

3 – Library Operations

3-1 Hours of Operation

The Board of Library Trustees of the Palatine Public Library District (the Library) sets the hours that library facilities will normally be open to the public. A listing of hours of operation for each facility is detailed in Appendix 12. (Adopted 12-12-90; Revised 6-14-95; Revised 9-12-05; Reapproved 7-8-09; Revised 2-8-12, Effective 2-8-12; Reapproved 4-9-14; Revised 5-11-16, Effective 6-1-16)

3-2 Holidays

The following days are designated by the Board of Library Trustees as official holidays when the Library will be closed:

1. New Year's Eve (Main closed at 1; Branches closed all day)
2. New Year's Day
3. Easter Sunday
4. Memorial Day
5. July 4th
6. Labor Day
7. Thanksgiving Day
8. Christmas Eve
9. Christmas Day

The Library may be closed one additional day selected at the discretion of the Library Director to allow for continuing education of staff.

When any of the foregoing holidays (except New Year's Eve and Christmas Eve) fall on a Monday, the Library will be closed the previous Sunday.

Extraordinary holidays may be observed at the discretion of the Director and must be approved by the President of the Board (or, in his/her absence, any other member of the Board). (Adopted 8-13-86; Revised 6-14-95; Revised 7-08-09; Revised 2-8-12, Effective 2-8-12; Reapproved 4-9-14; Revised 7-8-15, Effective 8-1-15; Revised 5-11-16, Effective 6-1-16)

3-3 Emergency Closings

Any decision to close the Library because of emergency must be approved by the President of the Board, or in his/her absence, any other member of the Board. In the event that no Board member can be reached the Director or designee may close a Library facility and give notice to

Trustees as soon as reasonably possible. Emergency situations may be defined as, but not limited to:

1. Damage to building which would endanger staff or public.
2. Complete power failure – extended period.
3. Loss of water to the building (Public Safety Code – extended period of more than three hours).
4. Loss of heating system during winter (interior temperature drops below 55 degrees).
5. Extreme weather conditions.

Explosions, fire in neighboring buildings, or other catastrophes, which demand the immediate clearance of the building, are exceptions to the above. (Adopted 3-14-74; Revised 6-14-95; Reapproved 7-08-09; Reapproved 2-8-12; Revised 4-9-14, Effective 4-9-14; Reapproved 5-11-16)

3-4 Loss of Library Privileges

The Board may exclude from the use of the library any person who willfully or negligently violates an ordinance or regulation prescribed by the Board (75 ILCS16/30-55.55)

Patrons of the Library may be banned from the library facilities, parking areas and grounds by library staff when they disrupt normal activities through any behavior including but not limited to: excessive and continued noise, running in the building, fighting, threatening (in-person or electronically) of or assault of a staff member or member of the public, deliberate damage of library resources, vandalism, or other unacceptable behavior including a serious violation of Library policy. Such patrons may be banned from the library facilities, parking areas and grounds, until such time and upon such conditions as determined by the Director. (Adopted 2-9-83, Revised 6-14-95, Revised 7-08-09; Revised 2-8-12, Effective 2-18-12; Revised 4-9-14, Effective 4-9-14; Revised 5-11-16, Effective 6-1-16)

3-5 Use of the Library District Facilities, Grounds, and Services

The Library's facilities are open for use by District residents and other members of the public during hours established by the Board of Library Trustees. Checkout of library resources is limited to District cardholders and to those with valid cards from libraries participating in the state-wide reciprocal borrowing agreement. The Library reserves the right to establish rules and restrictions for use of facilities and services, including those listed in Appendix 13.

The Main Library property includes adjacent parking areas and a designated drop-off zone, which is on North Court in front of the building. This area in front of the building is intended for drop-off or pick-up of library visitors and for patrons using the outside walk-up materials return. This area is also a parking area for any emergency vehicles that may need to be at the Library. Cars may only be left unattended (without a qualified driver in the driver's seat) in this location briefly when patrons are dropping off materials in the outside walk-up materials return. Drivers picking up or dropping off others are permitted to wait up to five minutes in the drop-off zone. Overnight parking on Library grounds is not permitted.

Drivers must abide by all posted traffic control signs on Library property and operate vehicles in a safe, controlled manner. (Adopted 3-11-98; Revised 7-08-09; Reapproved 2-8-12; Revised 4-9-14, Effective 4-9-14; Revised 12-10-14, Effective 12-10-14; Revised 5-11-16, Effective 6-1-16)

3-6 Photography in the Library

Library staff members may take photographs and videorecordings of participants in library programs or activities. All persons attending library programs and activities agree that any photograph or videorecording may be used by the Library for promotional purposes, including its digital media, websites, brochures, and other publications, without additional prior notice or permission and without compensation to the participant.

Patron names will never be used without the patron's written consent. If a patron prefers not to have Library staff photograph or film them or a member of their family, that patron should notify a staff member at that time.

Patrons are permitted to take photos of any physical object within Library facilities. Patrons may not take photos or videos of other patrons or staff without permission of the staff or person(s) being photographed. Requests to conduct extensive filming in the Library on anywhere on Library property must be pre-approved by the Director. (Approved 4-9-14, Effective 4-9-14; Revised 5-11-16, Effective 6-1-16)

3-7 Lost and Found Items

In order to provide a uniform process for the storage and disposal of lost and found items in the Library facilities, all such items will be labeled, dated, and stored at one central location in each facility. Reasonable attempts will be made to contact the owner if identifying information is available. Staff will attempt to return items identified as owned by other organizations to those organizations. After four (4) weeks, unclaimed items become Library property.

Unclaimed books will be donated to the Friends of the Palatine Library for inclusion in used book sales or will be recycled. Unclaimed currency will be added to the general library fund. Potentially dangerous items will be turned over to the police department. Other unclaimed items will be donated, recycled, or discarded as determined by the Director or designee.

The Library is unable to secure patrons' personal possessions and cannot be responsible for lost or damaged personal property. (Adopted 11-10-10; Revised 2-8-12, Effective 2-8-12; Revised 4-9-14, Effective 4-9-14; Revised 5-11-16, Effective 6-1-16)

3-8 Unattended Children

To ensure the safety and well being of children on library premises, parents are responsible for their children whether or not the parent is present. Children under age 9 must be closely supervised by a parent or other responsible person, age 12 or older, at all times on library premises.

When a child is unattended on library premises during hours of operation or at closing, staff will diligently attempt to contact the parent or responsible person.

Children unattended during hours of operation: If a child under age 9 is unattended in the library during hours of operation, staff will seek to locate the responsible person within the library. When this person and the child are reunited, staff will inform them of the Unattended Children Policy.

If the responsible person cannot be located within the library, the staff will obtain the parent's phone number, if possible. When the parent is contacted they will be notified of the Unattended Children Policy and asked to come to the library and assume responsibility for the child. If the parent does not provide appropriate supervision or the parent cannot be reached within 30 minutes, staff will contact law enforcement and ask that they assume responsibility for the child.

Children unattended at closing: The person in charge and another staff member will stay with any unattended child under the age of 14 and will repeat the procedures listed for contacting the parent of an unattended child during operating hours.

If a child has not been picked up and a parent has not been reached 15 minutes after the library has closed, staff will call law enforcement and ask that they assume responsibility for the child.

If the child tells staff that a parent or responsible adult has been contacted and is on the way to pick up the child but that person has not arrived by 20 minutes after the library has closed, staff will call law enforcement and ask that they assume responsibility for the child. (Adopted 2-13-08; Effective 4-1-08; Reapproved 7-08-09, Revised 2-8-12, Effective 2-8-12; Revised 4-9-14, Effective 4-9-14; Revised 5-11-16, Effective 6-1-16)

3-9 Service to Patrons with Disabilities

The Library is committed to providing service to patrons with disabilities in compliance with applicable federal and state statutes. In addition to those services, the Library acts as facilitator between the patron and the federal program known as “Services to the Blind and Physically Handicapped,” and offers home delivery to patrons with disabling conditions which prevent them from coming to the library (see Policy 3-12 Homebound Services), and allows service animals in the library facilities, (see Policy 8-7 Animals). (Adopted 12-15-05; Reapproved 7-08-09, Revised 2-8-12, Effective 2-8-12; Reapproved 4-9-14; Revised 5-11-16, Effective 6-1-16)

3-10 Reference and Reader’s Advisory Policy

Library staff provides Reference Service (defined as connecting patrons with the resources and information requested or required) and Reader’s Advisory Service (defined as connecting patrons with books, both print and digital, and both general and specific genres and authors). The goal in offering this service is to provide accurate, timely, thorough, interesting, and beneficial information and resources to patrons.

Resources

Staff uses many sources to answer questions and to make reading recommendations. Reference resources, circulating resources, microfilm, subscription databases, websites, magazines, digital media hardware and software, and audio-visual resources, as well as contacts with outside agencies or authorities, may all be used in the provision of Reference and Reader’s Advisory Service. Print materials designated as “Reference” or as “Temporary Reference” are to be used in library facilities and are not available to be checked out.

Remote access to most subscription databases is available 24/7 to Library cardholders. The Library’s website is available to anyone 24/7.

Services

Reference and Reader's Advisory Service is provided by trained staff all hours the library is open. Patrons may receive these services in person, by telephone, by mail or via digital means. Requests are handled in the order in which staff receives them.

Reference and Reader's Advisory Service includes but is not limited to assistance with: finding specific information or resources; the catalog and library computers; using subscription databases and digital resources; software loaded on library computers; use of circulating equipment; interlibrary loan (available to District cardholders only); information needed for school assignments; consumer information; and availability of resources at other area libraries.

All reference information provided and answers given will be factual in nature. Sources used to answer questions are cited when information is provided to the patron. Reader's Advisory recommendations will be based upon staff knowledge and/or resources.

Staff members do not offer personal opinion, advice, or interpretation as fact when providing Reference or Reader's Advisory Service. In particular, staff members are not qualified to give legal, medical, financial, or income tax advice or recommendations. The Library assumes no responsibility for damages caused, or for decisions made, from information gathered or obtained at the Library.

Library staff provides instruction in effective use of resources which may include instruction of individuals, dissemination of print or online guides or bibliographies, online tutorials, and formal classes covering a variety of resources and software.

Lengthy research which requires extensive time to collect data from single or multiple sources, including searches of print or digital resources, or extensive copying of materials, is outside the scope of Reference or Reader's Advisory assistance and will not be conducted by library staff.

Standards

Patron queries are addressed with no distinction about the purpose of the inquiry or the use of the information. All questions are handled in confidence and with impartiality. The staff adheres to the American Library Association's Code of Ethics and Bill of Rights (Appendices 5 and 6).

The quality and nature of Reference and Reader's Advisory Service provision will be evaluated periodically by library staff to ensure that the

services further the Library's goals and support its Mission Statement. (Adopted 11-11-09, Revised 2-8-12, Effective 2-8-12; Revised 4-9-14, Effective 4-9-14; Revised 5-11-16, Effective 6-1-16)

3-11 Interlibrary Loan

Interlibrary Loan (ILL) is an agreement among libraries to share materials by borrowing and lending to each other. This service is intended to complement local collections to meet user needs.

The Palatine Public Library District is a member of Illinet (Illinois Library and Information Network) and OCLC (Online Computer Library Catalog). Staff follows the guidelines of the Illinet Interlibrary Loan Code based on the American Library Association Interlibrary Loan Code. This code governs all transactions under the guidelines of the State Library.

The Interlibrary Loan policy does not pertain to reciprocal borrowing which is covered under Policy 2.

Patron Responsibilities

1. A valid Palatine Public Library District card is required to initiate the Interlibrary Loan process.
2. The patron will sign an ILL request form before receiving the loaned item(s) indicating that the patron understands the Interlibrary Loan policy and Interlibrary Loan fees listed in Appendix 10.
3. Patrons are responsible for paying any fees assessed by the lending library, any shipping fees incurred in obtaining the loaned item(s) and full replacement costs plus any applicable processing fee if an item is lost, damaged, or not returned. Additional ILL requests will not be accepted until these costs are paid in full.
4. Patrons are expected to return items on time and in the same condition as received.
5. Patrons are asked to hand returned ILL materials to a staff member at any Circulation Desk of the Palatine Library.

Materials Borrowed From Other Libraries and Loaned to Other Libraries

Materials are available to Palatine Public Library District cardholders by request from other libraries provided the materials are not owned by the Palatine Public Library District.

Items that are available to loan and borrow are:

1. Books – fiction and non-fiction
2. Music CDs

3. Audio books on CD
4. Non-fiction DVDs (including Blu-ray)

Items that are not available to loan or borrow are:

1. New materials (one year old or less)
 2. Computer games or software
 3. Periodicals
 4. Entertainment DVDs (including Blu-ray)
 5. Reference resources
 6. Textbooks
- Patrons may have three interlibrary loan requests in process at any time.
 - We do not borrow what we are not willing to loan.
 - Due dates and renewals are determined by the lending library.
 - Additional conditions may be imposed by the lending or borrowing libraries.

Additional Palatine Public Library District Lending Guidelines

New materials will be loaned to other libraries after they have been in the Palatine Public Library District collection for nine months. Exceptions may be made if the title is not in demand by District cardholders. The loan period is three weeks.

General Guidelines

Materials will always be first requested from local libraries. Staff cannot guarantee the time for filling a request and will cancel any request that cannot be filled within six weeks.

Interlibrary loan borrowing privileges may be suspended if a patron does not comply with these guidelines.

Patrons are encouraged to suggest for purchase any recent items that the Library does not own. Staff reserves the right to determine whether an item will be requested for Interlibrary Loan or purchased and added to the collection. (Adopted 11-10-10; Effective 1-2-11; Revised 2-8-12, Effective 2-8-12; Revised 4-9-14, Effective 4-9-14; Revised 7-8-15, Effective 8-1-15; Reapproved 5-11-16)

3-12 Homebound Services

Palatine Public Library District offers materials delivery service to patrons who are valid District cardholders and are unable to come to the Library

for a minimum of 30 days due to a temporary or permanent disabling condition.

Eligible patrons may complete a Homebound Delivery Service application form and submit it to the Homebound Services Coordinator.

Delivery will be scheduled at the mutual convenience of staff and patron, generally once per month. All library materials are available for home delivery except items with active holds.

All Library policies, including fees and limits, apply to those receiving homebound services; however, overdue fines will not be assessed when overdues occur because of the delivery schedule or because of events beyond the control of homebound services clients.

Materials will be checked out on the card of the person receiving the service. The Homebound Services Coordinator will maintain a record of all items checked out by a homebound patron for purposes of selecting materials for that person. Staff assisting the coordinator may also have access to this record.

Patrons who are eligible for homebound delivery service but who have a household or family member or other authorized person willing and able to pick up library materials, deliver them and return them to the library may designate one or more individuals to use the patron's library card on the patron's behalf. Such designated persons will have full access to the patron's record in the Library database.

Homebound delivery service will terminate when the eligibility requirements are no longer met or at the request of the patron, patron's parent or legal guardian, or an individual with power of attorney to act on behalf of the patron. (Adopted 3-9-11, Effective 3-9-11; Revised 2-8-12, Effective 2-8-12; Revised 4-9-14, Effective 4-9-14; Reapproved 5-11-16)

3-13 Public Use of Study Rooms

(For Meeting Rooms, see Policy 8-8 Public Use of Meeting Rooms)

The Main Library has study rooms available for public use. The study rooms are designed to meet the needs of patrons who want to use the rooms in small groups or as individuals for a limited period of time. There are study rooms with seating for 1 to 8 patrons depending upon the size of the room.

Only valid Palatine Public Library District cardholders (both in groups and individuals) and staff members may reserve study rooms. Non-

cardholders may use available rooms subject to the provisions of this policy. District cardholders will be given priority use of the study rooms. Non-cardholders will be asked to vacate the room if no other study room is available and a District cardholder wishes to use a study room.

There is a 2-hour time limit for District cardholders on the use of the study rooms when others are waiting. Non-cardholders may use the room for one hour before being asked to vacate the room for use by another non-cardholder. Use of the room may be extended when no one else is waiting.

Study rooms are available by reservation (valid District cardholders only) or first-come, first-served when a room is available and has not been reserved. Reservations may be made up to 2 weeks in advance by contacting the Library. Cardholders may reserve 1 session per day, and may reserve a room for up to 3 days in a Sunday-Saturday week.

Sign-in for study room use is required. The person who signs in for the room must present a valid District library card or photo ID, and remain in the room for the duration of the session. If a room was reserved in advance, the cardholder who reserved the room must be present at sign-in to claim the reservation. The person who signs in for the room is responsible for appropriate use of the room, including leaving the room in good condition upon vacating. Staff assigns study rooms based upon the size of the group or need for equipment in a room. A room capacity limit is posted on each study room door. Patrons may not bring additional chairs or furniture into a study room.

A multi-seat quiet study room is available for individuals who desire a quiet space. This room is available to any patron during all hours of operation and may not be reserved

If the individual who has reserved a room is not present by 10 minutes past the start of the reserved time, the room may be assigned to another group or individual that is waiting. If patrons vacate the room and/or leave belongings behind and library staff is unable to locate the person who signed in for the room the items may be removed and the room reassigned. (Adopted 11-11-09; Revised 2-8-12, Effective 2-8-12; Revised 4-9-14, Effective 4-9-14; Revised 5-11-16, Effective 6-1-16)

3-14 Library-sponsored Programs

Library staff plan and schedule programs and events in order to further the mission of the Library. Staff welcomes program suggestions and recommendations from patrons and retains the right to determine which programs and events are scheduled.

Staff considers the following criteria in making decisions about program topics, speakers and formats:

- Informational, educational and entertainment needs and interests of the community
- Relevance to community interests and issues
- Suitability of content for intended audience(s)
- Presenter experience including background/qualifications in content/format area
- Budget
- Historical or educational significance
- Connection to other community or library programs, exhibitions or events
- Availability of appropriate library space

The primary audience for Library-sponsored programs and events is Palatine Public Library District cardholders. Programs may require prior registration or tickets. Programs may be limited to attendance by valid Library District cardholders. Programs limited to valid Library District cardholders are identified in all publicity about them. Attendees, including members of groups, must each have a valid card as defined in Appendix 13 in order to sign up for such programs.

Registered/Ticketed patrons who arrive after the publicized start time for a program or event might not be able to attend the program. Staff will admit standby patrons at the publicized start time if space is available.

Some programs are open to both Library District cardholders and reciprocal borrowers or other library visitors. Staff reserves the right to give preference to Library District cardholders if potential attendees exceed the amount of available seating.

The Library offers programs for persons of all ages. Some programs or events are offered for specific age groups and this information accompanies all publicity about these programs. Staff reserves the right to limit attendance at these programs to those persons of the age specified in the publicity. Some children's programs specify that a parent or caregiver is to be present in the program with the child. Parents or caregivers of children under age 9 are to remain in the library during the program or event.

The Library may co-sponsor programs with other groups or agencies. These programs will still be considered Library-sponsored programs. Library sponsorship of a program does not constitute an endorsement of the content or topic of the program or of the views expressed by speakers, presenters, participants or audience members.

Staff may cancel any program in case of an emergency or low registration and will provide as much advance notice to the public as possible. Cancelled programs may or may not be rescheduled.

The Library schedules programs and events at library facilities, off site and online. This policy governs all programs and events regardless of location.

Programming practices adhere to the Americans with Disabilities Act (ADA) and the American Library Association's Bill of Rights. ADA accommodations for programs are available with at least 7 days' notice to the Library. Accommodations may be possible with less notice. (Adopted 9/12/12, Effective 9/12/12; Revised 4-9-14, Effective 4-9-14; Reapproved 5-11-16)