



# CIRCULATION POLICY

## **WHO MAY USE THE LIBRARY?**

### 1. Residents

The Library serves the residents of the City of Palos Heights community free of charge. The City comprises the area within the corporate limits of Palos Heights as defined by state statutes. Service will not be denied or abridged because of religious, racial, social, economic, or political status.

### 2. Non-Residents

Non-residents may purchase one year cards at a fee determined annually by the Library Board of Trustees per the Zone 7 agreement of boundaries as mandated by the State of Illinois. (See Item 3 under *Issuance of Library Cards* for details as well as Non-Resident Business Cards.)

3. All library patrons must present a valid library card to obtain materials or use other services. Palos Heights residents, who are library card holders, may show a valid ID in lieu of a library card.

## ISSUANCE OF LIBRARY CARDS

### 1. Adult

An adult library card good for three years may be issued to a resident, 18\* years of age or older (\*effective April 9, 1992). Proof of identification must be in some form of printed document (i.e., drivers license, state id, tax bill or lease, bank statement, credit card bills, utility bills, insurance bills, etc.). School identification is used to determine if a student is qualified to apply for the adult card; however, it does not determine residency.

### 2. Juveniles

A juvenile card good for three years may be issued to a child 5-17\* years of age (\*effective April 9, 1992). The application must be signed by the parent/guardian who is a resident of the community and who will be responsible for the child and his/her library activities, which include picking the child up at closing time. If it is determined that a child is left at closing time and a responsible party cannot be reached, the police will be called. Computer access for children is granted when the parent/guardian initials computer usage on the application.

### 3.

#### A. Non-Resident

Family non-resident cards are issued for the sum of \$281 which is good for one (1) year from month of issuance. No refunds are given for any unused portion of the year and are non-transferable. Trinity Christian College students who live out of state and are residing at the college, as determined by the official registrar's list, are eligible for a Palos Heights library card. It is good for the current school year.

Non-Resident cards will indicate "non-resident" and the Library's computer database notes will say "Zone 7 non-resident." (Addendum Illinois State Library Regulations Non-Resident Rules and Palos Heights Public Library Policy)

#### B. Business Cards (Non-Resident Property Owner)

The non-resident fee shall not apply to a non-resident who, as an individual or as a partner, principal stockholder, or other joint owner, owns taxable property or is a senior administrative officer of a firm, business, or other corporation owning taxable property within the district, upon presentation of the most recent tax bill upon that taxable property, provided that the privileges and use of the library is extended to only one such non-resident for each parcel of taxable property.

The library card good for one year shall accord the non-resident property owner cardholder all the services the issuing public library provides its residents, including reciprocal borrowing privileges.

#### C. Staff Cards

PHPL cards are issued as a courtesy to staff members who do not live in the city of Palos Heights. The staff card will be valid while the person is employed at the library.

#### 4. Lost Cards

A fee of \$2.00 shall be charged for a new card in the event of a lost, stolen, or willfully damaged card. Expired cards are replaced at no charge.

#### 5. Identification

Proof of identity will be required when requested.

### OVERDUE MATERIALS

Overdue notifications are sent out as a courtesy. Patrons are responsible for timely return of materials whether or not they receive the notification. A collection agency and/or credit bureau may be used by the PHPL to retrieve overdue materials or replacement fees.

### DAMAGED AND LOST ITEMS FOR PALOS HEIGHTS CARDHOLDERS AND RECIPROCAL BORROWERS

A fee for a damaged item will be charged to the patron, the amount to be left to the discretion of the Librarian in Charge. The charge may be equal to, but no higher than, the replacement cost of the item as determined in either an online bibliographic tool or the cost in the SWAN database. If the item must be replaced, the replacement cost plus a \$5.00 processing fee will be charged. Damaged material continues to be the property of the Library. Disposal of the material will be determined by the Administrative Librarian.

For a lost Palos Heights item, the charge will be determined in the same manner plus a \$5.00 processing fee. There may also be a credit bureau fee. When an item is declared lost and paid for, any fines for that item will be removed. If a patron finds an item that has been paid for, a refund will be given if:

- 1) the material is returned in satisfactory condition;
- 2) a paid library receipt is submitted;
- 3) the item was not lost for more than three months from the due date for Palos Heights cardholders. For reciprocal borrowers, the item was not lost for more than one month from the date paid.

The refund will be the price paid for the item minus the fine due at the time the item was lost and the processing fee.

For a lost or damaged interlibrary loan item, the charge will be determined by the bill from the owning library; if the bill is not available, the charge will be determined by the standardized chart of fees compiled by SLS.

When an item is declared lost and paid for, any fines for that item will be removed. If a patron finds an interlibrary loan item that has been paid for, a refund will be given if:

- 1) the material is returned in satisfactory condition;
- 2) a paid library receipt is submitted;
- 3) the item was not lost for more than three months from the due date.

For a damaged interlibrary loan item, the fee charged to the patron will be the amount determined by the lending library. The patron will be billed and the charges attached to the patron's computerized record. The patron's checkout status will be delinquent (stopped) until the fee is paid.

Lost interlibrary loans made by Palos Heights to other libraries will be billed the actual replacement cost of the item plus a processing fee of \$5.00.

If an individual cassette tape, compact disc or MP3 is lost or damaged from an audio book, the charge is the replacement cost of the cassette, compact disc or MP3. See attached schedule for cost. No refunds will be given if an individual cassette, compact disc or MP3 is found and returned.

THIS POLICY REVISES ANY OTHER PATRON POLICY PREVIOUSLY ADOPTED BY THE BOARD OF TRUSTEES.

Adopted on May 11, 1989

Revised March 8, 1990

Revised July 12, 1990

Revised March 14, 1991

Revised July 11, 1991

Revised December 10, 1992

Revised May 13, 1993

Revised July 14, 1994

Revised May 11, 1995

Revised June 13, 1996

Revised June 6, 1997

Revised June 13, 2002

Revised June 10, 2004

Revised April 21, 2016

# REPLACEMENT COSTS FOR LOST OR DAMAGED CASSETTES/COMPACT DISCS/MP3S

ABRIDGED AUDIO BOOK	Actual Replacement Cost of Individual Item (varies)
BBC AUDIO	\$6.50 Cassette \$8.00 CD Actual Replacement cost MP3
Blackstone Audio Books	\$7.00 Cassette \$8.00 CD/MP3
Books in Motion	\$6.00 Cassette \$6.00 CD
Books on Tape	FREE
Playaway Library Accessories	
Circulation Case	\$1.99 Case
Foam Insert	\$2.99 Insert
Replacement Battery Door	\$0.49 Door
Audio Music	
CD case (Jewel Case)	\$1.00 one \$2.00 two \$2.50 four
Audio Books	
Replacement tape	\$5.95 Tape
Replacement CD	\$7.95 CD
Videos	
DVD Case	\$2.20 Single
DVD Case	\$2.60 Double
Cassette Albums	

Empty Albums 15-Bay	\$ 6.25
CD Binder	
CD Sleeves	\$0.50
Recorded Books	\$5.95 Cassette
	\$6.95 CD