

PATRON USE OF THE LIBRARY

□ GENERAL INTENT

It is a goal of the Bloomingdale Public Library to provide access to print and non-print items to satisfy the diverse informational, educational, and recreational interests of the residents of the Village of Bloomingdale. To ensure the greatest degree of access to the greatest number of the library's registered borrowers (and others who may use the library's collection and resources as a condition of the library's participation in cooperative regional, state and national library networks), while providing the greatest degree of control over the library's resources, these rules and policies for the use of the library's collections and resources are established.

□ ACCESS TO RECORD

It is the policy of the library, regarding circulation of books and other materials to individual borrowers, to respect the confidential nature of the library user's identification with specific items, and his/her right to privacy. The library adheres to the Illinois Library Records Confidentiality Act (75 ILCS 70) regarding the protection of confidential patron information.

Accordingly, circulation records and other records identifying the names of library users with specific library material are recognized as confidential in nature and shall not be made available to the public or 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 Bloomingdale Public Library does not make available lists of registered library patrons except in compliance with the law.

Access to a patron's own records may be obtained in person, by telephone, or online if the patron supplies his or her library card number or can verify his or her identity by providing information that is consistent with information in the library's database. Patrons and reciprocal borrowers who wish to check out library materials but have forgotten their library card may ask staff to charge items to their cards by presenting a current photo ID.

The library record of a child has the same confidentiality protection under library policy as that of any other patrons with the following exceptions:

Minors under the age of 13

The Bloomingdale Public Library recognizes that parents or legal guardians who have signed their minor child's library card application have assumed the financial

responsibility for materials charged out to their children's cards. Therefore, parents or legal guardians who have signed for the child's card and are designated as the "care of" party in the child's record are permitted access to the records of their minor children under the age of 13. The designated parent/legal guardian must present the child's library card, and/or provide other acceptable identification. In the case of telephone inquiries, library card number or verification of the child's address, telephone number, and date of birth are required.

Minors between the ages of 13- 18th birthday

Parents or legal guardians of minor children ages 13-17 are permitted to know only the number of items (not titles, authors, or subjects) charged out on their child's library card unless the information is for the purpose of recovering overdue materials, associated overdue material fines, or settling accounts for lost, late, or damaged materials. The parent or legal guardian must provide the child's library card and/or provide other acceptable identification. In the case of telephone inquiries, library card number and verification of the child's address, telephone number, and date of birth are required.

□ HOLD NOTIFICATIONS

Patrons have several options when it comes to receiving hold notices for library materials:

- emailed to the address on file in the library's database
- automated phone call using the primary phone number listed in the library's database
- text/SMS messages to the phone number in the library database.

There is no option for printed/mailed notices. Patrons that do not want to receive notifications by email, phone, or text can call the library for hold/checkout status or log onto their online library account.

Staff will only be able to release titles of holds over the telephone once they have verified the identity of the person they are speaking to. Otherwise, patrons will be notified that they have a hold awaiting pick up at the library. Title information cannot be left on a voicemail per the Library Records Confidentiality Act.

□ PICKING UP ITEMS ON HOLD

As a convenience to our patrons, the library will allow a patron to pick up an item on hold for another patron. The library will consider that a patron who has materials on hold has given consent to waive confidentiality and the library will release an item on hold in the following ways:

- A patron picking up an item on hold must have the library card of the patron whose hold they are picking up;
- A patron picking up a hold must have the hold notice generated by the library either in print or electronic format with them in person when picking up the hold item(s);

- A library cardholder has given written consent to another Bloomingdale cardholder to pick up items on hold via the library card registration form.

□ **REGISTRATION OF LIBRARY PATRONS RESIDENTS**

The Bloomingdale Public Library is a tax-supported public library. This means that people residing within the jurisdictional boundaries of the Bloomingdale Public Library pay taxes to support the library. Those people who live within the jurisdictional boundaries of the Bloomingdale Public Library need pay no additional fee to be eligible to receive their library card. Library cards are valid for four years and are nontransferable. The card will be renewed without additional fees, provided the library cardholder continues to reside within the jurisdictional boundaries of the Bloomingdale Public Library and is a patron in good standing. Patrons are entitled to one replacement for a damaged, destroyed, lost, or stolen library card per calendar year. There is a fee to replace a card if the replacement limit is met. A Bloomingdale Public Library cardholder in good standing may use their card at most Illinois public libraries to check out materials.

Adults wishing to register for a new library card at the Bloomingdale Public Library must bring with them two forms of identification, which bear their current name and address. One item must be a photo ID and the other must be a recently dated (within the last 30 days) piece of official mail with the applicant’s current address. Acceptable proofs of identification and residency are listed below. One item must be provided from each list. If the photo identification does not have a current address, two pieces must be supplied from the residency list.

IDENTIFICATION LIST

- Driver’s License
- State Identification Card
- Student Identification Card
- Workplace Identification Card
- Military Identification Card
- Passport
- Firearm Owner Identification Card
- Temporary Visitor Driver’s License
- Concealed Carry License

RESIDENCY LIST

- Current utility bill (i.e. telephone, gas, electric, water or cable)
- Current bank statement
- Current instructional driver's permit
- Current real estate tax bill
- Vehicle registration

In the event that a patron does not have a second proof of address on hand when registering for a library card, circulation staff may register the patron on a provisional basis. In this instance, the patron must provide personal (i.e. photo and name) identification and proof of name and address. The library will not give the card to the patron at the time of registration, instead the card will be mailed to the patron’s home address supplied on the registration form in order to confirm residency. The patron’s record will be blocked until they bring the library card to the Circulation Desk to activate the card. The patron will be permitted to check out three items at the time of issuance and will have a limit of three items until they activate their card with Circulation staff.

Once the card is activated the provisional status will be lifted and the patron may check out materials under the guidelines that govern all library transactions.

Additionally, patrons may register for a library card online at www.mybpl.org. Once registered online, patrons must appear in person and show the required identification to be issued a library card allowing the patron to check out physical materials. Patrons may use the library's online resources from home using their online library card.

❑ **COMPUTER ACCESS FOR VILLAGE OF BLOOMINGDALE RESIDENTS**

Residents of the Village of Bloomingdale will be granted access to a computer lab at the library at no cost.

❑ **COMPUTER ACCESS FOR NON-RESIDENTS**

Patrons with a library card in good standing from any SWAN library may use the library's computer lab with their own library card at no charge.

The library offers guest passes for patrons that do not have a library card at Bloomingdale or another SWAN library. They are available at the Reference Desk and are valid for the day they were obtained. There is no charge for guest access to the computer lab.

❑ **LIBRARY CARD RENEWALS**

Bloomingdale Public Library cards in good standing are renewed automatically every four years. Notice is sent to the address on file via the United States Postal Service. If the notice is returned as undeliverable, library records will be updated to reflect that the patron no longer resides at the address provided and the card will become invalid. In this case, in order to renew, the patron must appear in person and present current photo ID showing residence within the jurisdictional boundaries of the Bloomingdale Public Library. Please see the identification list above for acceptable proof of ID.

Please note: This does not apply to cards issued under Cards for Kids, the disabled veteran's card exemption, for patrons that have moved out of the service area, or for minors turning 18 years old. These cards will not renew automatically and patrons must appear in person with photo ID and appropriate documentation to renew their library cards.

❑ **MINORS**

Children under the age of eighteen must be accompanied by a parent or guardian when applying for or replacing a lost card. The parent or legal guardian must supply acceptable identification as described above and sign the statement of responsibility for the library card at the time the library card is issued. The signing parent/legal guardian will be the only adult who will be able to access the minor's account information. Please refer to the "Access of Records" information above.

❑ **WHERE TO USE YOUR CARD**

The Bloomingdale Public Library is a participating member of the System Wide Automated Network or SWAN. The Bloomingdale Public Library shares a library catalog with over 100 libraries in the surrounding area. Library cardholders may use their cards at SWAN libraries based on the individual library's rules and policies. A current list of SWAN libraries can be obtained here:

<https://swanlibraries.net>

Bloomingdale Public Library cardholders with accounts in good standing can request materials be sent to Bloomingdale from other SWAN libraries and can also use most of the public libraries in the SWAN network (restrictions and limits on materials may be enforced by individual libraries).

In addition to borrowing materials from the SWAN libraries, Bloomingdale Public Library cardholders may register their library card at Illinois public libraries that participate in the Illinois Intersystem Reciprocal Borrowing Covenant.

❑ **NON-RESIDENTS LIBRARY CARDS**

Non-resident library cards will be issued upon payment of the established fee to individuals: (1) residing beyond the jurisdictional boundaries of the Bloomingdale Library, not within the boundaries of another public library, (2) who do not own property within the Village of Bloomingdale, and (3) who are served by Glenbard East High School (Glenbard Township High School District No. 87) or the area of Lake Park Community High School District No. 108 where the Bloomingdale Public Library appears to be the closest public library to their home. If individuals live outside of the high school service areas described but can show a commonality of interest with the Village of Bloomingdale or the Bloomingdale Public Library that would make the choice of the Bloomingdale Public Library logical, they may also be entitled to a non-resident card upon payment of the established fee. The fee for a non-resident card shall be calculated under the Tax Bill Method established by the Illinois State Library's regulations for non-resident taxpayers (Appendix A) and for non-resident renters shall be 15% of the monthly paid rent. The non-resident fee will cover all residents at the particular address. Purchasers of non-resident cards must provide a tax bill or rental receipt prior to issuance of the non-resident card. Non-resident cards are issued for one year from the date of purchase and may be renewed by repeating these procedures.

❑ **NON-RESIDENT TAXPAYERS**

A non-resident who as an individual, or as a partner, principal stockholder, or other joint owner owns taxable property located within the Village of Bloomingdale, or who is a senior administrative officer of a firm, business or other corporation owning taxable property within the Village, upon presentation of the most recent tax bill upon that taxable property and completion of the non-resident taxpayer form (Appendix B) will be issued one non-resident card for each such parcel of taxable property without additional payment. The card is valid for one year and may be renewed by repeating these procedures. This provision also applies to any residential institution (a nursing home,

group home or long-term care facility for either children or adults) located within the jurisdictional boundaries of the Bloomingdale Public Library. Any school, business, commercial enterprise or residential institution located within the jurisdictional boundaries of the library may enter into a contract (Appendix C) with the library for additional library cards under terms to be agreed upon.

❑ **CARDS FOR KIDS**

The Cards for Kids legislation specifies that K-12 students living in unincorporated areas in Illinois who are eligible to receive free or reduced price lunches under the National School Lunch Program, as determined by the Income Eligibility Guidelines established by the USDA, shall not be charged a nonresident fee to use the library. The student cardholder is entitled to the same services the library provides residents (75 ILCS 5/4-7).

In order to register for a free library card for a K-12 student, the parent/guardian of the student must appear in-person at the library and complete an attestation for every child certifying that they meet the guidelines for Cards for Kids. Additionally, the parent/guardian must present the school/reduced school lunch letter issued to the child by the school district to verify eligibility. Parents/guardians must re-certify every year until the child ages out of the program or the family no longer qualifies under the guidelines outlined in the legislation.

❑ **NON-RESIDENT DISABLED VETERAN**

A veteran with a service-connected disability of at least 70% who is exempt from paying property taxes on their primary residence due to the Homestead exemption for veterans with disabilities (35 ILCS 200/15-169) is entitled to a non-resident library card without a fee. Furthermore, an unmarried surviving spouse of a veteran who previously qualified for the exemption, as well as an unmarried surviving spouse of a service member killed in action are also entitled to a non-resident card without payment of a fee. The qualifying veteran or surviving spouse must present documentation from the county where they reside that indicates their residence is exempt from paying property taxes.

In order to obtain a library card under this legislation, the veteran and/or surviving spouse must appear in person at the library with a copy of their property tax bill showing they qualify for the exemption.

❑ **RECIPROCAL BORROWERS**

Individuals residing outside of the jurisdictional boundaries of the Bloomingdale Public Library, and whose local library participates in the Illinois Intersystem Reciprocal Borrowing Covenant are eligible to register their public library card at the Bloomingdale Public Library. These individuals must present a valid public library card and be in good standing at their home library. These individuals will be referred to as Reciprocal Borrower Patrons or (RBP). RBPs may be restricted from checking out certain item types at the Bloomingdale Public Library. Please see a circulation staff member for more information about these restrictions.

Please note: At the time of first usage, a reciprocal borrower must present their current valid library card, an acceptable picture identification showing the borrowers current address and complete a Reciprocal Borrowers Registration (RBP) Form at the Bloomington Public Library. The patron must be in good standing at their home library. Upon expiration of the RPB card in the database, the patron must fill out an updated registration form to continue borrowing materials from the Bloomington Public Library. RBP library cards will be registered in the BPL system for a length of one year or the expiration date at their home library, whichever is sooner.

❑ **PERSONAL IDENTIFICATION NUMBER (PIN)**

When a resident, non-resident, or non-resident taxpayer registers at the library, they will be assigned a four-digit numeric PIN which they may change to any numeric combination of more than four numbers after registration. The PIN along with their library card number will allow them to access their library account online in order to renew items, check the due date of items, place a hold on an item, or use the online databases that the library has purchased.

❑ **PATRON'S CHANGE OF ADDRESS**

All registered patrons of the Bloomington Public Library, whether Bloomington residents or RBPs, are required to inform the Bloomington Public Library of any change of address. If at any time mail sent to a patron by the library is returned the patron's library card will automatically be suspended until the account can be updated. The patron will need to show proof of current address as outlined earlier in this policy to be reinstated.

❑ **LIBRARY CARDS**

The Bloomington Public Library issues a card that serves as the library card, Internet access card and print management payment card all in one. Patrons under the age of eighteen (18) must have their parent or guardian sign the responsibility statement at registration and indicate whether or not the parent/legal guardian allows the minor the ability to check out certain item types (including feature films and video games). Staff will not monitor youth checkout of materials for rating. The level of permission may be changed at any time by visiting the Circulation Desk at the library.

❑ **LOST, STOLEN AND DAMAGED CARDS**

If a library card is lost or stolen, a patron is responsible for all materials borrowed on the card until they have notified staff at the Circulation Desk. The patron will be required to re-register for any lost, stolen, or damaged library cards. Patrons are entitled to one free replacement for a damaged, destroyed, lost, or stolen library card per calendar year. There is a fee to replace a card if the replacement limit is met. There is no charge to renew an expired Bloomington Public Library card.

❑ **OWNERSHIP OF LIBRARY CARD**

All cards issued by the Bloomington Public Library remain the property of the library and may be repossessed by the library for violation of library rules or other instances determined by the library's administration.

□ **APPEALS**

Anyone who believes that he/she has been unfairly denied a library card may appeal to the Circulation Department Head or Library Director.