

## Circulation Policy

To make materials available to all patrons on an equal basis, the Library will set policies for confidentiality, loan periods, interlibrary loan, renewals, fines and charges, damaged and lost materials, and claims returned. Fines and Charges and Damaged and Lost Materials are separate policies located in this manual. The Library will determine who is eligible to borrow materials and will provide for the return or replacement of such materials.

## Confidentiality

All patron records are confidential in nature. Information on a patron application card cannot be given to anyone without the patron's cooperation. All circulation records identifying the names of library users with specific materials are confidential in nature. Any questions relating to patron information of any type should be directed to the Library Director. These records will not be made public to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of and pursuant to federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power. The issuance or enforcement of any such process, order, or subpoena will be resisted until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

## Loan Periods

Standard Loan Period for most library materials: Books, audiocassettes, audio books, compact discs, videos, DVDs, records, pamphlets, and other printed materials is 2 weeks.

Extended Loan Period for most library materials is 6 weeks. Extended Loans are available through the Circulation Services Department for most Blue Island Library materials for special patron circumstances and needs, such as Teacher assignments, Homebound, Vacation, and Book Clubs. Additional loan time may be granted for specific circumstances. Extended loan periods may not be available for special collection materials, materials with loan rule restrictions, and materials loaned from other libraries. Other restrictions may apply. Materials may be returned to any SWAN library. Please note: Items returned to non-SWAN libraries cannot be cleared from a patron's record until the material has been received at a SWAN library.

## Renewals

Patrons may request 2 renewals per item for most library materials based on item availability. Patrons may request renewals through the library's Circulation Services Department, at any SWAN library, online, or by phone. Renewals for material received through OCLC service must be requested through the receiving library's Reference Department. Renewals may be restricted because items are part of a special collection, other patrons have placed holds on the item, the owning library has specific renewal limitations, the renewal request is too soon after the initial checkout, or the material is overdue or billed as long overdue or lost. The Blue Island Public Library does not currently participate in the SWAN automatic renewal service.

## Claims Returned

Beginning on September 1, 1994, only two (2) claims returned may be allowed per library card. The third time a patron claims that they have returned something and we have no record of it being returned, the

material will be considered lost by the patron. (See section F. Damaged and Lost Materials). The two "claims returned" will accumulate on each card unless the material is found. (Approved 8/10/94)

## Fines and Charges

### Payment options:

Cash, credit/debit cards and money orders are the accepted payment methods for charges, fines, lost or damaged fees at the Blue Island Public Library. The Library does not accept checks. Payment for fines and charges may be made at any SWAN library or on-line. Payments made at other SWAN libraries are subject to their regulations.

When money is being reimbursed to a patron for a lost and returned item, the refund will be in cash. Reimbursements may be subject to certain conditions and restrictions including the condition of the returned materials and the timeliness of the material's return.

### Overdue materials and fines:

Patrons may sign up for Library Account Notifications through the Circulation Services Department. Library Notification Types include Hold Pickups, Hold Cancellations, Overdue and Billing, Courtesy Notices (a reminder two days before your materials are due), and Auto Renewals (available only for participating libraries). Patrons may receive notifications through e-mail (all notifications), text (hold pickups, overdue and billing, courtesy notices), phone (hold pickups, overdue and billing), USPS mail (overdue and billing). Patrons may sign up for text messaging through the "My Account" link on the library catalog. Phone notifications are automated pre-recorded calls. Email information may be modified through the "My Account" settings once your email has been entered on your library record.

Email notifications is recommended to keep track of all your account activity in one place.

A record of fines not paid will be kept at the library in the System Wide Automated Network (SWAN). The patron will be expected to pay these fines promptly. No single material's fine shall exceed the price of the book or material. The Blue Island Public Library's current maximum fine rate per item is \$5.00.

A book drop just east of the main entrance is available for convenience in returning library materials. Use of the book drop does not cancel overdue fines. As a courtesy, the library backs the receipt date for materials returned in the book drop to the last library business day. The library does not charges fines for days the library is closed.

Blue Island Public Library materials may be returned to any SWAN library. Items returned to non-SWAN libraries (libraries not connected to the SWAN computer network) cannot be cleared from a patron record until the material has been received at a SWAN library.

A fine of ten (10) cents per day will be charged for most material that is overdue, excluding Sundays and holidays when the library is closed. A fine of \$1.00 per day is charged for special collection material. The library follows the SWAN fine scale on returned overdue materials borrowed at another library. The maximum fine per item is determined by the SWAN system based on the fine rate and type of item.

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