

## 2–Library Cards and Accounts

A library card account is established for each registered patron according to the provisions of this policy. A valid library card entitles the registered patron to receive services including checkout of materials and participation in programs and events at the Library. All registered patrons are solely responsible for all materials borrowed and services obtained on their library card.

### 2–1 District Residents

A Palatine Public Library District library card is issued without charge to an individual who (1) provides proof of current residency within the District boundaries and (2) agrees to abide by all District policies and procedures, as amended from time to time.

Proof of current residency for persons age 14 and older must include one form of government agency–issued identification including a photo of the resident. If the photo identification does not have the correct current address, a document including a current address is required.

A person who is living in or registered with a temporary group home or shelter in the Library’s service area may provide proof of residency with a letter from the administrator of the facility confirming their registration. A photo ID must also be provided.

Youth under age 14 are issued a library card as noted under provision 2–4.

A valid library card is required for various services provided by the Library District. A valid library card is defined in Appendix 2A.

Because the Library is primarily financed by District taxpayers, staff makes all reasonable efforts to extend District resident status only to current District residents. To this end, all resident cardholders are required to renew their borrowing privileges by verifying the current address is in the Library’s service area at least every three years. Patron accounts must have a balance under \$5.00 in order for the card to be renewed. (Revised 5-27-09; Last Revised 6-18-19, Effective 8-1-19)

### 2–2 Nonresidents

An individual residing outside of the District may purchase a District library card when permitted under applicable state laws and regulations, multi-library agreements, and Board action. An applicant for a nonresident library card must (1) provide photo identification and proof of current

residency in an eligible area, (2) pay the required annual fee, and (3) agree to abide by all Library policies and procedures, as amended from time to time.

The annual fee for a nonresident library card is calculated as follows:

1. For a homeowner, the fee will equal the current Equalized Assessed Valuation figure on their residence multiplied by the current combined tax rate of the Palatine Public Library District.
2. For a tenant, the annual fee will equal 15 percent of the monthly rental fee paid on the residence. The renter must provide a copy of the rental lease or a current rent receipt for verification purposes.
3. For a household member living at the same residence as the nonresident library cardholder, a library card will be available at no additional charge upon proof of current payment of the annual fee described above and proof of residency at the nonresident address at issue.

Upon completion of registration, the individual will be a nonresident cardholder entitled to all rights and privileges accorded District resident cardholders. A nonresident library card is valid only for the 12 months following payment of the annual fee. The nonresident homeowner or tenant and their family members must renew library card registration by presenting their library cards, re-establishing eligibility, and paying the applicable annual fee. No refunds for partial years are issued. (Revised 1-14-09; Last Revised 6-18-19; Effective 8-1-19)

### 2-3 District Property Owners who are Nonresidents

In accordance with 76 ILCS 16/30-55.60, a nonresident who, as an individual or as a partner, principal or stockholder, or other joint owner, owns taxable property within the District or is a senior administrative officer of a firm, business, or other corporation owning taxable property within the District, may obtain one library card for that parcel of property at no charge.

An applicant for a nonresident property owner library card must (1) present the most recent tax bill upon the taxable property and (2) agree to abide by all Library policies and procedures, as amended from time to time.

The library card shall be issued in the name of one qualifying person, and not a corporation or other entity. No additional owner, employee, or family member cards shall be issued.

Upon completion of registration, the individual shall be a nonresident cardholder entitled to all rights and privileges accorded District resident cardholders. A nonresident library card shall be valid only for the 12 months following registration. To continue receiving cardholder services, the nonresident property owner must renew library card registration annually by presenting their library card and re-establishing eligibility. (Reapproved 1-14-09; Last Revised 6-18-19; Effective 8-1-19)

#### 2-4 Youth

Library cards are available to individuals of all ages. Youth access to specific library services, as well as the right to privacy, is governed by Board policy and any applicable laws.

A child under the age of 18 may become a cardholder only with the written consent of the applicant's custodial parent, legal guardian, or legal foster parent. The parent or guardian's identification and proof of residency may be accepted if the child does not have the required identification. Children under age 14 need not be physically present when a parent, legal guardian, or legal foster parent applies for a library card on the child's behalf.

The parent or guardian is fully responsible for the account of the cardholder under 18 years of age. Parents have the right to revoke the child's library card up to the age of 18. (Last Revised 2-18-20; Effective 3-1-20)

#### 2-5 Reciprocal Borrowers

Borrowing privileges are extended to individuals who are valid cardholders of other Illinois libraries in conjunction with the statewide reciprocal borrowing agreement upon completion of registration with the District.

Borrowing of District materials is permitted when an individual (1) provides proof, including a photo, of identity as the cardholder listed on the library card, (2) establishes good standing as a library cardholder at their home library, and (3) agrees to abide by all District policies and procedures, as amended from time to time.

Reciprocal borrowers are limited in their access to certain services and materials, as set forth in Appendices 2A and 2C. (Last Revised 6-18-19; Effective 8-1-19)

## 2-6 Business Library Cards

Businesses and not-for-profit organizations located in the Palatine Public Library District service area are eligible to receive one business library card upon annual presentation of (1) the owner's or manager's personal photo identification, and (2) the business's current tax bill, lease agreement, or utility bill. The person whose name appears on the card will be responsible for all resources checked out and any charges assessed to the card. Business cards are valid for one year and may be renewed upon presentation of the aforementioned documents.

The business library card may not be used at other libraries. Business library cards from other libraries are not honored for purposes of reciprocal borrowing. (Revised 5-27-09; Last Revised 6-18-19; Effective 8-1-19)

## 2-7 Computer-Use and Program Cards

A computer-use and program card may be issued without charge to any individual who (1) is not eligible for any full-service Illinois public library card via residency within a library service area or via purchase of a nonresident card; (2) completes the Library's computer-use and program card application form; and (3) agrees to abide by all Library policies and procedures, as amended from time to time.

This computer-use and program card is for use at Palatine Public Library District facilities only and cannot be used to obtain any other District services nor services at any other Library.

A computer-use and program card will be valid for 12 months following registration or renewal. A computer-use and program cardholder may renew privileges upon presenting acceptable photo identification.

Issuance of this card subjects the cardholder to all policy restrictions related to library cards. (Adopted 10-4-07; Last Revised 6-18-19; Effective 8-1-19)

## 2-8 Staff Cards

A Palatine Public Library District card is issued to each employee upon employment at the Library. These cards are for use only at Palatine Public Library District facilities and may not be used for reciprocal borrowing. Staff who already have a Palatine Library card will be given a staff designation.

When an employee leaves the Library, their staff designation will be removed, or the card will be revoked if they do not live in the Library's service area. (Approved 10-11-12; Last Revised 6-18-19; Effective 8-1-19)

## 2-9 Misrepresentation of Eligibility

Any person who misrepresents their identity, address, or other relevant information in attempting to obtain or to use a library card will forfeit their eligibility for a District library card and for reciprocal borrowing privileges for up to three years. Such forfeiture of eligibility may be authorized by the Executive Director or designee. Individuals have a right to request a hearing before the Board of Library Trustees to appeal this decision. Sanctions, up to and including prosecution for fraud or theft of library services, may result, as circumstances warrant. (Last Revised 6-18-19; Effective 8-1-19)

## 2-10 Identification of Patron

In its continuing obligation to safeguard District property and services, District staff requires picture identification in conjunction with library card issuance. To facilitate patron identification, the District takes and maintains a photograph of the cardholder in Library records, to be updated at least every three years.

If a patron has a photo in the database and that person does not have their library card or any identification at hand, staff may enter the name of the person as listed on the patron record. If the photo of that person matches the person present, staff may provide service including checkout of material.

Any cardholder age 14 and older who does not have a photo in the database may be required to present their library card and a valid picture identification with a library card transaction. In such case, the only acceptable forms of identification are those described in provision 2-1. Any cardholder who refuses to provide adequate picture identification will not be permitted to borrow Library materials. Cardholders under age 14 who do not have a photo in library records must have their library cards with them or must be able to reply correctly to one or two qualifying questions about data in their account record in order to check out materials. The Library reserves the right to request additional identification of cardholders before checking out materials. (Last Revised 6-18-19; Effective 8-1-19)

## 2-11 Lost or Stolen Card

Each patron is responsible for their own library card. Cardholders are responsible for all resources checked out on their library cards. The library card may be used only by the individual cardholder to whom it is issued unless the cardholder has given written permission for another person to have access to their account for the purpose of checking out materials or managing activity of the account.

Lost or stolen cards must be reported immediately to the Library to prevent unauthorized use. There is no fee for providing such notice. Upon receipt of notice of a lost or stolen library card, the Library will invalidate the library card number. Any resources lent following receipt of such notice will be the responsibility of the Library and not of the patron.

Unauthorized use of another's library card may be considered fraud or theft. Further action may be taken by the Library, as circumstances warrant. A cardholder who lends their card to a District nonresident to obtain library services to which he or she is not entitled may have their cardholder privileges suspended for a period of up to three years. (Reapproved 5-27-09; Last Revised 6-16-20; Effective 7-1-20)

## 2-12 Replacement Cards

As set forth in Appendix 2B: Schedule of Fines and Fees, a fee is charged for issuance of a replacement for a lost library card. Patron accounts must have a balance under \$5.00 in order for the card to be replaced. (Reapproved 5-27-09; Last Revised 6-16-20; Effective 7-1-20)

## 2-13 Permission to Pick Up Materials

Patrons may permit one or more designated persons to pick up items on hold for them. When a designated person picks up a hold, the items will be checked out on the record of the designated patron. (Last Revised 6-16-20; Effective 7-1-20)

## 2-14 Change in Patron Registration Information

Cardholders must notify the District of any changes in name and address.

Use of a resident card after moving outside of the District boundaries is neither lawful nor permitted.

Continued access to Library resources and services may be re-established through nonresident card purchase or registration as a

reciprocal borrower, where applicable. (Adopted 12-9-04; Last Revised 6-18-19; Effective 8-1-19)

## 2–15 Fines, Fees, and Charges

The Board reserves the right to establish fines, fees, and charges as necessary, including overdue fines; fees for damage to Library material or Library property; fees for failure to return Library material; and charges for meeting rooms or services.

Current fines, fees, and charges are listed in Appendix 2B. The Library uses a materials recovery service to assist in the recovery of overdue materials, fines, and fees.

Fines may be waived by the Circulation Manager or designee when, in their judgment, there are mitigating circumstances. It is the goal of the Library to assist patrons in maintaining valid accounts, as defined in Appendix 2A, so cardholders have access to all services.

Patrons may replace lost or damaged items with an exact ISBN match. Replacement items must be new and not used. Otherwise patrons are to pay the specified replacement fee. In either case, a processing fee is assessed. (Adopted 11-18-81; Last Revised 6-18-19; Effective 8-1-19)

## 2–16 Fine and Fee Notices

The Library sets loan periods for return of materials (See Appendix 2C). The Library notifies patrons by email (for those who have an email address listed in the database) a few days before an item is due and notifies patrons by email or U.S. mail when items are overdue and fines are accruing. These notices are sent as a courtesy to patrons, and all fines and fees accrued are due to the Library whether or not the patron sees or receives any notice. It is each patron's responsibility to return items before or when due. (Approved 10-11-12; Last Revised 6-18-19; Effective 8-1-19)

Policy 2 Comprehensive Review: Adopted 4-9-86; Last Revised 6-16-20; Effective 7-1-20.