

# INDIAN PRAIRIE PUBLIC LIBRARY DISTRICT

## SERVICES

### TABLE OF CONTENTS

400	Services
410	Hours of Operation
415	Closings
420	Library Cards
430	Circulation of Materials
431	Fines & Charges
432	Homebound Services
433	Suspension & Limitation of Privileges
440	Information Services
450	Library-Sponsored Programming
455	Group Tours/Programs
456	Proctoring
465	Computer & Internet Services
470	Web Site
471	Social Media
474	Maker Equipment
475	Miscellaneous Equipment
480	Privacy of Patron Records/Information
490	Process for Patron Grievance

## SERVICES

## 400 - Services

## 410 - Hours of Operation

Monday through Friday — 9:00 a.m. to 9:00 p.m.

Saturday ————— 9:00 a.m. to 5:00 p.m.

Sunday ————— 1:00 p.m. to 5 p.m.

## 415 - Closings

## 415.1 - Scheduled Closings

The library will be closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve. When Independence Day or Christmas Day fall on a Sunday the library will be closed on Sunday and on the following Monday. When New Year's Day falls on a Sunday the library will be closed on Sunday but will be open on Monday.

The library may also close for other reasons such as staff institute day. The Board of Trustees will approve a calendar of closings each year.

## 415.2 - Unscheduled Closings

## 415.2-1 - Special Circumstances

The library may close for special circumstances (such as remodeling, inventory, etc.) with prior board approval.

## 415.2-2 - Emergency Closings

The library may close during and/or after an emergency at which time stated procedures for such closings shall be followed. See Sec. 1000, Emergency Situations.

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## SERVICES

## 420 Library Cards

## 420.1 Issuance of Library Cards

Library cards will be issued to all borrowers eligible under the library's policies. The library will not issue cards or provide service to patrons who are known to have overdue obligations (in the form of unpaid fines or overdue/lost/damaged material) at another library in Illinois. Persons desiring a library card must fill out a registration form. Cards for minor children require that a parent or legal guardian sign the application in the library. Applicants or parents, if the applicant is under 18, will be asked to show verification of their current address that includes their name in paper or electronic format.

## 420.2 Responsibilities of Card Owners

Card owners are responsible for all materials checked out on his/her card. Card owners are responsible for any charges that may result from late return, loss, or damage of materials borrowed and are expected to comply with Indian Prairie Public Library District regulations as well as those of libraries from which the card owner has borrowed materials. Parents or legal guardians are responsible for materials checked out on their child's card and should be aware that there are no restrictions on borrowing of library materials and they need to be responsible for their child's selection of materials.

Generally, the library card is to be used only by the person in whose name it is issued however, family members may use each other's cards for checking out materials. Card owners are responsible for materials checked out on their cards by other individuals. In order to protect and ensure library privileges, card owners should notify the library immediately if their card is lost or stolen. Materials checked out on a card up to the time the card is reported lost or stolen are the responsibility of the card owner. A card reported as lost or stolen will be considered invalid. If the card is stolen or illegally used and a police report has been filed by the cardholder, there is no liability.

Card owners are required to report a change in address.

## 420.3 Renewal of Library Cards

Library cards may be renewed provided the following requirements are met:

- all debts must be cleared, and
- verification of the person's current address including their name must be presented in paper or electronic format so that staff may check for accuracy, and currency of eligibility, and
- if fees are applicable, they must be paid before the card will be renewed.

Minors age 14 - 17 do not require a parent's or guardian's signature to renew his or her library card.

## 420.4 Replacement of Cards

Replacement cards will be issued as needed. The library shall request current identification before issuing a replacement card. The first replacement card is free. There is a fee for subsequent replacement cards.

## 420.5 Resident Library Card

A resident is defined as an individual living within the corporate boundaries of the Indian Prairie Public Library District, including those who rent their homes. As such, the individual

is entitled to a library card at no fee and the full services of the Indian Prairie Public Library. The card holder also has reciprocal borrowing privileges at other libraries. The card is valid for five years as long as the person resides at the registered address and it is renewable as long as eligibility is retained.

#### 420.6 Non-resident Fee Cards

The Indian Prairie Public Library Board authorizes the issuance of non-resident library cards as allowed by Illinois law. A non-resident is defined as an Illinois resident whose principal residence is outside the boundaries of the Indian Prairie Public Library District and in an area not served by a library. The card entitles the individual to all services provided by the Indian Prairie Public Library including reciprocal borrowing privileges at other libraries. The fee is to be equitable and proportionate to the fee paid by residents. The Illinois State Library General Mathematical Formula is used to determine the fee with the formula recalculated annually with changes effective July 1. The fee entitles a card to be issued to all residents of the household. No refunds will be given for Indian Prairie non-resident fee cards except a prorated refund may be given to non-residents who become residents of the Indian Prairie Public Library District. The card is valid for one year. If the patron moves, the patron does need to reapply for a new card.

#### 420.7 Non-resident Taxpayer Cards

A non-resident taxpayer is defined as an individual living outside the boundaries of the Indian Prairie Public Library District who, as an individual or as a partner, principal stockholder, or other joint owner, owns taxable property or is a senior administrative officer of a firm, business, or other corporation owning a taxable property within the district. Upon presentation of the most recent tax bill cards will be issued to all residents of the household at no fee. The card entitles the individual to all the services provided at the Indian Prairie Public Library as well as reciprocal borrowing privileges extended by other libraries. The card is valid for five years as long as the person continues to own the property and it is renewable as long as eligibility is retained.

#### 420.8 Business Cards

Businesses, including municipalities, schools and churches, located within the corporate boundaries of the Indian Prairie Public Library District are eligible to receive an Indian Prairie Public Library Business Card for no fee. Applicants shall be required to show proof of business location at the time of application. The president, owner or CEO of the business or the school principal must sign the application. The card will be mailed to the business. The business is responsible for all materials checked out on the card. The card is valid for five years as long as the business resides at the registered address and it is renewable as long as eligibility is retained.

#### 420.9 Non-Resident Business Cards

Businesses (including municipalities, schools and nursing homes) located in areas without tax-supported public library services, may purchase a non-resident card based upon the fee formula adopted by the Indian Prairie Public Library and the policies for business cards listed under 420.8.

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## SERVICES

## 430 Circulation of Materials

## 430.1 Loan Periods and Renewals

In order that all members of the community may share equally in the use of library materials, the Library Director shall establish various loan periods and renewals for the various types of formats. The Library Director may set restrictions on the types and amounts of materials that may be borrowed when checked out at Indian Prairie. Information on loan periods, renewals and limitations for specific items are available at the Checkout Desk and on the library's website.

## 430.2 Special Loans

430.2-1 Vacation loans for six weeks are available to Indian Prairie cardholders for 21-day materials. Limits may be put on high demand or reserve materials.

## 430.2-2 Courtesy Loan

A cardholder in the SWAN database is permitted courtesy loans of library materials if he or she has forgotten his library card. The patron shall be required to provide information that will be verified in the SWAN database.

## 430.3 Reserves

Reserves for items in the SWAN database may be placed online by any SWAN cardholder. Staff will place reserves for items in the SWAN database for Indian Prairie and SWAN cardholders. Staff will place reserves for non-SWAN items for Indian Prairie cardholders only. Indian Prairie cardholders may have up to 30 active holds at one time.

## 430.4 Rental Books

Additional copies of many books with waiting lists are available in the rental collections. After 2 days a daily rental fee is applied. These books are not holdable or renewable.

## 430.5 Reference Materials

Reference materials circulate only under special circumstances, determined by the library staff; see Section No. 440 - Reference Service Policy.

## 430.6 Reciprocal Borrowing

The library will provide reciprocal borrowing privileges to individuals presenting a valid reciprocal borrowing card from another library. Reciprocal borrowers are subject to the circulation policies as set by Indian Prairie Public Library.

## 430.7 Indian Prairie Responsibilities as an ILL Lender

Indian Prairie reserves the right to decide whether or not a particular item will be provided. Indian Prairie will fax up to ten (10) pages in response to a library's photocopy request. Indian Prairie is not responsible for the quality of the copy provided.

430.8    Damage to Patron Equipment

Indian Prairie Public Library is not liable for any damage to patron equipment due to the use of library materials.

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## 431 Fines and Charges

### 431.1 Overdue Fines

431.1-1 Overdue fines for all items are \$.25 per day per item except for new Adult feature film DVDs, Playaway Views, console games, kits, and miscellaneous equipment which are \$1.00 per day per item.

431.1-2 Fine calculation starts with the first day after the due date and is counted for every day the library is open. The maximum fine is equivalent to the overdue fine multiplied by 42 days or the price of the items, whichever is less.

### 431.2 Fees

431.2-1 A \$.25 per day fee is charged per book rental starting from the second day after checkout.

431.2-2 The patron is responsible for ILL fees charged by the lending library or system. These may include charges for photocopies, census microfilm, and books or other materials. For out-of-state interlibrary loan materials the patron will be charged \$5.00 per request. The library will charge \$10.00 to libraries requesting Indian Prairie Library materials who are not in the cooperative.

431.2-3 Collection agency fees will be added to all referred accounts.

### 431.3 Lost Materials

Responsibility for proper care of borrowed materials rests with the cardholder. In the event materials are lost or damaged the cardholder or parent, if the patron is under 18 years old, will be liable for payment of charges and costs for repair or replacement. The library will consider accepting replacement items that are unused and in excellent condition but the final decision will rest with the selector. Materials not returned within 6 months of due date will be considered lost. The patron will be billed the cost of item plus processing fees, collection agency costs, and billing fees. See Section No. 420 - Library Cards.

#### 431.3-1 Indian Prairie Public Library Lost Materials

Replacement costs for lost items will be determined by the price in the SWAN database. The cost for lost parts will be determined by the approved cost list.

A \$5.00 processing fee per item will be charged in addition to the replacement cost of the item. Collection agency fees shall be added to delinquent accounts that are referred to a collection agency.

Patrons who return a "lost & paid" item within 30 days of payment for the item will receive a refund for the cost of the item minus overdue fines if they have the receipt. The library does not refund the processing fee or any collection agency fees that were charged.

#### 431.3-2 Interlibrary Loans

Replacement costs for lost items lent through Interlibrary Loan will be charged according to the price schedule set by the owning library and will be subject to additional fees if incurred. No replacement items can be accepted.

#### 431.4 Damaged Materials

##### 431.4-1 Indian Prairie Public Library Materials

If library materials are damaged, the patron will be charged an amount determined by the current price list for damaged materials. If materials are determined to be damaged beyond repair, replacement cost and a processing fee will be charged.

##### 431.4-2 Interlibrary Loan Materials

The patron will be responsible for charges as determined by the owning library.

#### 431.5 Payment

Cash, credit cards, or personal checks will be accepted for payment. A \$15.00 fee will be assessed for returned checks. Any fines and miscellaneous charges owed to another library can be paid at Indian Prairie Public Library.

### 432 Homebound Services

#### 432.1 Eligibility

An institution or individual must have a valid Indian Prairie library card. An application for homebound delivery must be submitted. (See Appendix 430.8)

##### 432.1-1 Individuals

Any person residing within the Indian Prairie Public Library District and who is temporarily or permanently unable to come to the library due to a physical limitation, illness, advanced age or short term convalescence is eligible for homebound service. A doctor's certificate may be required.

##### 432.1-2 Institutions

Any residential institution located within the Indian Prairie Public Library District is eligible for homebound service in order to serve the needs of the institution's residents.

#### 432.2 Materials

Any circulating item, with the exception of rental books, can be requested for homebound delivery as well as interlibrary loans. Indian Prairie reserves the right to decide whether or not a specific item can be supplied. A patron may have up to 20 items delivered to them at one time.

#### 432.3 Loan Period

Items are checked out for their normal circulation period but extended loans may be arranged. Items can be renewed as permitted by library policy. Borrowing privileges will be suspended when an item is six weeks overdue.

#### 432.4 Fines

Fines will be waived; however, the patron, whether individual or institution, is expected to return materials when due and is responsible for the replacement cost of lost or damaged items.

#### 432.5 Deliveries

Deliveries are scheduled according to availability of volunteers and staff. The patron must notify the Outreach Coordinator forty-eight hours before the scheduled delivery to make changes or additions. Library items will not be left unattended or unsigned for.



## 433 Suspension and Limitation of Privileges

### 433.1 Suspension of Privileges

Whenever fines or bills against a cardholder exceed \$20.00, borrowing privileges will be suspended until fines and fees are below \$20.00.

### 433.2 Residential Institutional Cardholder Suspension

Whenever the card of a residential institutional cardholder has more than five (5) items listed as overdue or one item is being billed, borrowing privileges may be suspended until the items are returned or fees are paid.

### 433.3 Suspension of Family Privileges

Borrowing privileges may be suspended for a patron and all members of the patron's immediate family (spouse, child, parent, sibling) living at the patron's address if total fees and fines for the family exceed \$100.00. Once fees and fines for all family members have been paid borrowing privileges will be reinstated.

### 433.4 Limitations

When a cardholder has a history of problems with overdues and bills the library may choose to limit the number of items a patron may check out at one time and may limit the number of reserves that a person may have in place at any one time.

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## SERVICES

## Information

## 440 – Information Services

## 440.1 - Philosophy

Assisting the public with their information needs, including reference, reader's advisory, and training is one of the most important functions of the Indian Prairie Library. The staff's first priority is to help patrons access materials and information and to provide instruction in the use of the library's resources. The Library has developed the following policies to ensure the highest possible quality of personalized and proactive reference service.

## 440.2 - Availability of Service

Services are provided to patrons of all ages all hours the library is open. To enable staff to assist as many patrons as possible, limits may be placed on the number of questions that can be accepted per patron per day. Use of equipment or materials may be limited if others are waiting.

## 440.3 – Assisting Patrons

The adult and youth services desks are staffed by a professional librarian or other staff members who have been trained to provide reference and readers advisory services. Requests are handled with impartiality and confidentiality. When assisting a patron, the staff member devotes full attention to that patron's question until it is either answered or it is determined by the staff person that additional research needs to be done at a later time. At very busy times the librarian may temporarily limit the time spent with one patron; but will complete the question within that business day or the next. The staff will decide when all reasonable sources have been exhausted. Neither the Indian Prairie Library nor the library staff is liable for any damages incurred as the result of using information provided by library staff or resources.

## 440.3-1 Telephone Requests

The patron who comes into the library for service takes priority over the patron who telephones. The number of questions answered over the phone for one person may be limited by time available.

## 440.3-2 One-on-One Assistance

When extended personalized library training or assistance is requested by a patron, time may be scheduled with a specific staff person for one-on-one assistance. Appointments are limited to Indian Prairie cardholders. Advance notice may be required during busy hours and time may be limited.

## 440.3-3 Circulation of Reference Materials

At the staff person's discretion, Indian Prairie cardholders may check out reference materials from the reference desk for return on the next business day. Longer loans are available at the staff person's discretion. High demand items, multi-volume sets, and titles costly or difficult to replace are not available for reference loan.

Reference materials incur a fine of \$1.00 per hour for each hour overdue. Fines are assessed only during the hours the library is open.

Lost or damaged reference materials are subject to costs and fees as outlined in Section #431.3.

440.3-4 Special Inquiries—Special inquiries will be treated in the following way:

- Appraisals - patrons will be directed to probable sources of information.
- Business, legal, tax and medical inquiries - staff will provide information but not interpretation.
- Personal recommendations – other than for library materials and library equipment staff will not recommend or endorse a product or a service.

440.4- Evaluation and Review of Information Services Policy

The Information Services Policy is reviewed biannually by staff, administration, and the board of trustees.

Adopted 4/13/88, Rev. 11/16/88, 3/15/89, 6/20/90, 3/13/91, 6/17/92, 9/16/92, 2/7/96, 9/17/97, 4/15/98, 5/16/01, 9/18/02, 12/18/02, 2/18/04 (eff. 3/1/04), 12/15/04, 4/20/05 (eff. 4/25/05), 1/21/09, 4/20/11, reviewed 4/17/13, complete review & revision approved 3/18/15, complete review & revisions approved 3/15/17

## SERVICES

## 450 - Library Sponsored Programming

## 450 - Objectives

One of the ways to serve the cultural, educational and leisure needs of the community is through programs related to the interests and needs of the residents of the district. Library sponsored programs also present a valuable opportunity to promote the library, to attract new patrons, and to showcase library materials. Library programming shall support the library mission and strategic plan. Youth Services provides programming for youth birth through twelfth grade, parents and caregivers, schools and educators. Adult Services provides services for 12th grade and older.

## 450.1 - Cost to Patrons

Generally, programs will be free of charge but costs for materials or supplies needed by program participants may be charged to participants.

## 450.2 Sale of Merchandise by Speakers

Guest speakers/performers may sell items to the public under the following conditions:

- 450.2-1 - Merchandise is not promoted through the program and the sale of merchandise does not interfere with the program.
- 450.2-2 - Enjoyment of the program is not hindered for people uninterested in purchasing merchandise .
- 450.2-3 - Merchandise is sold at a cost no higher than the retail price of the item.
- 450.2-4 - The sale immediately precedes or follows the program.
- 450.2-5 - Merchandise offered for sale is appropriate to the presentation.
- 450.2-6 - All sales of merchandise must be approved in advance by staff.

## 450.3 - Attendance

Indian Prairie cardholders may take precedence over non-cardholders for library sponsored programs.

## 450.4 - Library Co-sponsored Programs

The library may co-sponsor programs with local organizations or government entities. These programs shall support the library's mission and strategic plan and be promoted by the library (See also #660 - Use of Meeting Rooms.)

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## SERVICES

## 455 - Group Tours/Programs

The library encourages school and community groups to visit the library.

## 455.1 - Groups Requesting Tours/Programs

The library requests two weeks advance notice. The library may be able to schedule a program with less notice. A group's preferred date may not be available due to staffing levels, program schedules or time needed for program preparation.

## 455.1-1 - Cancellation/Late Arrival

Groups that cannot come at the arranged time are requested to call and cancel their visit. Because of the heavy demand made on library staff time, groups arriving ten minutes late for a program may have their visit shortened accordingly.

## 455.1-2 - Chaperones

Groups must be accompanied by an appropriate number of their own staff or leaders.

## 456 – Proctoring

Proctoring is available to Indian Prairie cardholders only. The Adult Services staff will not monitor exams on a one-on-one basis, but will verify hours student was in the library taking an exam, and will fill out forms. If the exam must be taken online, the student may bring a laptop computer or reserve one of the library's computers.

The student must make arrangements in advance to reserve a conference room and to have the exam directed to the library staff member who will proctor it. After completion, the staff member will see that the exam is returned to the school. Postage and reimbursement for printing costs must be provided by the student.

Adopted 11/15/89, Revised 12/20/89, 9/19/07, 1/21/09, 4/20/11, complete review 4/17/13, complete review 3/18/15, complete review 3/15/17

## SERVICES

### 465 Computer and Internet Services

Computers are provided for public access to the Internet, reference databases, the on-line catalog, software products and games. Wireless service is available for patrons who have a wireless device capable of accessing the library's wireless network.

#### 465.1 Library Responsibility

Staff will assist patrons with basic functions of computers, printers and software programs as time permits. The library also provides classes and other resources for instruction. The library and library staff are not responsible or liable when assisting patrons who are conducting personal business or e-commerce on the library's computers.

The Indian Prairie Public Library District does not monitor and is not responsible for information, graphics and messages accessed through the Internet. The library is not responsible for damages, direct or indirect, that arise from a patron's use of Internet information resources. There is no guarantee that a patron's account(s) or email is private. Email users should not expect or treat email as confidential or private. Further, in case of a request from law enforcement authorities, your email and other data may be available to the requesting agency. The library assumes no responsibility for any loss or damage arising from use of the library's wireless service.

Privacy cannot be guaranteed due to the proximity of other patrons and security limitations of the library's network system. The library reserves the right to access and use any files saved on library equipment.

#### 465.2 User Responsibility

The user is responsible for compliance with state, federal and local laws including copyright laws and laws governing unauthorized access. Parents or legal guardians are responsible for their minor children's compliance with these laws and with the library's Internet Services Policy.

Destruction of, damage to, or unauthorized alteration of the library's computer equipment, software, or network security procedures is prohibited. Patrons are responsible for any intentional damage to computer equipment or software or loss of same. Problems with equipment must be reported immediately.

The Internet contains material and information resources which users may think controversial or inappropriate. Information on the Internet may be reliable and current or it may be inaccurate and out-of-date. The Internet is a global entity and library patrons use it at their own risk.

Internet users are to limit use to viewing sites that are appropriate in a public site and not disturbing to others. Use of the Internet for any purpose that results in the harassment of others is unacceptable. Illegal acts involving library computer and wireless access resources may be subject to prosecution by local, state, or federal authorities.

Each user is responsible for following personal safety practices while using the Internet. Parents or legal guardians are responsible for the Internet information accessed by their children as well as for their children's safe use of the Internet including email, chat rooms, social networking sites, and other forms of direct electronic communication. Parents are advised to supervise their children's Internet sessions and to restrict them from accessing materials that the parents consider harmful to minors. The library provides to parents and children information about best safety practices for use of the Internet.

Use of another person's library card account number for Internet access is not permitted and may result in loss of Internet privileges for the cardholder as well as for the unauthorized person. Misuse of the computer or failure to follow the Internet policy will result in loss of access.

### 465.3 Use of Computers

Priority access to the Internet is provided to IPPL library cardholders who have agreed to comply with the library's Internet Services Policy and whose card is in good standing. Access may also be provided to guests who don't have an IPPL library card.

Computers in the adult department are provided for adults and children age 14 and up. Computers in the Youth Services Department are provided for children high school age or under\_or for parents to use with a child or while their child is using the Youth Services Department. Exceptions to this may be made with referrals from either department.

The library supports the right of all library users to access information and does not deny access to the Internet based solely on age. However, this library recognizes that the Internet may contain material that is inappropriate for children. Library staff is unable to monitor children's use. Parents are expected to monitor and supervise their children's use of the Internet. Parents are encouraged to discuss with their children issues of appropriate use and Internet safety. Parents may disallow their child's access by informing library staff.

The library provides Express Internet stations for adults 18 and older. Users must be able to provide proof of age. Staff may choose to require a valid library card to access these stations.

The library has developed certain procedures to assist staff and patrons in the use of computers. These procedures include (but are not necessarily limited to) the following:

1. Time limits for access.
2. A maximum number of people who can access a workstation.
3. Cost recovery for printouts.
4. Priority usage.
5. Reservation of computers.

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## SERVICES

## 470 Web Site

## 470.1 Purpose of Library Web Site

The Indian Prairie Public Library Web site has several key roles:

- Inform and educate the community about library services and activities.
- Facilitate access to and usage of library resources and services.
- Provide access to information and ideas that are available through the Internet.
- Enhance communication between the library and the community.
- Enable patron self-service.

## 470.2 External Links and Feeds

Links and feeds are provided as an information service and are selected in keeping with the Library's Mission Statement and Collection Development Policy. Links and feeds included on the library's Web site meet general community needs for information and will reflect the community's interest in popular topics, such as, but not limited to: business information, taxation, employment, health, travel, books and reading, film, homework help, etc. Sites included on the IPPL Web site must be current, objective, and easy to use, and must clearly identify the sponsor/creator of the page. They also must be free to use. The Library reserves the right to evaluate and select sites for links. Links on the IPPL Web Site are reviewed regularly to remove dead links, sites that do not load properly, or that no longer meet the selection criteria.

## 470.3 Web Site Use Disclaimer

The Indian Prairie Public Library District is responsible only for the content produced by the library. The placement of links on the library's Web site does not imply endorsement of, or responsibility for, the link or the content of offsite referenced pages. The library is not responsible for the content, accuracy, availability, or privacy practices of any external sites. Parents of minor children are encouraged to review any external sites to determine if the content is appropriate for their children.

## 470.4 Web Site Privacy Statement

The Indian Prairie Public Library District welcomes visitors to its Web site. The library is committed to upholding the privacy of Web site visitors. The library does not collect personal information for visiting its site. However, some databases available from the library's Web site require the patron's Indian Prairie Public Library card bar code number or other personal information for verification purposes only.

Patron information is confidential. The library will not share any personal information given to us with a third party unless required by court order. The library does not collect or sell user information for commercial purposes. In order to improve the usefulness of its site, the library automatically collects and maintains statistical information from site data logs concerning network traffic flow and volume. This information does not identify individual visitors.



## SERVICES

## 471 Social Media

Social media refers to any online platform created and maintained by IPPL staff that allows users to connect, contribute and share content or commentary. Online platforms include, but are not limited to: blogs, social networking sites, and video and photo sharing sites, etc. The Social Media Policy incorporates the staff conduct section of the personnel code.

Comments, posts and messages are welcome on IPPL social media sites, provided they do not contain:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam

All social media sites affiliated with the Library will be regularly screened by library employees. All postings which contain any of the above will be immediately removed and the poster barred from posting any subsequent messages to Library social media sites.

Adopted 4/17/13; complete review 3/18/15, complete review 3/15/17

## SERVICES

## 474 Maker Equipment

The library's maker equipment is available to Indian Prairie Public Library cardholders.

Patrons are not permitted to use the library's equipment to create objects which are:

- Prohibited by local, state or federal law.
- Unsafe, harmful, dangerous or pose a threat to the well-being of others.
- In violation of the terms of use of the manufacturer of the equipment.
- Obscene, sexually explicit or inappropriate for the library environment.
- In violation of a person's intellectual property rights, e.g. the equipment may not be used to reproduce objects which are protected by a copyright, patent or trademark.

The library reserves the right to review and approve all materials before production. The design may be examined to ensure compliance with this policy and whether it is capable of production. If there is a problem with the design and/or production, the patron will be informed of the problem(s) and the change(s) needed before the design can be made. The library cannot guarantee that a production job will be completed within a particular time frame. The library recognizes that an original design is the property of the designer and we will not duplicate that design for someone else.

The library reserves all rights to:

- Refuse any request.
- Stop the project due to time or equipment capabilities.
- Set a limit as to the maximum amount of time a project may take.
- Set a price for projects.
- Limit the number of requests.
- Limit access to maker services to Indian Prairie Public Library District cardholders.

Adopted 8/20/14, complete review & revisions approved 5/18/16, revised 4/19/17

## SERVICES

## 475 Miscellaneous Equipment

The Library Director shall determine rules of use, loan periods, fees, fines, or costs as appropriate for equipment available for use by the public. Information regarding use of equipment is available at each service desk and on the library's website.

Patrons using library equipment are responsible for its care and will be held liable for damages to the equipment. Any problems or malfunctions should be reported immediately.

Adopted 3/19/97, Rev. 9/17/97, 4/15/98-(eff. 5/1/98), 3/22/99-(eff. 5/1/99), 2/21/01-(eff. 3/1/01), 5/16/01, 10/17/01, 12/18/02, 2/18/04 (eff. 3/1/04), 12/15/04, 2/16/05, 4/20/05 (eff. 4/25/05), 9/21/05 (eff. 10/3/05), 12/21/05 (eff. 12/27/05), Complete review & revision approved 4/18/07, Rev. 1/21/09, 8/19/09, 4/20/11, complete review 4/17/13, complete review & revision approved 3/18/15, complete review 3/15/17

## SERVICES

## 480 Privacy of Patron Records/Information

## 480.1 Illinois Library Records Confidentiality Act

Circulation and registration records are confidential as stated in Illinois law (75 ILCS 70/1-2). No such records shall be made available to the public or to any agency of federal, state, or local government except pursuant to a court order. The exception is when a law enforcement officer has probable cause to believe there is imminent danger of physical harm. In this case the officer may request information regarding identification of a suspect, witness or victim of a crime without a court order but the information may not include records reflecting materials borrowed, resources reviewed or services used at the library. In this case the library will request that the officer sign a statement acknowledging receipt of the information.

The Library Records Confidentiality Act does not prohibit disclosure to law enforcement officials of information about a patron based on personal knowledge (such as a person's name), or information based on personal observation of a person on library property (such as staff observing the person using library computers). No information relative to the purpose of the person's use of the library will be given without a court order.

## 480.2 Confidential Relationship/Library Staff and Patrons

The relationship between library staff and patrons is confidential, including information about patron use of library materials or services, such as reference assistance and computer use. Parents or legal guardians of children under 18 may be provided with information about current materials, overdue materials and outstanding charges on their child's card.

## 480.3 Patron Access to Records

A library card barcode number or proper identification must be provided by a patron before any information about their record can be provided. Information is available by telephone only if a person provides a library barcode number or correct personal information such as address, phone number and birthdate. Indian Prairie cardholders may view their records online through the Internet.

## 480.4 Search Warrant Policy

Library staff will cooperate with Law Enforcement Officials as required by federal laws such as the USA Patriot Act to allow access to items within the scope of the Search Warrant while at the same time seek to protect the rights of patrons in accordance with the Illinois Library Records Confidentiality Act (75 ILCS 70/1-2). A copy of this policy will be provided promptly to officials upon arrival at the Library.

## 480.4.1 Designated Library Contact

The Library Director will handle all requests to search Library records pursuant to a Search Warrant. In the absence of the Director the Assistant Director, followed by the Librarian-in-Charge, will deal with a Search Warrant issue.

## 480.4.2 Identify Serving Officer

The Library Director will request identification from the Law Enforcement Officials and record their names, badge numbers, and agencies.

## 480.4.3 Review Warrant for Content

The Library Director will review the Search Warrant when served and will contact the Library Attorney for consultation concerning the scope of the Warrant and compliance procedures.

The Library Attorney is:

Roger Ritzman

Office Phone: 630/665-1900

Home Phone: 630/668-6476

480.4.4 Request the Presence of Library Attorney

The Library Director will ask the Law Enforcement Officials to wait until the Library Attorney is present before beginning the search. (However, the Search Warrant may be executed immediately.)

480.4.5 Cooperate with Officials

The Library Director will cooperate with Law Enforcement Officials to help identify the records/ evidence falling within the scope of the Search Warrant.

480.4.6 No Access to Other Records

The Library Director will not permit access to records beyond the scope of the Search Warrant, i.e. records not specifically identified in the Search Warrant.

480.4.7 Record Evidence Viewed or Taken

The Library Director will record all records or evidence viewed, copied, or removed from the Library pursuant to the search.

480.4.8 No Disclosure of Search

No employee will disclose the receipt of the Search Warrant or the search to anyone except the Library Director, the Library Board President and the Library Attorney.

Adopted 4/13/88, Rev. 5/17/95, 2/19/97, 3/15/00, 11/20/02 (eff. 12/1/02), Complete review & revision approved 4/18/07, rev. 11/28/07, Complete review 2/17/10, 3/21/12, complete review 3/19/14, complete review and revision approved 5/18/16

**OFFICER'S REQUEST FOR CONFIDENTIAL LIBRARY INFORMATION**

- A. This is a request under the Library Records Confidentiality Act, 75 ILCS 70/1 (copy attached) for information contained in the Library's registration and/or circulation records.
- B. My request for information is limited to identifying a "suspect, witness, or victim of a crime".
- C. As the basis for this request, I represent the following:
  - 1. I am a sworn law enforcement officer.
  - 2. As a result of an emergency where I believe there is imminent danger of physical harm, it is impractical to secure a Court Order for the identification information.
- D. The information I request relates to the following: \_\_\_\_\_

\_\_\_\_\_  
(description of information sought)

\_\_\_\_\_  
Officer's signature

\_\_\_\_\_  
Officer's Agency/Department

\_\_\_\_\_  
Officer's printed name

\_\_\_\_\_  
Date signed

\_\_\_\_\_  
Officer's badge number

\_\_\_\_\_  
Time signed

\* \* \*

**OFFICER'S ACKNOWLEDGEMENT**

I acknowledge receipt from the Library of the information I requested.

\_\_\_\_\_  
Officer's signature

\_\_\_\_\_  
Date signed

\* \* \*

(Library Use Only)

Name(s) of Library Staff assisting with the information requested: \_\_\_\_\_  
\_\_\_\_\_

## SERVICES

## 490 Process for Patron Complaint

Library patrons are provided with a variety of opportunities to make comments or ask questions about the library. All Board meetings are open to the public and include an opportunity for public comment about agenda items. Patron comment forms are available throughout the library and on the web site. The Library Director reviews all comment forms. Comments are also accepted by staff at the public service desks.

In general, patrons' questions or comments about library services and materials are directed to the staff responsible for that area of the library. If the staff person does not respond to the satisfaction of the patron, the patron may speak with the Head of the Department. All complaints are reported to the Library Director.

If the matter is still not resolved to the patron's satisfaction, the patron may present a written complaint or comment to the Library Director. The Library Director will review the matter and respond to the patron in a timely manner. If the matter is not resolved to the patron's satisfaction, the patron may speak with or write to the Board President who will review the matter and respond to the patrons. If the matter is not resolved to the patron's satisfaction a written complaint may be forwarded to the Board of Trustees. The Board will review the matter and determine either a final response to the patron or schedule a hearing to review the complaint.

In the case of complaints about materials see section 545 *Reconsideration of Library Materials*.

Adopted 8/19/09, Rev. 4/20/11, complete review 4/17/13, complete review 3/18/15, complete review 3/15/17