

HIGHLAND PARK PUBLIC LIBRARY

Policy 301 **Circulation**

Purpose: To clarify library card types and requirements as well as loan periods and limits of collection circulation.

General Policy

The Highland Park Public Library (“the Library”) issues library cards based on circumstances of residency, property ownership, business ownership, and educational and civic institutions to manage circulation of library materials.

Issuance of Library Cards

A Highland Park Public Library Card (“Card”) will be issued without charge to any person who qualifies under one of the categories listed below. For all Cards, a person may apply in person by presenting valid identification. An online application is available on the Library’s website for those applying for a Highland Park Resident Card.

Identification must include proof of current residency, as well as a photo ID. Proof of residence and photo ID can be one document (such as a driver’s license) if it contains both the address and photo ID. Otherwise, the proof of residence and photo ID can be two separate documents from the list below.

Acceptable forms of identification and proof of residency include (all must be current):

- Driver's License
- State Identification Card
- Credit Card Statement
- Student Identification Card
- Passport
- Matricula Consular ID Card
- Government Issued Photo ID
- Bank Statement
- Voter's Registration Card
- Instructional Driver's Permit
- Lease or Housing Agreement
- Telephone, Gas, Electric, Water or Cable Bill
- Vehicle Insurance Card
- Postmarked Mail
- Property Tax Bill

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Other, if approved by the Membership Services Manager

Cardholders

A. Highland Park Resident Card

1. A Card will be issued to any person who resides within the City of Highland Park.
2. This Card does not expire, as long as the person remains a resident of Highland Park, which will be verified through the National Change of Address service, and the card remains active in use. Any Card that is inactive for more than 3 years may be removed from the database.
3. Online applications are only available for Highland Park Resident Cards. The application will be reviewed by a Library staff member. Once verified, a Card will be mailed to the address provided in the application.
4. Persons between 14 and 17 years old may apply for a Card using their own proof of residency. For those who do not have the necessary proof of residence, they can be registered utilizing their parent or legal guardian's proof of Highland Park residency.
5. Persons under the age of 14 must have a parent or legal guardian apply for the Card and sign the application form. They may present their own identification or have a parent or guardian present the necessary identification (see above for acceptable forms).
6. The Card issued to a person under the age of 14 can be canceled at any time by that person's parent or legal guardian that is listed on their account.
7. A parent or legal guardian who has signed the child's application form has financial responsibility for all materials checked out on the Card of a child under the age of 14.
8. A Card will be issued to residents of the portion of Fort Sheridan that falls within the boundaries of the City of Highland Park.
9. A Card will be issued to military personnel residing in Fort Sheridan.

B. Temporary Highland Park Resident Card

1. A person may qualify for a Temporary Highland Park Resident Card if they are temporarily residing in the home of a Highland Park resident or reside in a Highland Park residential facility.
2. To receive a Temporary Highland Park Resident Card, a "Request for Temporary Borrower Card" form must be completed.

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- a. For someone residing in the home of a Highland Park resident, the form requires the signature of a hosting resident. The hosting resident is responsible for any lost or damaged materials checked out to the temporary resident. The signed form will be kept on file. The hosting resident must have a valid Card.
- b. For someone residing in a Highland Park residential facility, the form requires the signature of the director of the residential facility. The residential facility is responsible for any lost or damaged materials checked out to the temporary resident. The signed form will be kept on file.
3. Cards are issued for a three-month minimum and 12-month maximum period and may be renewed, with an updated request form, for up to an additional 12 months.

C. Highland Park Property Owner Residing Outside Highland Park

1. A Card valid for one year will be issued to an individual who lives outside of Highland Park but pays taxes on property in Highland Park. In order to qualify for the Card, an individual must present a copy of the most recent tax bill pertaining to the taxable property.
2. A Card may be issued to only one person for each parcel of taxable property, regardless of whether there are several joint owners of the property (75 ILCS 5/4-7(12)). A copy of the application and a copy of the tax bill will be kept on file. The most recent tax bill must be presented each time the Card is renewed.
3. Highland Park property owners who reside outside Highland Park are entitled to all materials and services available to residents.

D. Highland Park Business Owners

1. A Card valid for one year will be issued to an individual who lives outside of Highland Park but owns a business in Highland Park. In order to qualify for the Card, the business owner must present official business mail showing the name of the business, owner or CEO, and Highland Park address.
2. Only one Card will be issued for each business, regardless of whether there are several joint owners. A copy of the application and a copy of the supporting documents will be kept on file.
3. Highland Park business owners who reside outside of Highland Park are entitled to all materials and services available to residents.

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E. Staff Cards

1. Employees of the Library will be issued a Card using the staff designation.
2. Employees are responsible for lost or damaged materials checked out on the Card.

F. City of Highland Park Staff Cards

1. Current employees of the City of Highland Park are eligible for a Card.
2. The Card will be valid for three years, or until the employee is no longer employed by the City, whichever occurs first.
3. Employees are responsible for lost or damaged materials checked out on the Card.

G. Institutional Cards

1. Institutional Cards are extended to Highland Park School Districts, private educational institutions located within the City of Highland Park, Highland Park agencies, and residential facilities located within the City of Highland Park. All rights, privileges, and responsibilities of resident patrons are extended for institutional borrowing.
2. Institutional Cards are valid for up to one year and may be renewed annually thereafter.
3. The school, agency, or residential facility administrator must provide a contact person at issuance and at each renewal.
4. The institution remains responsible for any lost or damaged materials.

H. Teacher Card

1. Teachers of District 112, Highland Park High School, and all private schools located in Highland Park are eligible for a Card. All rights, privileges, and responsibilities of resident patrons are extended for Teacher Cards.
2. Teachers must have approval from the school's principal, the district's superintendent, or the district's authorized proxy, and must present the teacher's school ID to obtain a library card.
3. The school district remains responsible for any lost or damaged materials.
4. A Teacher Card will be valid for up to one year and may be renewed annually.

I. Student Card

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1. Students of District 112, Highland Park High School, and all private schools located in Highland Park are eligible for a Card.
2. Students must present a current school ID in order to obtain a Card. If the student is under the age of 14, a parent or legal guardian must be present and present a photo ID and proof of residence.
3. A Student Card will be valid for one year and may be renewed annually.

J. Small Limit Checkout Card

1. Individuals who cannot provide proof of residency are eligible for a Small Limit Checkout Card. This Card allows a person to check out up to three items at a time, however certain collections may be excluded from checkout, such as the Library of Things and STEM Kits.
2. To obtain a Small Limit Checkout Card, a person must provide a photo ID.
3. Small Limit Checkout Cards will be valid for three months and may be renewed.

K. Renewing Cards

1. Cards can be renewed according to the same conditions as the initial registration.

Reciprocal Borrowers

1. The Library accepts cards for borrowers of the CCS consortium and of other Illinois public libraries participating in the Inter-System Reciprocal Borrowing Covenant.
2. CCS Reciprocal Borrowers must present a valid library card from their home library or proper identification with their current residence address. Reciprocal Borrowers from other Illinois public libraries must present a valid library card from their home library and proper identification with their current residence address. A Reciprocal Borrower's library card will expire on the date set by the issuing library or three years after issuance, whichever is less. Reciprocal Borrowers who have purchased non-resident cards from other public libraries in the Reaching Across Illinois Library System (RAILS) must present a valid library card from the issuing library. Those cards will expire on the date set by the issuing library.

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3. Reciprocal Borrowers may have limited borrowing privileges (see Loan Period and Checkout Limit chart).

Use of Library Identification

A. Identification

1. A person may present a library card, photo ID, an electronic device with a scanned image of the Card's barcode that is human-readable, or their library card number as library identification.

B. Lost/Stolen Library Identification

1. Borrowers are responsible for all materials checked out with their library identification until the identification is reported lost. Borrowers are required to report lost or stolen library identification.

C. Liability for Unauthorized Use of Library Identification

1. The possession of another person's library identification to check out library material on that person's behalf is considered authorized use.
2. Borrowers will not be liable for materials checked out after the loss of their library identification has been reported.
3. A borrower will be liable for all losses for unauthorized uses occurring prior to notifying the Library.

D. Confidentiality of Registration and Circulation Records

1. Registration and circulation records are confidential per state law (75 ILCS 70). Persons requesting information about their own records must present their library card or photo ID before staff will provide any information.
2. If this request is made by telephone, Cardholders or Reciprocal Borrowers must provide their library barcode numbers before any information is provided. Only the number of items checked out, money owed, and titles of reserved and/or overdue materials will be provided.
3. If a caller does not provide their library card or barcode number, the only information provided will be whether an item is ready to be picked up, however no additional information about the item, including the title, will be provided.

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E. Cardholders and Reciprocal Borrowers Change of Address/Custodial Parent or Legal Guardian

1. All Cardholders and Reciprocal Borrowers of the Library are required to inform the Library of any change of address, phone, email, or other contact information.
2. If at any time mail sent to the Cardholder or Reciprocal Borrower by the Library is returned, or if the Library learns by other means that the address on file is no longer accurate, the Cardholder's borrowing privileges will be suspended. The Cardholder will need to show valid identification of current residence to restore borrowing privileges.
3. If the parent or legal guardian who originally signed a juvenile registration card is no longer a custodial parent or legal guardian, a new registration card must be completed and signed by a custodial parent or legal guardian. The child may continue to use the same library identification.

F. Library Identification Not Presented for Checkout

1. Registered borrowers who have forgotten their library identification may borrow items by showing proper photo identification that verifies their residence address.
2. If identification is not provided at checkout, the Library will be unable to checkout items. However, the Library may hold materials for 4 days upon request.
3. Children between 8 and 14 years of age who do not have their library identification, and are not accompanied by an adult, may borrow items by confirming their street address and telephone number with the Membership Services clerk.
4. Children under 8 years of age who do not have their library identification and are accompanied by an adult may borrow items when identification and address can be verified.

G. Ownership of Library Cards

1. All cards issued by the Library remain the property of the Library and may be reclaimed for violation of Library policies.

Circulation of Library Materials

A. Quantity and Loan Periods

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1. Highland Park Resident Cardholders (excluding Small Limit Checkout Cards) and Reciprocal Borrowers may possess up to 150 items checked out at any given time. For the number of items by item type a Cardholder or Reciprocal Borrower may possess, and each item type's loan period, please refer to the Loan Period and Checkout Limit Appendix.
2. Small Limit Checkout Cards may possess up to 3 items checked out at any given time and are excluded from checking out Library of Things items and STEM Kits.
3. Department Managers may adjust loan periods for their collections due to seasonal demand, special programs, or limited resources.
4. Upon request, materials that fit the following descriptions are available for Vacation Loans of up to six weeks (42 days):
 - a. Print materials
 - b. No longer in high demand
 - c. No longer new
 - d. Not on hold
 - e. Under special circumstances the Membership Services Manager may extend the loan period.

B. Renewals

1. Materials that are eligible for renewal will automatically renew for their normal loan period if there are no holds on the item, and if the library card is in good standing. Materials can also be renewed in person, by telephone, or through "My Account" online. Please refer to the Loan Period and Checkout Limit chart to view what items are eligible for renewal and for their number of renewals.

C. Hold Requests

1. For the type of items a Cardholder or Reciprocal borrower may place on hold, please refer to the Loan Period and Checkout Limit chart.
2. Hold requests may be placed through the Library's online catalog, by telephone, or in person.
3. Certain designated new materials are holdable only by Cardholders for the first 90 days that the item is available. (Exceptions include: New Youth CDs, DVDs, Blu-rays, New Adult CDs, and New Adult DVDs/Blu-rays in the categories - Series, Arts, Documentary, Health and Fitness, Instruction, and Travel.) After 90 days, items are

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holdable by all Cardholders and Reciprocal Borrowers unless specified in the Loan Period and Checkout Limit chart.

4. Material with holds will be held for 4 days from the date of the hold alert.
5. Cardholders may have up to a total of 50 holds at one time.

D. Interlibrary Loan

1. Only Highland Park Resident Cardholders may request interlibrary loan materials. Holds placed on materials at other CCS member libraries do not constitute interlibrary loan as defined in this policy.
2. Cardholders may have up to 10 interlibrary loan item requests outstanding at one time. No Cardholder may request the same title more than twice within a 12-month period. Contingent upon Cardholder approval, the Cardholder is responsible for any fees assessed by the lending library.
3. Cardholders may have up to 10 requests for copies of periodical articles. Fees charged by the lending library for periodical photocopies are passed along to the Cardholder regardless of whether the material is used.
4. If the Library owns the requested interlibrary loan item, the request will not be processed.
5. The Library follows the guidelines of service outlined in the Illinois Interlibrary Loan Code and the Reaching Across Illinois Library System Interlibrary Loan procedures.

<https://www.railslibraries.info/services/interlibrary-loan>

E. Exceptions

1. Department Managers may temporarily restrict holds, renewals, loan periods, and interlibrary loans due to seasonal demand, special programs or limited resources.

Cardholders and Reciprocal Borrowers Responsibilities

A. Responsibility for Materials

1. Cardholders and Reciprocal Borrowers are responsible for items loaned using their library identification until the items are returned to the Library.

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2. A parent or legal guardian who signed the child's application form is responsible for all materials checked out with the library identification of a child under the age of 14.
3. The residential host family member or residential facility who signed the "Request for Temporary Borrower Card" form is responsible for all materials checked out with that temporary borrower's library identification.

B. Overdue Materials

1. Items are due by closing time indicated on the due date receipt slip for the item loaned. Materials may be returned to the appropriate Library material drop in the building or parking lot.
2. Library borrowing privileges will be suspended when an item is 14 days overdue or when a Cardholder has 40 or more items that are overdue. Reciprocal Borrowers will be blocked when 25 items are overdue. Privileges will be reinstated when the Cardholder's or Reciprocal Borrower's record is resolved.
3. Cardholders and Reciprocal Borrowers are responsible for overdue items regardless of receipt of notice. The Library will send overdue notices on a regular basis to remind Cardholders and Reciprocal Borrowers of overdue materials.
4. The Library considers an item lost once it is 45 days overdue.
5. The Library borrows Interlibrary Loan (ILL) items from other libraries all over the United States, then lends them out to Highland Park residents. Some libraries may choose not to lend anything to the Library if the return of ILL items is consistently overdue. As such, a pattern of returning ILL items late may result in suspension of a Cardholder's ILL privileges. A warning will be issued at the first occurrence of ILL item(s) returned after the due date, a second warning for a second occurrence, and a 30-day suspension of ILL privileges at the 3rd occurrence. If there is any damage to an interlibrary loan item or an interlibrary loan item is lost, the Cardholder will be responsible for the lending library's replacement cost which may be as high as several hundred dollars over the purchase price of the item.

C. Lost or Damaged Materials

1. The Library considers an item lost once it is 45 days overdue.
2. The Cardholder or Reciprocal Borrower will be charged the Library's replacement cost for the lost or damaged item. If an item is returned

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before it is deleted from the catalog, the fee will be removed from the account. Any item returned after the item is deleted from the catalog will need to be paid.

3. The Library does not charge for the first 5 items (with the exception of the Library of Things and STEM Kits) that are checked out at and returned damaged to the Library. Once the limit of 5 items has been reached, the Library reserves the right to charge for damaged items. Items checked out at and/or returned to other libraries may still be charged for damage.
4. Cardholders and Reciprocal Borrowers who repeatedly damage or lose materials may have their Library privileges suspended or modified.
5. The Library does not accept a replacement copy in lieu of payment.
6. The Library is not liable for damage to patrons' equipment used in conjunction with Library materials.
7. Fees may be assessed for lost or damaged containers, supplementary contents of the materials, and barcodes.
8. Refunds will be provided for any lost and paid items that are returned in good condition and returned to the Library within 3 months of payment, as long as the item had not been deleted from the catalog at the time of payment.
9. Library borrowing privileges will be suspended when \$20.00 in outstanding bills have been accumulated on a Cardholder or Reciprocal Borrower record. Privileges will be reinstated when the Cardholder or Reciprocal Borrower record is resolved. In special circumstances, the Membership Services or Media Services Managers may allow charges to be reduced or waived, and to allow limited borrowing privileges to Cardholders or Reciprocal Borrowers whose borrowing privileges have been suspended.

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CIRCULATION POLICY APPENDIX

LOAN PERIODS AND CHECKOUT LIMITS				
Item Type	Loan Period (Days)	Checkout Limit (per card)	Holdable	Renewal Limit
All Items - Unless Specified Below	21	150	Yes	3
Hot Picks	14	2	No	0
New Adult Services & Teen Books (Does not include Travel Guidebooks, Computer Books, Large Print, or 500+ Page Books)	14	150	Yes	2
Youth New Books, Books with CD, Wonderbooks, Holiday Books	21	50	Yes	3
New Audiobooks	21	10	Yes	3
DVDs/Blu-Rays	21	20	Yes	3
Video Games	21	10	Yes	3
Magazines	14	10	Yes	0
STEM Kits	14	1*	Yes	2
Maps	21	150	No	3
Ebook, Eaudiobook, Streaming Videos	Varies	Varies	Varies	Varies
Library of Things¹				
Circulating Equipment, Tools, and Devices	7	2*	Yes	1
In-Library Use	2 hours	2	No	1

*Highland Park Public Library Cardholder only.

¹ Some items from the Library of Things may require a signed liability waiver to use.

Small Limit Checkout Cards may possess up to 3 items checked out at any given time and are excluded from checking out Library of Things items and STEM Kits.

Certain designated new materials are holdable only by Cardholders for the first 90 days that the item is available. (Exceptions include: New Youth CDs, DVDs, Blu-rays, New Adult CDs, and New Adult DVDs/Blu-rays in the categories - Series, Arts, Documentary, Health and Fitness, Instruction, and Travel.)