

Section 1: Library Operations

1.1 Hours

Monday-Thursday	9:00 a.m. – 9:00 p.m.
Friday-Saturday	9:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00p.m.

1.2 Money Transactions

Making Change

The Addison Public Library will not exchange coins or bills for amounts in excess of \$20.00.

Accepting Payments

The Addison Public Library will accept cash or personal checks (in the exact amount of the charge) for any monies owed to the library. There may be times when a bill may be larger than what the library can accept, since it is the policy of the Addison Public Library to have limited cash on the premises. The Library accepts Visa, MasterCard, Discover and American Express for payment at the Circulation Desk and through our website.

1.3 Displays, Exhibits, Distribution of Free Materials

General Policy: The purpose of the library's exhibits, displays, and distribution of free materials in the library is to complement the library's mission to foster a love of reading, to promote lifelong learning, and to provide recreational resources. The placing of exhibits, displays, and free materials for distribution other than those which pertain to the library is not a right but a privilege and subject to review by the Board of Trustees.

Procedures and Regulations

The Director or the Director's designee may grant the privilege of placing exhibits, displays, and materials for free distribution subject to the following conditions:

1. Nothing shall be exhibited, displayed, or placed in the library for distribution without permission from the Director or the Director's designee.
2. No outside organization or individual shall be permitted to display, exhibit, or place in the library for distribution or circulation any materials, leaflets, petitions, or posters which advocate the election or defeat of a candidate for public office, or which advocate an affirmation or negative vote for or against any proposition, whether political or otherwise, or which advocate or solicit consideration of any particular religion.
3. The library assumes no responsibility for the preservation, possible damage, or theft of any item displayed or exhibited. All items placed in the library are done so at the owner's risk.

4. All materials must be self-explanatory. The library staff will not be responsible for providing any additional information concerning an organization or activity. Display of materials does not imply library sponsorship or endorsement.
5. The library offers no guarantee regarding the length of time materials will be posted or displayed. This will be determined based on priority ranking of the group and available space and the decision rests solely with the Director or the Director's designee.
6. Only the Addison Public Library staff is allowed to place items on the bulletin board or material distribution holders.
7. Materials within the same priority ranking will be displayed according to first-come, first-served basis.

Priorities for Public Bulletin Board and Material Distribution Holders

Since there are more requests for displays, exhibits, and distribution of free materials than the Addison Public Library has space to accommodate, the following priorities will be instituted, with 1 representing the highest priority:

1. Library-sponsored programs
2. Tax-supported institutions located in Addison
3. Nonprofit organizations located in Addison
4. Other institutions supported by local taxes
5. Author and storytelling events
6. Other libraries and library organizations
7. Events located in the near western suburbs
8. Local Employment Opportunities

Charity Collections

The Library occasionally provides space for charity collections sponsored by, or designed to benefit, local not-for-profit organizations to serve the needs of the Library's community.

The Library Director may exercise discretion in determining what is considered an appropriate charity collection under the library's policy and is authorized to act accordingly.

Only one charity collection will take place at a time. Organizations are limited to sponsoring a charity collection at the library once per calendar year. Collection is limited to a maximum period of 30 days, unless otherwise approved by the Library Director. The collection container will be located in the lobby of the Library, unless determined otherwise by the Library. The library will not accept cash donations.

Hosting a container for a charity collection does not imply endorsement by the Library staff or the Board of Trustees of any product, service, activity, event, or viewpoint.

Once deposited in the collection container, donated items will not be returned to the donor. The Library accepts no responsibility for the loss of or damage to any items deposited in any charity collection container. It is the responsibility of the charitable organization collecting donations to arrange for their prompt pick-up from the Library.

1.4 Gift Policy

Although the major source of funding comes through taxes, private philanthropy plays a key role in meeting the goals of the Addison Public Library. The Board of Trustees welcomes gifts, memorials, and bequests to build library resources and extend, enrich, and improve its services. Gifts that are unrestricted in their use are particularly sought by the Board since these gifts can be used to address the highest priorities or to fund especially useful materials and equipment for which funds are not otherwise available.

Donors who wish to contribute towards specific collections or needs of the library should contact the Library Director, who will target collections requiring enrichment and identify special programs, projects, and equipment needs that would benefit from private support. Monetary gifts, including recognitions, tributes, bequests, and memorials, will be gratefully accepted to support these activities. Gifts intended for other purposes, whether monetary or material in nature will be accepted if they are considered by the Board of Trustees to be compatible with the library's purposes, policies, and collection goals.

Donations of materials, art objects, or other types of personal property are subject to review and are accepted within the policy limitations listed below:

- Donated materials become the sole property of the library. Librarians accept these gifts without obligation as to their final disposition. Materials that staff consider not to meet the needs of the library, that are damaged or unsuitable for circulation or sale may be refused. Donors are responsible for transporting materials to the library. Large donations of materials must be arranged in advance.
- Materials that are not outright gifts to the library are accepted only for special exhibits of limited duration.
- The library has the right to refuse donated material with stipulations for special processing, handling, shelving, or display.
- In determining whether a material-specific gift item is to be added to the
- Library's collection, the same standards are applied with respect to a gift as are used in the selection of an item for purchase.
- Personal property, art objects, portraits, antiques, and other museum-quality objects are considered for acceptance on a case by case basis by the Board of Trustees. Permanent display or ownership of an item is not guaranteed by the Board if the item is accepted.
- The library staff will acknowledge all monetary gifts by issuing a receipt or letter acknowledgment to the donor. Acknowledgment of the receipt of donated material will be made, but no monetary value will be assigned to the gift.

Book Dedications

The Addison Public Library Book Dedication program allows individuals or groups to pay tribute to a person or event by placing a bookplate in a book that is already a part of the collection of the Addison Public Library.

- The donation of \$20 allows the donor to select an item from the library's for a suitable dedication to a person or event. The library staff will assist the donor in selecting the item and will place a dedication bookplate in the item. The library retains ownership of the item, which will be circulated and withdrawn, when necessary, under the same guidelines as all other items in the library's collection.
- All book dedications will be acknowledged with a letter from the library to the donor and a letter to the family of the honored person if the donor so desires.
- If acceptable to the donor, book dedications may be acknowledged in the library's newsletter or on the library's web site.

Material Donation Guidelines

The Addison Public Library appreciates donations of books and non-print materials to the Library. However, because of space constraints in the collection and the fact that library materials must be in excellent condition to hold up under repeated circulation, very few items are accepted for addition to the Library collection. All items must also fit the criteria established in the Library's Selection Policy to be considered. Materials not added to the Library collection will be disposed of at the discretion of the Library.

The Library will not accept donations of the following types of materials:

- Textbooks
- Reader's Digest Condensed Books
- Books that are in poor condition.
- Magazines
- Videotapes or DVDs
- CDs or Cassettes

Naming Guidelines

Library Building.

At the discretion of the Board, the naming of the Library building may be considered in the event of an extraordinary contribution for a Library building project. The entity known as the Addison Public Library shall not be subject to naming, but the building housing the Library may be so named. Such naming shall only be considered for an individual or family.

Endowment Funds.

Named Endowment Funds are intended for the continued support of the Library. The Board shall appropriate for the expenditure or accumulation of all Endowment Funds pursuant to the standard of conduct set forth in 760 ILCS 51/4. These named Funds will be established in perpetuity with the income used for the annual operation of the Library. The principal remains intact. A named endowment may be requested by the donor or proposed by the Board with permission of the person or corporation to be named. The request shall be evaluated by the Board for approval. Fifty-one (51) percent of the minimum amount must be physically secured by the Library before the Library Director recommends the establishment of the named Endowment Fund. The remainder must be pledged and received within five (5) years. In the event that the flow of funds agreed

upon does not reach the named amount within five years, the Library Director may recommend to the Board that the named Endowment Fund be dissolved and the funds be co-mingled with other Library gift monies. A minimum of \$50,000 is required for Board consideration for a named endowment.

Named Rooms and Special Use Areas.

Generally, only meeting rooms and designated special use areas shall be named for an individual, family, foundation, or corporation. The naming of such a space generally requires a contribution of a percentage of the cost of the area in proportion of the total cost of the facility or the project for the facility but valuations may be assigned to naming rights possibilities on a case-by-case basis to aid with making decisions about granting naming rights. The proportion shall be determined by the Board who may take advice from such persons or other professionals as needed. Each case may consider market comparisons for naming rights, for which professional advice may be sought. The Board shall be responsible for determining the manner in which the name is recognized (e.g., signage). The physical display of the naming rights may be decided or negotiated on a case-by-case basis. The Board may consider honorary naming rights for named rooms and special use areas to honor the service, commitment, or other type of participation by an individual, civic, or charitable group.

Name Recognition.

Name recognition for a non-public room, or area inappropriate for naming, may be used to recognize a donor by a conspicuously displaced placard. Name recognition may be the name of an individual, family, foundation or corporation making a contribution in proportion of the total cost of the facility. The proportional cost shall generally be less than a named or titled room and that amount shall be determined at the time of the project by the Board.

Eligibility for Corporate Naming and Name Recognition.

Corporations that are compatible with the Library's mission and reflect a positive influence on the Library may be eligible for naming or name recognition for all naming opportunities, except for the naming of the Library building. Such corporations must have a high ethical standard of business practice. Corporate logos will be excluded from signage and placards to avoid appearance of commercial influence.

Duration of Name Recognition.

The Library reserves the right, at its sole discretion, to terminate naming rights without refund of consideration, prior to the scheduled termination date, should it believe it is necessary to do so to avoid the Library being brought into disrepute. Naming opportunities do not extend beyond the useful life of the spaces or facilities within which they are located. The naming or name recognition of a Library facility, room or special use area may also end under the following circumstances:

- A building, room, or special use area is drastically altered through construction or is to be demolished.
 - In the event the building is drastically altered through construction, the Board shall reserve the right to add/alter gift recognition, including the room's naming. Any

donor plaques displaced as a result of this will be rededicated in an alternative location in accordance with the time frame developed for the original gift.

- A building, room, or special use area changes function to the extent that the purpose for the naming or name recognition is no longer relevant.
 - When a named room has reached the end of its useful life and will be replaced or substantially renovated, the replaced or renovated space may be renamed in recognition of a new donor or honoree. Appropriate recognition of earlier donors or honorees shall be included in, or adjacent to, new, renovated, or redeveloped facilities
- If the individual or corporation is engaged in activities that are in conflict with the Library's mission and values, or is involved in disreputable or criminal activities that would bring dishonor and embarrassment to the Library.

Naming rights may be renewed by mutual agreement between all of the parties.

Naming Agreements.

All agreements for naming through philanthropic gifts shall be documented in a contract between the donor and the Board. Contracts shall detail the terms of the agreement in accordance with the terms of the naming policy and any conditions mutually agreed upon by the donor and the Board. In the case of pledged donations or deferred gifts, the naming agreement may take effect with the first payment. In the case of failure of the donor to uphold the agreement, the Board may withdraw the naming commitment. The Board shall notify the donor regarding the consideration to withdraw the name and provide a reasonable time to correct the deficiency. In the event of removal of the naming, funds already collected shall not be returned to the donor. The named party after whom a building or part of a building is named shall have no rights to the purpose to which that building or part of the building is applied unless provided for in a specific contract between the parties. The Library will not agree to any conditions in a contract that could unnecessarily limit progress towards the Library's mission and plan or its statutory and legal obligations.

Informed Consent and Transferability.

The Library will not grant any naming rights without the informed consent of the named party or the named party's legal representative. Naming rights may only be transferred to any other named party by mutual agreement between all of the named parties and the Library.

1.5 Lost and Found

The Addison Public Library will make a reasonable effort to contact the owner of any property found within the library and will keep such 30 days. Items of high value will be turned over to the Addison Police Department.

1.6 Intercom Announcements

The Addison Public Library maintains an intercom system to broadcast necessary library related announcements to all individuals within the library. Other announcements are made at the discretion of the staff. Authorized library personnel must make all announcements.

Section 2: Material Selection

Objective

The mission of the Addison Public Library guides the selection of materials.

The mission of the Addison Public Library is to foster a love of reading, to promote lifelong learning and to provide recreational resources.

To support this mission, qualified staff select, organize, and make accessible materials to create a high-use, popular materials collection that reflects the interests and needs of Addison Public Library cardholders.

Goals

- To provide a popular materials collection that reflects the needs, various interests, abilities, and learning styles of Addison Public Library cardholders.
- To choose materials which support the informational, cultural, educational, and recreational needs of the community.
- To actively collect multicultural material in all formats to provide a diverse collection.
- To acquire material to support ESL/ELL students, the new immigrant population, citizenship seekers, and new Americans.
- To provide lifelong learning opportunities, stimulate self-understanding, enhance job-related skills, and make available entertaining reading, listening, and viewing materials.
- To provide resources which support the industrial and business activities in the community.
- To acquire selectively, materials representing differing viewpoints and covering a broad range of topics.
- To select items impartially and judiciously, allocating materials budgets based on circulation, cost, and objectives of collection development.
- To acquire standard works, classics, and popular titles for representative coverage.
- To provide duplicate copies of materials in heavy demand. The number of reserves and inquiries is considered as well as media promotions.

Responsibility for Selection and Weeding

Ultimate responsibility for material selection rests with the Library Director, who operates within the framework of policies determined by the Library Board of Trustees.

Based on their knowledge of the community's needs and the scope of the collection, Collection Development Specialists, under the supervision of the Collection Development Coordinator and the Head of Materials Management, select materials and do continuous weeding to keep the collection up-to-date and attractive.

Context and Scope of the Collection

- The Scope for the majority of the library collection is to be a popular and actively used collection.
- Materials selected include a variety of formats. New formats are considered for purchase when they are established nationally and a significant number of local households have

the necessary equipment to make use of the format. In addition, consideration is given to the cost and the library's ability to obtain and house the format. Formats no longer in demand may be phased out.

- Formats include
 - *Print*—books, magazines, newspapers
 - *Non-print*—audio and visual media
 - *Electronic*—informational databases and downloadable text, audio, and video content
 - *Other*—objects, equipment, and information stored using other methods
- School and academic libraries have primary responsibility for providing materials to their students. The library accepts responsibility for providing students with supplementary reading materials.
- The library encourages the examination of diverse opinions; thus various points of view are included in the collections. Materials selected will not be determined by pressure from outside groups and organizations; rather the library will apply established professional standards in the selection and retention of its resources.
- The Library Board of Trustees supports the American Library Association's [Library Bill of Rights](#), the [Freedom to Read](#) and [Freedom to View](#) statements, and [Students' Right to Read](#) of the National Council of Teachers of English. The library recognizes that materials which offend or shock one reader may be considered meaningful or significant by others.
- Anyone who resides within the Library's service area or who is eligible for a library card issued by the Addison Public Library has the right to question the inclusion of an item in the collection after reading this selection policy. Patrons filing formal objections to material read, viewed, or listened to in its entirety should follow the Statement of Concern policy in Section 7.4.

Selection

Tools used for selection include: reviews from reputable sources, such as professional journals, trade journals, subject bibliographies, and media promotions. Selection of print, non-print, and electronic resources does not constitute an endorsement of the content or views expressed.

General selection criteria for print and non-print materials include one or more of the following criteria for items selected for the Addison Public Library Collection:

- Customer suggestions and demand
- Accuracy, currency, and objectivity
- Authority or popularity of the author, publisher, producer, or series
- Clarity and readability
- Comparison to other materials owned in the subject area
- Quality (literary merit, awards, or artistic value)
- Need or value to the existing collection
- Price
- Suitability of physical format for library use

- Relevance to community needs
- Attention given to the item by reviewers and general news media
- Scarcity of material on the subject
- Space limitations
- Suitability of content for age level
- Technical quality of materials

Each item is judged as a whole. The Collection Development Specialists select materials for children, teens, and adults. Duplication of material between the Children's Services Department and the Adult Services Department may occur. It is the responsibility of parents or guardians to monitor and supervise the child's choice of reading materials.

Electronic Resources include digital media, subscription databases, and the Internet. Public access computers and wireless access are provided with filtering software to limit access to web sites that could be considered inappropriate as well as to protect against computer viruses. Use of filtering software, however, is not a guarantee that all sites which users might find inappropriate have been blocked. The Library's Public Computer and Internet Use Policy is considered part of this policy.

The criteria for the selection of subscription databases and digital media are

- Customer demand
- Remote access
- Hardware compatibility
- Database capabilities
- Manufacturer's support
- Update frequency
- Copyright and licensing agreements
- Extent to which an electronic resource replaces, supplements, or extends other formats
- Qualifications of the producer
- Suitability of subject and style for intended audience
- Ease of use
- Currency or timeliness
- Price
- Attention given to the resource by reviewers and general news media
- Technical quality

Collection Maintenance

Systematic and continuous weeding contributes to a better circulating and up-to-date collection. Materials are withdrawn on a systematic and continual basis according to the following criteria. In general, the same criteria for the selection of materials apply to deselection. Materials that fall into the following categories may be withdrawn:

- Seldom used titles
- Multiple copies that are no longer circulating
- Space considerations
- Superseded editions or formats

- Condition: Items that are worn, soiled, aged, badly marked, or in disrepair
- Outdated or inaccurate information

Withdrawn items are sold to benefit the library or recycled. Personal requests for such items cannot be honored.

Replacement

The library does not routinely replace all lost, damaged, or worn items. The number of copies in the collection, existing coverage of the subject field, contemporary material of greater value, availability of item and public demand are all considered before a replacement purchase is made.

Section 3: Information Services

The Library provides qualified, professional, customer-focused staff to meet the information needs of the community in an accurate and efficient manner. Staff provide reference assistance to any patron requesting it, regardless of residency and requests for reference assistance are accepted in person, by phone, through the mail, and digitally.

The goal of reference service is to provide unbiased information services to library patrons without regard to age, race, creed, sex, or disability. All questions will be given equal consideration and every effort will be made to answer questions as accurately and completely as possible within a reasonable time frame. Patrons will be treated with respect and courtesy, and the confidentiality of patron questions will be maintained.

Library staff does not give medical, legal, copyright, financial or tax advice. Because no two reference questions are alike, staff will allow as much time as possible for reference assistance. Answering patrons' questions takes priority over all other staff assignments.

To provide the most accurate and authoritative answers possible, library staff shall avoid personal opinions, philosophy, or evaluations. (The exception being Reader's Advisory services, which by nature, are personal suggestions.) Rather, staff should rely upon information obtained from reputable sources. The source of an answer should always be cited.

The Addison Public Library subscribes to the [American Library Association's Code of Ethics](#).

Section 4: Computer Services

4.1 Public Computer and Internet Use Policy

The Addison Public Library provides access to a broad range of information resources, including those available through the Internet. The Internet is a global electronic network that maintains no regulatory control of its users or content. The Library has no control over the content of these resources. Users should be aware that not all sources on the Internet provide accurate, complete, current, or reliable information. Internet users are responsible for the web sites they access and use the Internet and information obtained from it at their own risk. The Library does not guarantee

privacy of any Internet sessions, nor is it responsible for the security of information transmitted and received during any Internet sessions.

Library staff is trained to offer expert assistance in navigating the Internet and in evaluating Internet resources. Users are encouraged to ask staff for recommendations and guidance on finding and using authoritative websites.

The library uses an Internet filtering system that blocks sexual content as well as malicious content that may be harmful to the Library's computers and network. Computers designated for children have further restrictions. Use of this filtering system is not a guarantee that all sites considered objectionable have been filtered. In addition, filtering may block access to sites that are not considered objectionable. If this occurs, patrons should ask library staff to assist them in their research or to help them find alternative resources.

The Library affirms the right and responsibility of parents to determine and monitor their children's use of all Library materials and resources. Parents and guardians assume full and complete responsibility for their child/children's use of the Internet through the Library's connection. Users are encouraged to ask staff for information and advice regarding resources for children's Internet use.

Certain computers are reserved for specific ages or purposes.

The library provides filtered wireless access to users who provide their own equipment with properly supportive Wi-Fi cards. There is no guarantee of privacy for any communications sent or received utilizing the Library's wireless access connections.

Access to the networks and the information resources at the Addison Public Library is a privilege. All users must respect:

- The rights of other users.
- The integrity of the physical facilities and controls.
- All applicable license and contractual agreements related to paid resources.

The Addison Public Library requires that library patrons using library computers or their own equipment to access the Internet do so within the guidelines of acceptable use. The following activities are unacceptable:

- Use of another patron's library card to access computers.
- Use of the Internet for any purpose which results in the harassment of other users.
- Destruction of, damage to, or unauthorized alteration of the library's computer equipment, software, or network security procedures.
- Use of the Internet in any way which violates a federal, state, or local law, including copyright laws.
- Behavior that is disruptive to other users.

Illegal acts involving the Library's computers may also be subject to prosecution by local, state, or federal authorities.

The library staff shall develop rules and procedures as necessary to insure fair and reasonable use of Internet resources.

4.2 Equipment Lending

The Addison Public Library at its discretion will check out laptop and tablet computers and other electronic devices for patron use inside the library. Borrowers must have a current Addison Public Library card. The borrower bears responsibility for damages to the computer equipment due to neglect, abuse, loss, or physical damage. Replacement cost to repair or replace damaged equipment will be determined according to pricing available at that time.

Section 5: Special Services

5.1 Meeting Rooms

Group Use of Meeting Rooms

The meeting rooms at Addison Public Library are designed to meet the operational needs of the library and accommodate the educational, cultural, and civic functions of the community. More specifically, it is intended for the following purposes in order of priority:

1. Library sponsored meetings or programs.
2. Friends of the Library sponsored meetings or programs.
3. Meetings of the Village of Addison and other agencies of local government.
4. Meetings of Addison community groups and organizations whose aims are for educational, cultural, or civic purposes and not for profit.

Exclusions

- Commercial groups
- Social or private functions

A meeting is defined as commercial if the group sponsoring or conducting the meeting has as the purpose of the meeting to advertise, promote, or sell a product or service; or to train and motivate its employees; or for any and all other business-related functions such as market research, interviewing applicants, etc.

Regulations

- No admission, donations, or other fees are to be charged by any outside group using the meeting room.
- The library reserves the right to assign groups to specific rooms as it deems appropriate.
- All meetings must be open to the public without charge.

Reservations and Scheduling

- Reservations are made on a first-come, first served basis.
- No group may use the meeting room more than once a month.
- Requests can be made up to six weeks in advance.
- “Standing reservations” are not permitted.
- Groups must not exceed the capacity for the room in which they are assigned to meet. (Information on the capacity of our meeting rooms is available on our website and can also be obtained at any public service desk within the library.)
- Reservations must be made by an adult having a valid Addison Library card. The applicant must remain in the room throughout the group’s meeting.
- All groups of persons under 18 must be attended by an adult chaperone who will assume responsibility for the group's activity.
- Organizations may not use the library for their mailing address or, even on a temporary basis, direct calls relating to their meetings to the library telephone.
- Meetings can only be scheduled during regular operating hours; no one in the group can enter before the library opens or leave after it closes. All events must end 15 minutes before the library closes.
- Groups that routinely cancel or reschedule their events or violate library policy may have their room reservation privileges suspended or revoked.
- The organization/group using the meeting room is subject to the requirements of the Americans with Disabilities Act of 1990. Individuals with disabilities who plan to attend the organization's/group's event and who require certain accommodations in order to observe and/or participate in the meeting, or who have questions regarding the accessibility of the meeting or the facilities should be informed of the contact name to phone within the organization/group in order for the sponsoring organization/group to make reasonable and appropriate accommodations for these persons. The Addison Public Library is not responsible for such accommodations.

Equipment

The library provides tables and chairs, lectern, presentation easel (no paper), projector, and screen at no charge.

The library does not assist in setting up the room, but may offer help with the projector if qualified staff are available at the time of the event. Patrons wishing to test the projector ahead of time can schedule an appointment with library staff after their room reservation is approved.

Refreshments

If face coverings are currently required, then food and drink is not allowed in the Addison Public Library. At times when face coverings are not required and food and drinks are allowed in the library, patrons may bring in their own refreshments, provided they clean up after their program. No alcohol or other intoxicating substances are allowed. No food served can be heated (in a microwave, in a toaster, over sterno, or in any other fashion) at the library.

Use/Care of Facilities

Groups are not required to put chairs or tables away after an event but must otherwise leave the room clean and orderly. If the room is in poor condition when a group arrives, a member of the group should bring this condition to the attention of the library staff.

The meeting room applicant and the group that the applicant represents shall be jointly and severally liable for any breakage, damage, or theft of library property caused by members or guests of the group. In the event of such breakage, damage, or theft, the group will be barred from further use of the room and the applicant's library card will be blocked until the library has been compensated for the affected property.

Nothing may be attached to the walls, ceiling, floors, furniture, equipment, or doors of the meeting room. A sign holder that can display an 8.5x11-inch sign can be provided by the library at the group's request. All other library policies apply to conduct that occurs in the meeting room.

5.2 Creative Studio

The Creative Studio is available for all patrons working on digital media, makerspace, and audio-visual projects. General computing activities such as word processing, web browsing, email, social networking, or gaming are discouraged in the Creative Studio.

Certain advanced equipment and software will require additional training before unsupervised usage. Users are responsible for any damage resulting from misuse of the equipment.

Most Creative Studio equipment is available on a walk-in, first come, first served basis. The library may reserve the room for programs.

Creative Studio created content must conform to acceptable community and legal standards.

Due to the creative and collaborative nature of the Creative Studio, there is no guarantee of a silent atmosphere. All Creative Studio visitors are asked to be respectful of each other and of the Library's conduct policy regarding noise. Users may be asked to leave if they disturb others or engage in destructive or inappropriate behavior.

The Creative Studio closes 15 minutes before the library's official closing time each day. Patrons may bring their own materials to use in the Creative Studio. A list of materials for sale, pricing for the materials, and a list of approved and unapproved materials, is available on the library's website.

Sound Studio

The Sound Studio within the Creative Studio may be reserved up to one week in advance for a two-hour reservation slot. This time period may be extended by Library staff if no one is waiting. Reservations will be held for 10 minutes after the designated time. No one may make more than two reservations per week. Reservations are only accepted from Addison Public Library cardholders. Non APL-cardholders are also granted two hours for use of the Sound Studio when the room is available.

Users of the Sound Studio are responsible for the actions of any accompanied guests and for leaving the room in a neat and orderly condition. Failure to do so may result in the denial of future requests to use the Sound Studio

Use of Equipment

Certain advanced equipment and software will require additional training before unsupervised usage or may only be used by staff. Users are responsible for any damage resulting from misuse of the equipment.

Creative Studio created content must conform to acceptable community and legal standards. Equipment may not be used to create materials that are prohibited by local, state, or federal law or violate the library's behavior policies.

The Library is not responsible for failed projects. The Library reserves the right to stop, delete, or disallow the creation of items that violate Addison Public Library policies.

5.3 Study Rooms

The Addison Public Library offers several small conference/study rooms to enable individuals and small groups to meet or have a quiet space to work. Study rooms are available at no cost.

Study rooms vary in size and are limited in the number of people allowed in each room, ranging from 2- 8. The two rooms located within the Children's area of the library are reserved exclusively for groups with children in 5th grade or younger.

Rooms may be reserved up to one week in advance for no more than one two-hour reservation slot. Reservations will be held 10 minutes after the designated time. No one may make more than one reservation per week. Reservations are only accepted from Addison Public Library card holders.

Study rooms are available on a walk-in, first come, first served basis. Addison Public Library cardholders may use study rooms for up to two hours. This time period may be extended by Library staff if no one is waiting. Non-APL-cardholders are also granted two hours for use of study rooms when possible. When all rooms are in use, priority will be given to Addison Public Library cardholders.

Users may be asked to leave if they disturb others or engage in destructive or inappropriate behavior.

Users of the study rooms are responsible for leaving the rooms in a neat and orderly condition. Failure to do so may result in the denial of future requests to use a study room.

5.4 Parent/Teacher Resource Room

The Parent/Teacher Resource Room is designed to allow parents and teachers access to equipment to prepare craft and lesson materials for children.

- Access to the room is a privilege.
 - All users must be 18 years or older and show a library card or other form of identification before being admitted to the locked room by staff.
 - No children under 18 are allowed in the Parent/Teacher Resource Room at any time.
- Equipment
 - Users must read instructions for using the equipment and ask staff for help if needed.
 - Equipment includes a die cutter and a variety of dies, a paper trimmer, and a laminator.
- No fees are required for use of the Parent/Teacher Resource Room, but patrons must provide supplies.
 - Users must provide their own paper for use with the die cutter.
 - Users must provide laminate for use with the laminator. Laminate may be purchased for a small fee at the Guest Services Desk.
- Use/Care of Room and Equipment
 - The Parent/Teacher Resource Room is to be left as it was found.
 - A library staff member will check the room before and after use and will notify users of any violations of these regulations. Repeated violations will be cause for refusal of use of the room.
- Liability
 - Users are responsible for any damage resulting from the misuse of equipment.
 - Users may be charged for equipment damage, and user privileges may be revoked.
 - Users are to report any problems with equipment immediately to a Children's Library staff member.

5.5 Programming

A program is defined as an event sponsored or co-sponsored by the Library. A program can be a single event or a series of events, be a scheduled or a pop-up event, take place inside or outside of the library, or take place online. Programming furthers the mission, values, and strategic priorities of the Addison Public Library.

Programming is a fundamental component of library service that:

- Introduces attendees to library resources and materials;
- Provides learning and entertainment opportunities to meet the informational, educational, and recreational needs of those attending the program;
- Raises awareness and visibility of the library to the community;

- Supports and responds to emerging community interests as well as established interests and demands;
- Expands the Library's role as a cultural and community center; and/or
- Extends outreach for underserved populations.

Responsibility Statements

The Board of Trustees charges the staff under the general supervision of the Library Director with the responsibility for developing library programming.

Library sponsorship of a program does not constitute an endorsement of the content of the program, or the views expressed by presenters. Parents are responsible for monitoring and supervising their children's choices of library programs.

Anyone who resides within the Library's service area or who is eligible for a library card issued by the Addison Public Library has the right to express concern or provide feedback on Library programming and should refer to the Statement of Concern policy in Section 7.4.

Cooperative Programming

The library participates in cooperative or joint programs with other agencies, educational institutions, businesses, and individuals. Co-sponsorship is at the discretion of the Addison Public Library and is based upon the criteria listed above. The library plans its programs well in advance. Thus, there must be adequate lead times to do cooperative programming.

Neither speakers nor organizations may discuss their products or services at a program outside the bounds of agreed upon content. However, they may display related literature, which may be picked up at the patrons' discretion.

Program Registration

Some programs may require advance registration. Though many programs are open to the general public, the library may restrict attendance to Addison Public Library cardholders because of heavy local demands or may restrict audience size and/or age level because of program costs, space needs, staff availability, or program content.

As a courtesy the library may request the contact information of registrants in order to remind them of the event or to inform patrons of a schedule change or program cancellation.

Many children's programs are restricted by chronological age. To participate in these programs a child must meet the age criteria before or on the day the first program of a series is held. Proof of age may be required.

Program Fees

Though fees are generally not charged for library programs, it may be necessary to charge fees for such items as materials, food, or transportation. These fees are nonrefundable.

5.6 Telephones

Staff Phones

Staff phones are intended for staff use only. Patrons will be allowed to place outgoing calls in the case of an emergency.

Cell Phones

Patrons should at all times be aware that they are in a public area; thus, for privacy and the consideration of other patrons, users should speak in a quiet and reasonable voice.

5.7 Printers, Photocopiers, 3D Printers, Vinyl Cutter, and other Equipment

The copyright law of the United States (Title U.S. Code) governs photocopying, and printing. Customers using library equipment are liable for any infringement.

For all library equipment:

- Refunds will only be made in the case of machine malfunctions, not for patron error.
- The library charges at least an amount sufficient to recover the costs for technology services and items patrons keep such as earbuds, paper copies, laminate, and vinyl.
- Library staff will provide basic instructions in the use of the equipment but most equipment is considered to be self-service.

5.8 Exam Proctoring

In support of its mission to promote lifelong learning the Addison Public Library will proctor exams for students with valid Addison Public Library cards.

Exams are administered by appointment only and applications for proctoring must be submitted at least seven days in advance. The library does not guarantee to the school the name of an individual proctor. Any librarian may act as the proctor.

The library will proctor both written and online exams. Online testing may be done via a library computer or the student's personal laptop. The library will not download software onto library computers that is not compatible with the library's network. The library cannot guarantee that technical problems will not occur when using the library's network or its computers.

The student must make arrangements with the school to have written tests sent to the Exam Proctoring Coordinator at the library. All tests must be accompanied by a postage paid envelope to send the test back. The library does not accept the cost of mailing tests back to schools. Students are not allowed to mail their own tests back. The library will fax tests back to schools.

Exams will be mailed or faxed back to the school within 24 hours. The library is not responsible for US mail service delays and does not provide a receipt of mailing.

In all cases, the librarian proctoring an exam will verify identification of the student and exams will be conducted within immediate sight of the reference desk, but the proctoring librarian will also be assisting other library users and will not sit with the student and “watch” them. If a school requires a proctor to sit with the student while they take the test, the library will be unable to proctor that exam. The library agrees to provide a reasonably quiet space for students to undertake the exam but students should be mindful that the library is a public building.

5.9 Voter Registration and Public Notary

The Village of Addison provides full-service voter registration and notary services. The Addison Public Library helps to supplement this service. Since the Addison Public Library’s voter registrars and notaries are limited in number, there may be times when no one is available to perform these services.

Library voter registrars will register any qualified DuPage County resident who can provide two forms of ID, at least one containing a current address. If persons are naturalized citizens, they must provide their date of citizenship.

Notaries may only attest to signatures; no other form of notary service will be provided. Notary service is not available for Cook County real estate transfers. The Library does not provide witnesses and witnesses may not be solicited from staff or customers using the Library. All documents being notarized must be signed in front of the notary. The person receiving this service must provide a government-issued ID that includes a photo and signature.

5.10 Immigration Services Policy

The Addison Public Library is officially recognized by the Department of Justice (DOJ), Board of Immigration Appeals (BIA), pursuant to Title 8 Code of Federal Regulations Part 292.2. Legal immigration services may only be given by DOJ accredited staff. Priority for these services will be given to Addison Public Library card holders.

DOJ accredited employees of the Addison Public Library will be specifically named and covered by the Library’s errors and omissions professional liability insurance.

All DOJ accredited employees of the Addison Public Library must carry out their work according to the following policies:

- No employee is permitted to extend legal services that go beyond the purview of DOJ accreditation. All other questions will be referred to other organizations.
- No employee is permitted to extend immigration advice, counsel, or representation to individuals outside of the Addison Public Library.
- No legal immigration work shall be performed outside of the physical building of the Addison Public Library without specific authorization of the Library Director.

- Employees must refer all legal immigration questions and cases that present a conflict of interest to other DOJ recognized organizations.
- Client records may not be taken off Addison Public Library property.
- Employees must maintain client confidentiality at all times, and shall only discuss the client's personal information with other DOJ accredited employees at the Addison Public Library, the Director of the Addison Public Library, and other reputable legal immigration service providers that provide technical support to the Addison Public Library, such as the Asylum & Immigration Law Clinic at DePaul University.
- Employees must provide immigration services appropriate to their experience level, expertise, and availability. The Addison Public Library reserves the right to refer any and all legal immigration questions and cases to other DOJ recognized organizations, and shall provide a relevant referral list to all patrons during the initial consultation.
- Employees must provide language services appropriate to their experience level, expertise, and availability. The Addison Public Library reserves the right to refer any and all translation and interpretation questions and services to the American Translators Association and other relevant organizations, and shall provide information about the American Translators Association to patrons who speak a language other than English during the initial consultation.
- No fees will be charged for immigration legal services or for accompanying translation and interpretation.
- The Addison Public Library cannot guarantee the outcome of any particular immigration situation, nor can it make any legal decisions for the patron.

All patrons of the Addison Public Library have the following rights and responsibilities:

- Patrons must keep their own documents. No original legal immigration documents shall be kept by the Addison Public Library.
- Patrons must accurately represent their information and history on the intake form and during all interactions with DOJ accredited staff. Omissions and misrepresentations will result in the immediate termination of all immigration legal services and any accompanying translation and interpretation.
- Patrons are highly encouraged to consult with other DOJ recognized organizations and/or licensed attorneys to gain multiple perspectives on their specific situation, and to use the referral list(s) provided to them by the Addison Public Library.
- Patrons are ultimately responsible for their particular immigration situation and any/all actions taken or not taken to change it.

Section 6: Behavior

6.1 Behavior in the Library

The Board of Trustees of the Addison Public Library believes that patrons have the right to use library materials and services without being disturbed or impeded by other library users; that library patrons and employees have the right to a secure and comfortable environment; and, that library patrons and employees have a right to materials that are in good condition. Illinois Library Law (75 ILCS 5/4-7) gives the Board of Trustees the right "to make and adopt bylaws, rules, and regulations, for their own guidance and for the government of the library as may be

expedient,” as well as “to exclude from the use of the Library any person who willfully violates the rules prescribed by the Board.”

The staff member in charge of the library will have the support of the Board of Trustees for any official act in accordance with Board-approved policies and library procedures.

Use of Property and Facilities

Patrons shall be engaged in activities associated with the use of a public library while in the library. In using the facilities, materials, and other property of the Addison Public Library, it shall be prohibited to:

1. Enter the Library facility without appropriate attire and without a generally acceptable standard of personal hygiene.
2. Use the name or address of the Addison Public Library as any element of advertising or promoting paid tutoring services.
3. Use electronic cigarettes (e-cigarettes), tobacco or alcohol or enter the Library in an intoxicated condition. Smoking is also not permitted outside within 15 feet of the library building.
4. Engage in conduct that may reasonably be expected to create a disturbance or otherwise interfere with the quiet and safe use and enjoyment of the Library by others (for example, but not limited to, loud or boisterous conversations, running, fighting, threatening or harassing behavior, use of video equipment including cell phone cameras, obstructing others' access to Library resources, etc.)
5. Engage in conduct that may reasonably be expected to endanger the health and safety of Library users or employees or cause or threaten to cause damage to Library materials or facilities (for example, moving furniture in a way which blocks aisles, using tables, chairs, or heating units as footstools, sitting on stairways, defacing, or vandalizing Library property or materials, etc.) The Library reserves the right to limit the number of people who may sit together at a single table or workstation.
6. Bring any animal other than a Service Animal into the Library facility without prior permission of the Library Director.
7. Roller blade, skate board, bicycle, scooter, or engage in any other activity that may endanger public safety.
8. Sell products or services, solicit, canvas, distribute leaflets, surveys, petitions, or engage in similar activity unless authorized by the Library Director.

If face coverings are currently required, then food and drink is not allowed in the Addison Public Library. When face coverings are not required, food and drinks are allowed in the Library except in the following designated areas:

- Creative Studio
- Children’s Play Area

Food should not be eaten while using a Library computer. Covered drinks only are permitted near Library computers. Consumption of food is limited to pre-packaged snacks or wrapped items that are consumed by an individual. Shared meals are restricted to the café area only. In the event that equipment or materials are damaged because of food or drink, or if the food or drink being consumed is disturbing other patrons because of mess or odor, staff will ask the patron to take

their food or drink out of the Library. Patrons are expected to clean up after themselves and to immediately report accidents to staff.

Masks may be required for some programs and one-on-one appointments. The Library's Board of Trustees will reassess this policy monthly until it is determined that it is no longer necessary to recommend or require masking.

6.2 Unattended Children

The Addison Public Library welcomes people of all ages to use its facilities and services, and the safety and well-being of library customers is a primary objective. All visitors are subject to the rules of behavior found in Section 6.1 of the Addison Public Library's Public Service Policies. Parents, guardians, and caregivers are responsible for the behavior and safety of those needing care in the library, whether supervised or unsupervised. Because individuals develop at different rates, there is no universal age in which all visitors are ready to cope with the variety of circumstances they may face alone in a public space. Library staff members are not permitted to assume responsibility for the safety, care, or supervision of library visitors of any age.

Any visitor violating the rules of behavior will be asked to desist from such activity immediately. Unsupervised children and other customers needing care must be able to tell staff their full name; parent, guardian, or caregiver's name; and parent, guardian, or caregiver's phone number upon request. If a guardian cannot be reached, the police will be notified. Violations of Section VI of the Addison Public Library's Public Service Policies may lead to the loss of some or all library privileges of the parent, guardian, or caregiver and those in their care.

6.3 Theft

The Illinois Compiled Statutes (ILCS) devotes Article 720 ILCS 5/16-3 to the protection of library materials. Some of the highlights of that particular act are as follows:

§16-3 (c) A person commits theft when he or she borrows from a library facility library material which has an aggregate value of \$50 or more pursuant to an agreement with or procedure established by the library facility for the return of such library material, and knowingly without good cause fails to return the library material so borrowed in accordance with such agreement or procedure, and further knowingly without good cause fails to return such library material within 30 days after receiving written notice by certified mail from the library facility demanding the return of such library material.

§16-3 (d) A person convicted of theft under subsection (a) is guilty of a Class A misdemeanor, except that the theft of library material where the aggregate value exceeds \$300 is a Class 3 felony. A person convicted of theft under subsection (b) of this Section is guilty of a Class 4 felony. A person convicted of theft under subsection (c) is guilty of a petty offense for which the offender may be fined an amount not to exceed \$500 and shall be ordered to reimburse the library for postage costs, attorney's fees, and actual replacement costs of the materials not returned, except that theft under subsection (c) where the aggregate value exceeds \$300 is a Class 3 felony.

For the purpose of sentencing on theft of library material, separate transactions totaling more than \$300 within a 90-day period shall constitute a single offense.

6.4 Security Cameras

The Addison Public Library uses security cameras to enhance the safety and security of library users, staff, and property, while protecting individuals' right to privacy. The primary use of security cameras is to discourage inappropriate and illegal behavior, and when necessary, recorded images from the library's cameras will be used to provide assistance to law enforcement officials for the purpose of prosecuting criminal activity.

Cameras are installed in selected interior and exterior locations where library users and staff would not have an expectation of privacy. Examples include common areas of the library such as entrances, near book and audio-visual collections, public seating, and parking areas. Cameras will not be installed in areas where members of the public and staff have a reasonable expectation of privacy, such as restrooms.

A sign is posted at the Library entrance informing the public that security cameras are in use.

Selected staff will have access to the real-time monitors, although activity is only randomly monitored. Only the Library Director or her designee will have access to the archival material in pursuit of incidents of criminal activity or violation of the Library's Behavior Policy. All requests for security camera footage or still photographs by law enforcement will be referred to the Library Director. In her absence, requests will be directed to the Person in Charge. Requests from the public for access to security camera footage will be handled in accordance with the Illinois Freedom of Information Act (FOIA) and the library's FOIA policy.

Images will be stored for up to 30 calendar days, unless required as part of an ongoing investigation. The storage media is kept in a secure area. As new images are recorded, the oldest images will be automatically deleted.

6.5 Carrying Weapons on Library Property

The Addison Public Library follows Illinois State Law which prohibits the carrying of any weapon, concealed or partially concealed, in the library building or on library property. In conformance with State Statute, the Library will post at all entrances to the library building the required signs as approved by the State Police. Any violators will be reported to law enforcement and prosecuted to the fullest extent of the law.

6.6 Social Media

Addison Public Library-sponsored social media is used to: convey information about Library collections, programs, and services; obtain patron feedback, exchange ideas or trade insights

about industry trends; reach out to potential new users; issue or respond to breaking news, or respond to negative publicity; and discuss library and community activities and events.

While the library encourages comments from the community, the library will remove comments, posts, links, photos, or other content for any reason, including harassment and personal attacks, derogatory or defamatory comments, vulgar or profane language, commercial promotion, improper use of copyrighted material, or other inappropriate content.

Section 7: Patron Queries

7.1 Illinois Freedom of Information Act

A brief description of our public body is as follows:

- A. The mission of the Addison Public Library is to foster a love of reading, to promote lifelong learning, and to provide recreational resources.
- B. An organizational chart is attached.
- C. The total amount of our operating budget for FY 2023 is: \$5,833,282.89 Funding sources are property and personal property replacement taxes, state and federal grants, fines and fees, and donations. Tax levies are:
 - a. Corporate purposes (for general operating expenditures)
 - b. IMRF (provides for employee's retirement and related expenses)
 - c. Social Security (provides for employee's FICA costs and related expenses)
 - d. Audit (for annual audit and related expenses)
 - e. Tort Liability (for insurance premiums, risk management, attorney's fees and related expenses, unemployment, and worker's compensation insurance)
- D. The office is located at this address: 4 Friendship Plaza, Addison, IL 60101
- E. We have approximately the following number of persons employed:
 - a. Full-time 32
 - b. Part-time 26
- F. The following organization exercises control over our policies and procedures: The Addison Public Library Board of Library Trustees, which meets monthly on the third Tuesday of each month, at 7:30 p.m., at the library.
 - a. Its members are Maria Sinkule, President; Linda Durec, Vice President; Maria Piscopo, Secretary; Robert Lyons, Treasurer; and Trustees Matt Moretti, Ruben Robles, and Christopher Pudelek.
- G. We are required to report and be answerable for our operations to: Illinois State Library, Springfield, Illinois. Its members are State Librarian, Jesse White (Secretary of State); Director of State Library, Anne Craig; and various other staff.

You may request the information and the records available to the public in the following manner:

- A. Your request should be directed to the following individual: Mary Medjo Me Zengue, FOIA officer.
- B. You must indicate whether you have a "commercial purpose"¹ in your request².

- C. You must specify the records requested to be disclosed for inspection or to be copied. If you desire that any records be certified, you must specify which ones.
- D. To reimburse us our actual costs for reproducing and certifying (if requested) the records, you will be charged the following fees:
 - a. There is a \$1.00 charge for each certification of records.
 - b. There is no charge for the first fifty (50) pages of black and white text either letter or legal size.
 - c. There is a \$.15 per page charge for copied records in excess of 50 pages; the actual copying cost of color copies and other sized copies will be charged.
- E. If the records are kept in electronic format, you may request a specific format and if feasible, they will be so provided, but if not, they will be provided either in the electronic format in which they are kept (and you would be required to pay the actual cost of the medium only, i.e. disc, diskette, tape, etc.) or in paper as you select.
- F. The office will respond to a written request within five (5) working days or sooner if possible. An extension of an additional five (5) working days may be necessary to properly respond.
- G. Records may be inspected or copied. If inspected, an employee must be present throughout the inspection.
- H. The place and times where the records will be available are as follows: Monday - Friday, 9:00 a.m. to 4:00 p.m., Addison Public Library, Administrative Offices

Certain types of information maintained by us are exempt from inspection and copying. However, the following types or categories of records are maintained under our control:

- Monthly Financial Statements
- Annual Receipts and Disbursements Reports
- Budget and Appropriation Resolutions
- Operating Budgets
- Annual Audits
- Minutes of the Board of Library Trustees
- Library Policies, including Materials Selection
- Adopted Resolutions of the Board
- Annual Reports to the Illinois State

1 "Commercial purpose" is defined as "the use of any part of a public record or records, or information derived from public records, in any form for sale, resale, or solicitation or advertisement for sales or services." However, there are exceptions for news media, non-profits, scientific and academic organizations for disseminating news, articles or opinions of public interest, or research or education.

2 In the event a "commercial interest" is involved, additional questions can be asked of the requestor by the public body FOIA officer in order to determine the classification, then the public body has up to 21 days to respond and either deny the request based on exemptions or undue burden; or estimate the time and cost of the copying for prepayment; or provide the documents requested.

7.2 Local Records Retention Policy

The Addison Public Library retains records in accordance with 50 ILCS 205, the Illinois Local Records Act, and directives from the Local Records Unit, Record Management Section, Illinois State Archives, Springfield, IL 62756.

It is the policy of the Addison Public Library that its records be retained only so long as they are (1) necessary to the current conduct of the Library; (2) required to be retained by statute or government regulation; or (3) relevant to pending or foreseeable investigations or litigation.

1. The responsibility for administering record retention management, in accordance with the laws of the State of Illinois, is designated to the Library Director and Administrative staff.
2. Destruction of specific records shall be carried out only in accordance with the rules and guidelines set down by the State of Illinois.
3. This policy includes records in all formats, including all records maintained on electronic data processing storage media as well as printed records.
4. All records shall be retained for at least the minimum period as stated in applicable State or Federal laws or regulations. Once the period for office retention of records has passed, a determination will be made regarding whether the records fall under the Records Retention schedule supplied by the State of Illinois, and with the approval of the Records Retention Division.
5. The destruction of records shall be suspended immediately upon receipt of legal process or other notice of pending or foreseeable investigations or litigation, whether government or private.
6. The Addison Public Library's record retention schedule is on file and available for public inspection in the Library's Administrative offices, located on the 3rd floor of the library at 4 Friendship Plaza in Addison.

7.3 Question or Complaint about Library Policies and Procedures

The Library Board and staff are aware that occasional complaints may occur regarding library services. Complaints and concerns raised by library patrons will be given serious consideration and interest in the operation of the library is welcome.

Complaints involving an inadvertent lapse in library service may be handled by a simple apology, explaining that it is the library's desire and mission to provide the best possible service to the community.

Complaints which cannot be handled with a simple apology may be referred to the department person in charge.

The person in charge shall listen carefully to the patron's question or complaint. If a complaint involves a library policy, the library's policy shall be clearly explained and a written copy, if available, shall be provided to the library user whenever the situation warrants it. If a complaint cannot be resolved by the person in charge, the complainant should submit a formal written complaint to the Library Director.

Guidelines for Processing Formal Public Complaints:

1. All unresolved complaints must be submitted in writing. The nature of the complaint should be stated as well as the relief sought.
2. The complaint form should be filed with the Director.
3. Where appropriate, the Director shall refer the complaint form to the relevant Department Head.
4. The Director will secure a resolution or response to the complaint.
5. The Board will be informed about the complaint and the proposed remedy.

7.4 Statement of Concern

Engagement with community members is an important value of the Addison Public Library and the Library welcomes input from patrons on the provision of library resources including items in our collection, material used in library displays, and programs and services offered by the Library. Comments, suggestions, and concerns from community members about library resources frequently provide staff with useful information about interests or needs that may not be adequately met by the library. Staff are available to discuss ideas and concerns and will consider each patron's opinion. Anyone can suggest an item for purchase or an idea for a program using forms on our website or by sharing their request with a staff member.

Public libraries preserve and enhance access to a broader range of ideas than those held by any one citizen, publisher, organization, or government. There can be diverse opinions by individuals or groups as to what is appropriate for the library collection, programs, or services. Library collections, programs, and services are not limited to only those ideas and information one person or group believes to be true, good, and proper.

The choice of library materials by users is an individual matter. While individuals may reject materials for themselves, they cannot exercise censorship or restrict access to materials for others. The library does not remove materials because of partisan or doctrinal disapproval. The library is designed to serve the whole community.

Parents or legal guardians who wish to limit or restrict the use of resources by their own children should personally oversee their children's selection and activities. The library does not stand in the place of the parent or legal guardian (in loco parentis).

If a patron's concern is not satisfied through discussion with staff, the patron may submit a formal Statement of Concern to the Library Director. Statement of Concern forms are available on request at the library's public service desks. The form must be completed in full. The patron submitting the request must reside within the Library's service area and/or be eligible for a library card issued by the Addison Public Library. Current APL non-resident card holders, business card holders, and Addison Public Library employees may also submit statements of concern, but Statements of Concern will not be accepted from reciprocal borrowers who have library cards issued by their home library. An item, program, display, or service will only be evaluated for reconsideration once in a two-year period. Requests to relocate or remove materials or alter or eliminate programs or displays shall be considered within the context of the library's mission and policies, the American Library Association's Library Bill of Rights, and the American Library Association's Freedom to Read Statement.

A Statement of Concern shall receive due process under this policy and procedures established to implement this policy. The library Director will form a three-person Review Committee consisting of relevant library staff. Staff from other government agencies or community organizations with expertise and experience may be invited to serve on the committee as well. Each committee member will individually

consider the concern, the library's mission, and policies, and locate supporting relevant literature. Each committee member will prepare a written opinion of the item, program, display or service and its place at the Addison Public Library. When the Review Committee has reached a decision the Library Director will issue a written response to the individual who filed the Statement of Concern. The written response will be issued no later than 30 days from the date the Statement of Concern was submitted to the Library Director. If the individual who filed the original Statement of Concern would like to dispute this decision, they can appeal to the Library Board of Trustees. The Board will review the Statement of Concern and the written recommendation of the Review Committee. The decision of the Library Board of Trustees is final.

Any item which is involved in the formal Statement of Concern process will remain in the collection and available to patrons pending a final decision. Programs, displays and services will remain in place and continue as planned until a final decision is made.