Hotspot	**14 Days**	**1**
Board Games	**28 days**	**5**

Interlibrary Loan Policy

The Messenger Public Library of North Aurora recognizes that Library cooperation is essential to satisfy the information needs of their own patrons and library patrons across the State of Illinois. The purpose of Interlibrary Loan is to obtain materials not available in our Library or the SWAN consortium from other libraries and to provide materials from our collections to other libraries.

Material not available within the Library and SWAN consortium catalog may be obtained through Interlibrary Loan. The Library affirms that Interlibrary Loan is a supplement, not a substitute for the Library's collections.

In view of this, the Messenger Public Library endorses the ILLINET Interlibrary Loan Code, the Illinois Intersytem Reciprocal Borrowing Covenant, the RAILS Library System Resource Sharing Policy, and the American Library Association Interlibrary Loan Code. (See Appendices)

Scope:

The following materials are available for Interlibrary Loan from the Messenger Public Library:

- Circulating books and periodicals
- Audio-visual materials (in-state only)
- Photocopies from non-circulating materials

The following materials will not be available for Interlibrary Loan:

- Reference materials
- Special local history & genealogy materials
- Materials that must be checked out at Messenger Public Library
- Current issues of periodicals
- Video games
- Audio-Visual materials will not be loaned out-of-state
- Multiple seasons of TV shows
- Buddy Bags

Interlibrary Loan Policy (cont)

Responsibilities of the Messenger Public Library:

The Messenger Public Library shall make every attempt to initiate processing of requests as rapidly as possible.

The Messenger Public Library will attempt to meet the needs of Messenger Public Library cardholders by borrowing materials from other libraries that are not available in the Messenger Public Library collection.

Messenger Public Library will try to fill requests first through the SWAN consortium (Intralibrary Loan) and then a variety of systems will be explored.

The Library will borrow within the State of Illinois and other states within the United States.

The Messenger Public Library will make every effort to verify Interlibrary Loan requests using all resources available before requesting items.

Messenger Public Library will not use Interlibrary Loan as a substitute for collection development.

The Messenger Public Library will provide photocopies to requesting libraries from non-circulating materials. There will be no charge for photocopies provided.

The Messenger Public Library shall be ultimately responsible for replacement of lost or damaged items according to the policies of the lending library.

The Messenger Public Library shall make every effort to recover materials from delinquent patrons.

The Messenger Public Library will comply with the copyright law (U.S. Code Title 17) in all requests for photocopies.

Expenses

The Messenger Public Library does not charge other libraries for use of its materials

The Messenger Public Library does not charge other libraries for overdue Messenger Public Library materials.

Interlibrary Loan Policy (cont)

Lending Periods and Renewals
The Messenger Public Library will loan materials to individuals for the loan period set by the lending library.

Patrons may ask for renewal of Interlibrary Loan materials. Requests for renewals should be made 3 business days before the initial due date. Interlibrary Loan staff will request the renewal from the lending library and inform the patron of new due dates or recalls.

Interlibrary Loan Borrowing
Messenger Public Library cardholders over the age of 18, in good standing, may request up to an annual limit of 25 items on Interlibrary Loan. If cardholders want to borrow over this annual limit of 25 items, they will be required to prepay $25 per request. Items requested, but not received, for any reason, will count towards this request limit of 25.

Messenger Public Library cardholders may request up to 5 items at a time, and have up to 5 Interlibrary Loans checked out at any given time.

Interlibrary Loans will be checked out at the time of pick-up to the requesting cardholder on the requesting patron's card.
Any fees charged to the Messenger Public Library by other libraries will be the responsibility of the patron. Fees will be prepaid by check, made out to the lending library.

Interlibrary Loan Policy (cont)

Appendices:

ILLINET Interlibrary Loan Code

http://www.cyberdriveillinois.com/publications/pdf_publications/lda130.pdf
(Printed copy available upon request)

American Library Association Interlibrary Loan Code
http://www.ala.org/rusa/resources/guidelines/interlibrary
(Printed copy available upon request)

Definition of Terms and Acronyms:

ILLINET – Illinois Library and Information Network
Intralibrary Loan - Loans made within the SWAN consortium
Interlibrary Loan – Loans made outside of the SWAN consortium
SWAN – System Wide Automated Network
OCLC – Online Computer Library Center
RAILS – Reaching Across Illinois Library Systems
WorldCat – A union catalog libraries in 112 countries that participate in the OCLC global cooperative.

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Chromebook Lending Policy

- Chromebooks must be checked out on a library card for use within the building to patrons 12 years of age or older.

- Chromebooks will be available on a first come, first serve basis. They cannot be reserved ahead of time.

- Chromebooks must be returned to the Library Staff fifteen minutes before the library closes.

- Chromebooks are to be used in the Library only. Removal of a Chromebook from the Library will be considered theft.

- The user bears responsibility for damage to the Chromebook due to neglect, abuse or loss.

- Replacement cost for the Chromebook and all accessories is $240.

- An adult responsible party must check out the Chromebook for children (11 years of age or younger).

- Failure to comply with these policies will result in the loss of library privileges.

WiFi Hotspot Lending Policy

A WiFi hotspot is a device that allows you to connect your mobile enabled devices (e.g. laptop, smartphones, tablets, etc.) to the Internet. The hotspot is portable so you can connect your device almost anywhere you go. (for example: home, on the train, on the bus, in the park, office, etc.).

A resident of North Aurora (age 18 and older) with an active Messenger Public Library card may borrow a Wi-Fi hotspot for 14 days.

The hotspot must be returned to the User Services desk of the Library. All components (hotspot, cord, charge, and storage case) must be present upon return for the Library to consider the item checked in.

A Wi-Fi hotspot will be turned off and wireless services will be terminated if the hotspot is not returned on the due date.

If the hotspot is lost, please contact the Library User Services desk immediately. The replacement fee is the market value cost to replace the hotspot. As of March 2019, the cost is approximately $100.

As a public library member of SWAN (System Wide Automated Network), the Messenger Public Library will abide by the SWAN Governing Board's established standards for their public library members regarding borrowing and circulation rules. These standards have been established to improve the patron experience for the public library members.