

## CIRCULATION POLICY

### Library Card Application

Every Berwyn resident is encouraged to obtain a current Berwyn (Reaching Across Illinois Library System RAILS) card. For applicants who are minors and who cannot present a high school ID, a parent or legal guardian must be present to accept responsibility for the minor's account.

Applicant must verify identity and residency by choosing one option from each column below:

Column 1: Verify Identification	Column 2: Verify Residency
<p>A) Present government issued photo ID</p> <ul style="list-style-type: none"><li>• Must show responsible party's name</li><li>• May be either State or Federal</li><li>• Matricula card accepted</li></ul> <p>B) Present high school issued photo ID</p> <ul style="list-style-type: none"><li>• Must show responsible party's name</li><li>• Must be valid for the current school year</li></ul>	<p>A) Show one:</p> <ul style="list-style-type: none"><li>• Current lease or mortgage statement</li><li>• Utility bill, revolving account, or bank statement issued within past 30 days in paper or electronic format</li><li>• Official first class mail postmarked within past 30 days – Items marked "Or Current Resident" are not acceptable</li><li>• Current car registration or auto insurance</li></ul> <p>B) Have card mailed to residence</p> <ul style="list-style-type: none"><li>• Initial restrictions apply and are outlined below</li></ul>

### Verification of Residency by Mail

The responsible party may choose to verify their residency by having the library card mailed to their residence. Library cards will not be mailed to a post office box. At the patron's request, library notices may be received at a post office box but the patron's physical address must remain on file.

If at any time a library card or notice is returned to the library through the post office, the patron's account may be blocked and the patron may be asked to provide proof of residency using one of the documents from Column 2, option A above, before the card may be used again.

### Updating Card

To replace a lost card or renew an expired card, patrons must clear their account of any fees in excess of \$10.00 before a new card can be issued.

For renewal, change of name, or change of card status (Juvenile/Minor to Adult) the responsible party must present the old card and verify their identity. If the patron cannot present the old card then they must re-verify residency (Column 2).

For address changes within Berwyn, the responsible party must show identification that verifies their new residency (Column 2).

In the event of a lost or stolen library card, the original card becomes permanently invalid, and a replacement card will be issued after identity and residency is verified.

Approved by the Berwyn Public Library Board of Trustees

Revised September 16, 2013; October 15, 2018; February 5, 2020; November 20, 2020; March 15, 2021; May 16, 2022; March 20, 2023

### **Teacher Cards**

Teachers at Berwyn schools are eligible for one free library card per year. Teachers can use this card to check out or request materials for classroom use. The card will be valid for one school year and must be renewed annually. Each participating school is financially responsible for the materials checked out on their account.

The school loan period for Berwyn Public Library print materials is six weeks with no renewal. If this period is not long enough, the teacher can contact the Youth Services Department to discuss an extended loan period. Interlibrary loan requests are accepted and loan periods are governed by the Berwyn Public Library's policies.

### **Small Business Card**

Businesses located in Berwyn are eligible for one free library card per business. The card will be valid for one year and must be renewed annually. The business applicant must verify Berwyn business ownership by showing either their FEIN certification or a City of Berwyn business license.

By filling out an application, the business owner acknowledges that they are financially responsible for all transactions charged to the card including, but not limited to, charges for lost, or damaged materials.

Business library cards are valid at any SWAN library.

### **Easy Access Card:**

An Easy Access Card would be provided to patrons who have a picture ID but cannot provide address verification. Patrons with this type of card would be allowed to use computers, use all databases and online services, checkout up to 5 physical items at a time and place up to 5 holds at a time. This card would be valid for 1 year.

### **Checkouts and Renewals**

Berwyn Public Library patrons must have a valid library card to check out and renew materials; patrons may not check out materials if they have fees in excess of \$10.00 or items that are more than 14 days overdue. Items that are on reserve for a patron must be checked out on the card with which the hold was placed.

Reciprocal borrowers are restricted to the same conditions as Berwyn residents unless their home libraries impose more stringent restrictions. In this case the home library's limits are enforced.

Materials checked out at the Berwyn Public Library will be checked out for a period of three weeks.

After the initial loan period, materials may be renewed automatically two days before the item is due for up to two times unless they have been requested by another patron. If another patron has requested the item, it cannot be renewed and must be returned by the due date. Electronic equipment i.e. hotspots, tablets may not be renewed.

### **Materials Drop Box (Book Return)**

The Berwyn Public Library provides an outside book and audio visual return for the convenience of patrons. The following rules apply to the usage of the book return:

- Patrons are responsible for any materials deposited in the book return until such materials are checked in at the Circulation Desk.
- Electronic equipment, STEM kits, Kits for Kids and American Girl dolls may not be returned in any book drop.

### **Overdue Materials**

Overdue notices are mailed or e-mailed directly to the library card holder or Legal Guardian. The Berwyn Public Library assumes no responsibility for receipt of overdue notices.

Overdue notices will be sent according to the following schedule:

- First overdue notice will be mailed or e-mailed one week after the due date.
- Second overdue notice will be mailed or e-mailed two weeks after the due date.
- A billing notice will be mailed six weeks after the due date. Billing notices will be mailed to the patron's home address.

Once a billing notice has been sent to a patron, the bill may be turned over to a collection agency and the patron (or the responsible parent/guardian if the patron is a minor) is then responsible for the current market value of the items as well as a collection agency fee. The following criteria are used to determine when a bill will be turned over to a collection agency:

- Patron has been sent three overdue notices for the same item.  
OR
- Overdue materials have a current market replacement value of \$100.00 or more.

After an item is overdue for one year, the item is considered lost, and the patron is responsible for the total cost of the item. If the patron is able to produce the lost item in good condition, the library may accept the item at the discretion of the Circulation Manager. If the library accepts the lost item in lieu of payment, a service fee may be assessed.

If an item is still charged to a patron's account, cannot be located in the library, and is no longer in the patron's possession, the patron may exercise the "*claims returned*" option. No item is eligible for a *claims returned* until the patron has received a billing notice. At this point, the patron can pay for the item, replace the item, or, after approval from the Circulation Manager, claim the item returned. Once an item is claimed returned, the claim will remain permanently on the patron's record, even if the item is returned at a later date. The *claims returned* option is limited to four *claims returned* per patron account. After four *claims returned*, the patron will be responsible for the cost of the item.

### **Overdue Fines and Other Fees**

All cardholders will have an overdue fine-free privilege when using the Berwyn Public Library. Berwyn Public Library cardholders are only responsible for overdue fines when visiting other libraries that charge fines for overdue materials.

All library materials checked out on a valid library card are the responsibility of the cardholder (or the parent/guardian responsible for the card if the patron is a minor) until the library card is reported lost or stolen. If materials that are currently on the patron's record are lost or damaged beyond repair, the cardholder is required to pay the cost of replacing the item. Alternatively, the patron may provide a new

replacement copy of the item. Acceptance of replacement items in lieu of payment is at the discretion of the Circulation Manager.

The following is a list of the charges that may be applied to a patron’s library card if checked out items are returned damaged or missing parts. All damages are assessed by library staff on a case by case basis.

<b>Activity (damaged or missing)</b>	<b>Charge (per item)</b>
Barcode Label, kit tags	\$5.00
DVD/CD Case	\$2.00
RFID tag	\$5.00
Audio Recordings Case	\$5.00
CD from Book on CD set	\$8.00
Electronic Equipment	Current Market Value
DVD/CD or kit Insert	\$2.00
Booklet	\$2.00
Kit Case	\$12.00
Kit booklet	Current Market Value
Kit missing piece	\$8.00 per piece if kit is still usable
American Girl Doll Case	\$25.00
American Girl Doll Clothing	\$20.00
American Girl Doll Accessory	\$8.00 per piece
American Girl Doll Book	\$12.00
American Girl Doll/kit cleaning	\$15.00
Hotspot Battery	\$20.00

**Missing and/or damaged items will be held until the item reached billing stage. The item will then be discarded and the patron will be responsible for the full replacement value of the item. American Girl Dolls and Kits missing pieces will be held for 3 weeks. If the missing piece is not returned the patron will be responsible for either the cost of the piece if kit/doll is still usable or the full replacement value of the item.**

**Method of Payment**

Payment by cash, check, or debit/credit card is accepted at the service desk. Payment by major credit card may also be made online using the patron’s library account. An additional \$25.00 fee will be billed to a patron’s account for each check returned marked “insufficient funds.” To check eligibility and restrictions please refer to the complete Credit/Debit Card Usage Policy here. [Credit/Debit Card Usage Policy](#)

**Interlibrary Loans & Holds**

Interlibrary loans are transactions in which library materials are obtained from other libraries for checkout at the Berwyn Public Library. The following guidelines govern interlibrary loan services:

The Berwyn Public Library will perform interlibrary loan transactions for materials within our library system (SWAN) at no charge. A list of libraries within our system is available here [SWAN Libraries](#) or at the Circulation Desk.

Interlibrary loan materials checked out at the Berwyn Public Library will circulate for three weeks, which may be more or less than the time normally allowed by the loaning library.

A patron may have up to forty active reserves at any one time. Staff at the Berwyn Public Library may at their discretion limit the number of requests a patron may make at one time.

Items not available within our system will be ordered through ILLINET or OCLC for Berwyn residents only. Non-residents should contact their home library for requests from non-SWAN libraries.

All interlibrary loans requested through ILLINET and OCLC must be returned to the Berwyn Public Library. ILLINET and OCLC materials cannot be renewed.

Materials requested from libraries outside of Illinois may incur a fee.

Once an interlibrary loan item reaches billing stage (after an overdue period of six weeks), the owning library cannot accept the item back and the user's home library will be responsible for all costs. These costs may be billed to the borrowing patron at the discretion of the Circulation Manager and/or Reference Manager. Replacement materials cannot be accepted for interlibrary loan losses.

### **Special Collections**

The Berwyn Public Library maintains a collection of electronic equipment, STEM Kits, Kits for Kids & American Girls Dolls that can be borrowed by Berwyn residents.

At check-in and check-out, library staff will confirm the condition of the equipment and verify that all parts are accounted for. If any components of the equipment are missing upon check-in, staff reserves the right to refuse acceptance of the equipment until all parts are returned. Some special collection items may not be available for holds or Interlibrary Loan. **Electronic equipment, American Girl Dolls, STEM kits and Kits for Kids may not be returned in any book drop.**

**Special Collections are subject to the following loan rules:**

#### **Wi-Fi Hotspots and tablets**

- Wi-Fi Hotspots may be checked out by any Berwyn Public Library card holder 18 years of age or older. The borrower must sign a Hotspot agreement prior to check-out.
- Tablets and some hotspots are part of a special grant collection, and will be available only to senior citizens during the grant period. The borrower must sign an agreement prior to check-out.
- The user is responsible for the cost of repair or replacement of the item and all parts if it is returned damaged or the item is lost.
- If a Wi-Fi Hotspot or tablet is kept overdue more than 10 days, service to the unit will be shut off and the user will be billed for the item. If the patron returns the item before a replacement is received, the Library will accept the return

- Wi-Fi Hotspots and tablets must be returned to a staff member at the Circulation Desk. They may not be returned to any book return.
- The Berwyn Public Library does not filter or monitor and has no control over the information accessed through the internet and cannot be held responsible for its content. The library is not responsible for personal information that is shared over the internet.
- Hotspot and tablet users are expected to comply with the Patron Responsibility guidelines set forth in the Berwyn Library's Computer and Internet Access Policy.

#### **STEM Kits and Kits for Kids**

- STEM kits and Kits for Kids may be checked out at the Berwyn Public Library by any SWAN member library card holder.
- Patrons may have up to three kits checked out on their library card.
- Kits have a prescribed age range: adult supervision is required.
- The user is responsible for the replacement cost of the item and all parts if it is returned damaged, missing pieces, or the item is lost.
- All kits must be returned to the Circulation desk of the Berwyn Public Library. They may not be returned in any book return.

#### **American Girl Dolls**

- American Girls dolls may be checked out at the Berwyn Public Library by any SWAN member library card holder.
- Patrons are limited to one doll checked out at a time per library card.
- Recommended for ages 8 years and older.
- The user is responsible for returning all items in good condition, and for the replacement cost of item(s) and all parts if it is returned damaged, missing pieces, or lost.
- American Girl dolls must be returned to the Circulation desk of the Berwyn Public Library. They may not be returned in any book drop.

#### **Home Delivery Service**

Homebound Service is the delivery of library materials to the homes of qualifying Berwyn Public Library patrons who cannot access the physical library space due to temporary or permanent disabilities. Community Engagement Services manages all aspects of Home Delivery Service including communication, materials selection, circulation, record keeping, and delivery. To check eligibility and restrictions please refer to the complete Home Delivery Services Policy here. [Home Delivery Services Policy](#)

**The Berwyn Public Library adheres to all guidelines set forth in the RAILS Revised Resource Sharing Policy and the SWAN Circulation Policy.**