

CIRCULATION POLICIES

❑ ELIGIBILITY TO BORROW ITEMS

The Bloomingdale Public Library provides access to a wide variety of items for the benefit of the residents of the Village of Bloomingdale. Individuals who reside within the taxing area of the Bloomingdale Public Library are welcome to borrow items from the library's collection, as long as they possess a library card and their accounts are in good standing. In addition, under the Illinois Intersystem Reciprocal Borrowing Covenant, cardholders from the Bloomingdale Public Library who are considered to be in good standing may also borrow items from many public libraries throughout the state of Illinois upon registration of their Bloomingdale Public Library card at the individual public library.

The library considers patron accounts in good standing to be:

- free of bills for any items
- Up-to-date with current information including address, phone number, email, expiration date, etc.
- free of any other problems/issues on the cardholder's account as noted in the library's database.

Individuals presenting library cards issued by a public library other than the Bloomingdale Public Library are eligible to borrow items from the library and must meet the same requirements as outlined above. Please refer to the Reciprocal Borrower section of the "Patron Use of the Library" policy.

If a library account does not meet the above criteria for accounts in good standing, library staff may not waive the regulations as outlined without the specific permission of the Circulation Department Head or his/her designee. The patron may, however, request and receive a 3 day hold on the item(s) they wish to check out to allow the patron time to correct the situation which may have resulted in loss of eligibility to borrow on an individual's account.

❑ LOAN PERIODS

The library's loan period for most items is 21 days. Some items may have a loan period of 3, 7, or 14 days (Appendix E). Upon a patron's request, extended loan periods for physical materials belonging to the Bloomingdale Public Library during vacations may be made at the discretion of supervisory circulation staff. Items secured for a patron on Interlibrary Loan (ILL) are governed by the circulation policies of the home library and must be returned to the home library on time.

❑ **LIMITS ON BORROWING**

The library reserves the right to limit the number of items in any one subject area and any material type that may be checked out to an individual patron on the basis of perceived demand for items (Appendix E). Audiovisual equipment may be checked out directly at the Circulation Desk and some items may be restricted to patrons age 18 and over unless a parent/legal guardian is present. At the request of the parent/guardian, access to feature films and videogames may be restricted for minor patrons (under the age of 18). Parents/legal guardians may indicate their preference at the time of application or request a form to update their child's account at any time by speaking to a circulation staff member.

❑ **RENEWALS**

As a convenience, most items checked out will renew automatically before the due date. Items that do not auto-renew will still be due on the original due date. Patrons may initiate their own renewals no earlier than two days before the item is due by:

- Visiting the library in person with their library card, the item or items to be renewed, or a photo ID.
- Calling the Circulation Department directly at (630) 924-2750. Patrons are requested to have their library card number, the barcode(s) of the items they wish to renew, or be able to verify identity by providing information consistent with the information in the library's database.
- Visiting the BPL website at www.mybpl.org, and selecting the "My Account" link at the top of the page. Users will need their library barcode and PIN number to access their account information online.

Please note: Most library items will be renewed automatically unless:

- there is a hold on a particular item for another patron
- the item(s) has reached its maximum number of renewals
- the account is no longer in good standing
- the item material type does not allow renewals (Appendix E)
- the item(s) are ILL (Interlibrary Loan) items
 - Patrons may request renewals for ILL items borrowed from outside of the SWAN (System Wide Automated Network) system. Items borrowed from outside of the SWAN system are not always renewable and renewals are up to the discretion of the lending library.
 - Requests for renewals of ILL items must be received prior to the due date written on the item, or the item will not be renewed.

❑ **OVERDUE ITEMS**

The Bloomingdale Public Library is a fines-free library. Items that are overdue are not assessed overdue fines. Overdue notices will be sent on the following schedule:

- 1st notice: after items are 7 days overdue
- 2nd notice: after items are 14 days overdue

If the items are not returned within 42 days of the item due date, the patron's account will be billed the replacement cost for the material and further checkouts and computer usage will not be permitted until the account is cleared. Full replacement costs are due for items more than 1 year overdue.

Adult borrowers with unpaid balances of \$25 or more may be contacted by a collection agency on behalf of the library. In addition, a collection fee will be assessed and placed onto accounts that have reached this threshold.

❑ **DELINQUENT PATRONS**

All borrowing privileges will be suspended if the patron has been billed for unreturned materials. Reciprocal borrowing privileges shall also be revoked. This policy also applies should a Bloomingdale Public Library patron fail to return items due at another library or refuse to pay fines or fees for lost items from another library. Borrowing privileges shall be reinstated upon return of the items and payment of the accumulated fines/fees, or upon payment of the replacement cost of the item(s). Fines free status only applies to items checked out at the Bloomingdale Public Library; patrons are still responsible for fines accrued at libraries that are not fines free.

❑ **BILLED ITEMS**

Unreturned items will be billed to a patron's account if not returned within 42 days of the item(s) due date. The patron cannot place holds, renew items, have items auto-renew, or check out new items until the issue has been resolved,

Patrons can return the billed overdue item(s) at the discretion of the Circulation/Technical Services Department Head or his/her designee. If the item remains in the database, belongs to the Bloomingdale Public Library and is returned in good condition, the bill will be removed. In the event the item is no longer in the database, the item belongs to another library, the item is not returned in good condition, the item is more than one year overdue, or the item has already been replaced, the patron will be responsible for the total amount billed.

❑ **LOST AND DAMAGED ITEMS**

The library recognizes that items do wear over time and with heavy use; therefore, a patron will not be charged for damage that can be attributed to normal wear and tear. However, patrons are held responsible if an item is destroyed or so badly damaged that it can no longer be used. Borrowers are liable for the full replacement cost of any library items lost, damaged or not returned. The charge for replacement shall be the cost of the material as noted in the item record of the circulation database.

❑ **PATRON INITIATED REPLACEMENT GUIDELINES**

In order to avoid confusion and error, the library prefers to order items through its primary vendor. However, as a convenience to our patrons, the library will allow patrons

to replace lost or damaged print material(s) from other vendors as long as the following guidelines are met:

- The item must be approved by a librarian.
- The lost or damaged item must belong to the Bloomingdale Public Library. We cannot accept replacement items for materials belonging to other libraries.
- The item must be new.
- The item must be identical to the original (use ISBN to ensure match).
- The item must be in the same format (i.e. hardcover/paperback) as the original.

❑ **DAMAGED ITEMS GUIDELINES**

Items returned damaged will remain on a patron's library account until the items have been paid for. Patrons will be asked to pay for damaged items that fall under the following criteria:

- any item that had been added to the collection within the last year or less
- any item that has apparent food, liquid, mold, animal excrement, or odor damage
- any item in which a missing part or piece cannot be replaced individually.

All other items returned damaged will be assessed by the selecting librarian who will then determine if the item will need to be replaced. If the item will be replaced, the patron is responsible for any and all charges associated with the item.

❑ **SETS/MISSING DISCS**

Items checked out at the Bloomingdale Public Library are not considered returned until all of the applicable parts or pieces have been returned (i.e., DVDs, Books on CD, CDs, liner notes, booklets, instructions, etc.) This includes items returned in the outdoor bookdrops. The item(s) will remain checked out to the patron until the missing parts/pieces have been returned. If a patron loses one or more items to a set, staff will try to purchase the missing pieces if available as a separate purchase. Otherwise, staff reserves the right to charge the full amount of the item for incomplete or missing parts.

❑ **LOST AND PAID**

If a patron recovers library material that has been paid for within 30 days (1 month), the library will refund the cost of the material providing it originally belonged to the Bloomingdale Public Library. The returned material and the dated receipt of payment must be presented at the time of refund request. Generally, refunds will be processed and made available on the Thursday following the next library Board meeting. Checks may be issued for refunds to library patrons. We are unable to refund payments made to replace damaged/lost items that do not belong to the Bloomingdale Public Library.

❑ **PAYING FINES AND FEES ON A LIBRARY ACCOUNT**

The library offers several ways for patrons to pay bills or fees in the library and digitally from home. Patrons will need their library card/card number and PIN in order to make payments.