
Patron Confidentiality and Responsibilities

Approved: June 21, 2022

Patron Confidentiality

The Addison Public Library follows the [Library Records Confidentiality Act \(75 ILCS 70/1, 70/2\)](#). All records that share patron information like name, address, and phone number are kept private. Records will not be shared with law enforcement or another patron. The Library will not share how patrons use the Library.

Library staff must assist law enforcement and release records when:

- a court order is provided.
- law enforcement proves there is an emergency because someone may be hurt.

Staff may share patron information to law enforcement if staff:

- knows a patron is threatening to carry out a crime that affects Library staff, patrons, trustees, or property.
- sees a crime taking place or has information about the crime.

Patrons who ask for private information must show their library card or identification (ID). Parents or guardians who signed for the child's card may look at information about a child's record when they show ID.

In all other cases, the Library will not share patron information. Patrons may not look at computers, files, or records that might have this kind of information.

Staff will not share patron information in voicemails or unsealed mail. Staff may send emails if the patron asks in writing to receive emails. The Library cannot be responsible for maintaining privacy in an email.

The Library Director or Person in Charge (PIC) should be contacted right away if a staff member:

- is approached with any kind of legal process that is related to the Library.
- is approached by law enforcement asking for patron information.
- is asked for patron information from someone who is not the patron.
- learns that patron information may relate to a crime (e.g., finding child sex abuse material on a computer).
- believes information has been or may be improperly shared.
- has any questions about the policy.

Patron Responsibilities

Patrons are responsible for their library cards and all materials checked out on the card. They should report a change of address, phone number or email address. Patrons are responsible for returning materials, even if the patron did not receive an overdue notice from the library.

Patrons should immediately report a lost or stolen library card to staff. Patrons are responsible for any items checked out on their unreported lost or stolen card. Business cardholders are responsible for updating the people who have permission to use the account.

Borrowing

Approved: June 21, 2022

Renewals

Addison Public Library items will be auto renewed if not returned by the original due date.

- Items are renewed for the same length of time as the original loan period.
- Items can be renewed a maximum of two times.
- The renewal period begins on the day the item is renewed.

COHS Chromebooks shall have unlimited renewals if the patron remains enrolled in the COHS program.

Items will not be renewed for patrons with billed items on their account.

The following items cannot be renewed:

- Items with holds on them.
- Lucky Day titles
- Items from other libraries need the owning library's approval

Holds

Only patrons with Addison Public Library cards may place holds. This excludes reciprocal borrowers and teacher cardholders. Any items available for check out can have holds placed on them except for In-library use materials and the Lucky Day collection. Library staff will make a reasonable effort to let patrons know when their hold is ready for pickup. Items not picked up within 7 days will be returned to the collection or given to the next person on the holds list. Only the person who placed the item on hold or their designee may pick up the item.

Interlibrary Loan

Patrons can request items from other libraries. These items will be sent to the Addison Public Library for the patron to pick up. Only the person who placed the reserve or their designee may pick up the items on hold. This service is not available to reciprocal borrowers or teacher cardholders. The Library follows the [Illinois Interlibrary Loan Code](#).

Overdue Notices

Patrons can choose to receive notices via email or USPS. Overdue notices are sent out 7 days after the due date. Failure to receive a notice does not decrease the liability of the borrower.

Returning Materials

- **Addison Library Materials**
 - Items checked out from the library may be returned to other libraries. The patron is responsible for the return and condition of the items.
- **Non-Addison Library Materials**
 - Items checked out from other libraries may be returned at the library. The patron is responsible for the return and condition of the items.

Loan Periods

Item	Loan Period	Max Item Limits
Reference materials and newspapers	do not check out	
In-library-use laptops, tablets, and charging cables	due same day as checked out	
Lucky Day movies and new adult Blu-rays and DVDs	1 week	
New adult and teen books, Lucky Day books, new adult music CDs, Blu-rays and DVDs, video games, magazines, and Library of Things	2 weeks	Video games: 2 per library card Library of Things: 3 per library card
Books (exceptions listed above), audiobooks, Large Type books, music CDs, and kits (puppets, puzzles, games, etc.)	4 weeks	
Downloadable and streaming content	varies by platform	Check out limits, loan periods, and renewals vary by platform
COHS devices	3 months	1 per APL COHS participant

Most patrons can check out an unlimited number of items and most items can be renewed twice as long as no holds are on the item. The exceptions are:

- Lucky Day items are limited to two items per library card, no holds, no renewals. Lucky Day items are not available for homebound delivery.
- Library of Things items with Wi-Fi connections like hotspots and laptops are only available to patrons at least 18 years old.
- Teen Limited Access cardholders are limited to 1 charging cable + 3 physical items, no internet-enabled devices for use outside of the building.
- Teacher cardholders and reciprocal borrowers are restricted from interlibrary loan requests, remote access to databases, and checkouts of laptops, technology equipment, Library of Things, and downloadable/streaming content.
- Patrons may NOT check out physical items if they have fees on their account. Patrons can continue to use in-library-use-only collections like laptops, online collections, and databases regardless of any fees on their account.

Fees

Approved: June 21, 2022

Damaged Items

Patrons are responsible for the items they check out. When an item is returned damaged, the patron will be charged to replace the item.

Billed and Lost Items

Items more than 14 days overdue are billed. The patron's account is blocked until the items are returned or paid in full. Patrons are charged the price listed in the item record. Items may be returned in acceptable condition after that date. Once the item has been returned or paid for, the account will be unblocked.

At 35 or more days overdue, patron accounts are sent to a collection agency. An \$11.65 fee is added to account. Items in acceptable condition may still be returned. The collection agency fee is not refunded. Once the items have been returned or the bill has been paid in full, the account will be unblocked.

Blocked patron accounts are only blocked from checking out physical items. All other services and online collections are available to them.

Options to Paying the Bill

The Library may accept a replacement copy of a lost or damaged item under the following conditions. All conditions must be met.

1. The item must be the exact copy (matching the ISBN in the item record).
2. The item must be in unused condition or sealed (for audio visual materials).
3. The item must be replaced before it is 90 days overdue.

When possible, the library will charge for separate parts or pieces such as a DVD case or a puzzle piece.

If individual parts or pieces cannot be replaced, the patron will be charged for the price listed in the item record.

Patrons can ask for a payment plan or volunteer opportunities to reduce the billed amount.

Nonresident Library Card Fees

State law says the Library must charge nonresidents to get a library card. However, Child nonresident cards are free for children whose home is at or below the USDA's income guidelines. Paperwork must be shown each year to confirm one qualifies for this type of card. The Library uses the tax bill method to determine fees for nonresidents to purchase a library card.

Homeowners pay: library tax rate x the equalized assessed valuation (found on the tax bill) = annual fee

If this is a new home and patrons do not have a tax bill, patrons need to show the selling value of the home. The equalized assessed valuation will be estimated at 1/3 of the selling price of the home.

Renters pay 15% of their monthly rent. Renters must show lease or letter from the property owner with rental fee.

Example: $.15 \times \$1300 = \195 (the annual fee)

Renters who provide proof of qualification for Section 8 housing will be charged 15% of the amount they pay in monthly rent.

Example: $.15 \times \$800$ (is what renter pays from a \$1300 lease) = \$120 (the annual fee)

Renters who pay nothing (rent is entirely subsidized) will be issued a library card at no charge.

Services

Approved: June 21, 2022

Homebound Delivery

Patrons that are not physically able to come to the library for at least four weeks are able to have items delivered to their home. All materials are delivered to their door and are picked up when they are due. This service is limited to Addison Residents and Nonresident cardholders. See Library Cards for definitions.

Material Detection System

Guest Services staff may ask a patron to return to the Guest Services desk if the security gate alarm goes off. Guest Services staff need to identify the cause of the alarm. Staff will make sure that security is removed from all checked out items. If an item is not already checked out, staff will check out that item. Staff may ask the patron to pass through the security gates without their belongings.

Library Cards

Approved: June 21, 2022

Addison Resident

Adult

Any person at least 18 years old who lives within the corporate limits of the Village of Addison.

Child

Any person under the age of 18 years old who lives within the corporate limits of the Village of Addison. Parental or guardian permission is required.

Teen Limited Access Card

An Addison resident in at least 6th grade, but younger than 18 years. Parental or guardian permission is not required.

Nonresident

Child Nonresident

Any person under 18 years old who:

- does not live within the corporate limits of the Village of Addison
- does not live within the corporate limits of another library's service area
- does live closer to the Addison Public Library than a different public library.

The address will look like 12W345 Main Street.

Child nonresident cards are free for children whose home is at or below the USDA's income guidelines. Paperwork must be shown each year to confirm one qualifies for this type of card.

Adult Nonresident

Any person at least 18 years old who:

- does not live within the corporate limits of the Village of Addison
- does not live within the corporate limits of another library's service area
- does live closer to the Addison Public Library than a different public library.

The address will look like 12W345 Main Street.

Nonresident Veteran with Disabilities

There is no fee for veterans with a disability of at least 70%. A surviving spouse of a service member killed in the line of duty may apply. A surviving spouse of a veteran, who is qualified, is also eligible to apply. A surviving spouse who remarries is not eligible to apply. Proof of eligibility is required.

Business Owner

A business card can be obtained by those who own a business within the corporate limits of the Village of Addison.

Property Owner

A property owner within the corporate limits of the Village of Addison may obtain a library card at no cost. Only one card is issued per property.

Local Use Only Cards

Teacher Card

The Addison Public Library and Addison School District 4 have an agreement to provide current teachers with library cards. These cards are valid for the current school year.

Reciprocal Borrower

The Addison Public Library currently has reciprocal borrowing agreements with most public libraries in the State of Illinois, plus many academic libraries. Reciprocal borrowers must have a current library card from their home library, be eligible to check out materials from their home library, and their home library must be in Illinois and participate in reciprocal borrowing. Addison Public Library staff will verify the patron is eligible for reciprocal borrowing by annually contacting the patron's home library.

Address Verification

Addison resident library cards do not expire. An annual address check confirms patrons have a valid, Addison address. The Library may use a 3rd party vendor to verify patrons' addresses. Patrons' privileges will be suspended when their address cannot be verified. This includes mail sent by and returned to the Library. The patron must show a valid photo ID with their name and current proof of address to restore privileges.

Lost Cards

Patrons may need to provide identification to get a replacement card. Once a card has been replaced, the original card is cancelled and can no longer be used at the Addison Public Library or any other library. Patrons should immediately report a lost or stolen library card; patrons are responsible for any items checked out on their unreported lost or stolen card.

Using Your Library Card and Account Access

Patrons can use their library card, a digital version of their library barcode, a photo ID, or provide an identifying piece of information to check out materials in the library. Only the patron whose name is on the library account can use the card. Staff only provide information about the account to the card holder. Parents and guardians who signed for a child's card can access account information and use the child's library card.