

DeKalb Public Library Public Services Policy

POLICY STATEMENT:

The DeKalb Public Library maintains a large collection of physical and digital materials. To facilitate circulation of those materials, the library maintains a database of registered patrons. Residents of the city of DeKalb may apply for a library card at no charge, after which their card may be used to access library materials, computer resources, and special services. Non-residents may apply for a library card and use the library as allowed by this policy.

The Board of Trustees authorizes the Library Director to establish reasonable procedures governing circulation, reference assistance, and other public services for the Library.

Approved by the DeKalb Public Library Board of Trustees 05/2023

DeKalb Public Library Public Services Procedures

Library cards

Cards for DeKalb Residents

DeKalb Public Library cards are issued free of charge to all residents within the boundaries of the City of DeKalb. Proof of residency is required at the time of application, renewal, or if a change in information occurs. Library cards are valid as long as the cardholder remains a DeKalb resident.

Non-Resident Taxpayer Cards

Those who own property in DeKalb but reside elsewhere are eligible for a DeKalb Public Library card. The most recent property tax bill showing the owner's name and property address is required at the time of application. Proof of home address is also required. Cards issued are valid for one year, and only one person will be designated as the cardholder.

Non-Resident Fee Cards

Residents of areas not served by a public library may obtain a DeKalb Public Library card through payment of an annual fee, determined by the Illinois State Library. Such cards may only be issued to residents if the DeKalb Public Library is the closest public library to their residence, as determined by Illinois State Law (75 ILCS 16/30-55.60). Non-Resident Fee cards are valid for one year.

Corporate Cards

Businesses or non-profit organizations with physical locations in DeKalb may be issued a library card. Such cards may be used by the owner or manager of the company only. Corporate cards are valid for one year.

Temporary Resident Cards

Residents of DeKalb without a fixed address may be eligible for a Temporary Resident card at the DeKalb Public Library. Temporary Resident cards entitle the cardholder to the use of library resources and a checkout limit of one item.

Reciprocal Borrowing for Non-DeKalb Residents

Cardholders whose home library is affiliated with Prairiecat may use their home library cards to check out materials at the DeKalb Public Library. Cardholders residing within the Reaching Across Illinois Library System (RAILS) with a valid library card from their home library can register for privileges at the DeKalb Public Library. Presentation of the home library card and proof of home address is required. STEM kits, Library of Things items, and hotspots may not be checked out by reciprocal borrowers.

Cards for Minors

A parent or guardian must sign the library application for children under 18 and provide proof of residency on the child's behalf.

Card Responsibility

Library cards are non-transferable and materials may be checked out only to the registered cardholder. Cardholders are responsible for all materials checked out on their card or any cards held by their minor children. Lending a card to a person who is not eligible for library service (due to fines, residency outside the city limits, or for any other reason) is a serious infringement and may be grounds for the loss of library privileges.

Lost or Stolen Library Cards

Cards which are lost or stolen must be reported immediately. Materials checked out on the card remain the responsibility of the cardholder unless such loss is reported to the library as soon as it is noticed.

Hours of Operation

Library Hours

The library will ordinarily be open the following hours:

Monday-Thursday 9 a.m. to 9 p.m.

Friday-Saturday 9 a.m. to 5 p.m.

Sunday 1-5 p.m.

Holidays

The library will be closed on the following holidays:

New Year's Day

Martin Luther King, Jr. Day

Easter Sunday

Memorial Day

Juneteenth

Independence Day

Labor Day

Thanksgiving

Christmas Eve

Christmas Day

If one of the above holidays falls on a Sunday, the Library will be closed that day and on the following Monday. If Christmas Eve or New Year's Eve fall on a Sunday, the library will be closed on that day.

The Library will close at 3 p.m. on the following days:

New Year's Eve

The Wednesday before Thanksgiving

The Library is also closed on General Election Days.

Materials Circulation

Loan Periods

Most DeKalb Public Library materials may be borrowed for 3 weeks. Internet hotspots may be borrowed for 1 week, and may only be checked out by patrons with adult library cards. Interlibrary loan materials may have different loan periods imposed by their home institution. The DeKalb Public Library may also limit the total number of items allowed to be checked out at any one time, and on occasion may elect to shorten or lengthen loan periods for certain materials.

Borrowing Limits

<u>Item Type</u>	<u>Item Limit</u>
STEM Kits and Hotspots	2
DVDs, Video Games, and New Audiovisual Items	15 total
CDs and Audiobooks	30

Holds and Renewals

DeKalb Public Library cardholders may request materials which are currently available, borrowed by other patrons, or held at other Prairiecat member institutions by placing a hold online, or by speaking to a library staff member to place a hold. Patrons will be notified when the requested item becomes available. Notification options include voice, text, email, and mail. Hold items will be kept for seven days. If the item is not picked up within that time, the item will be returned to general circulation and the patron will need to make another hold request and wait for the item to become available.

Most items may be renewed three times at the end of their initial borrowing period. **Materials marked “New” cannot be renewed, and must be returned at the end of their borrowing period.**

Fines

Fines are not charged to accounts with overdue materials borrowed from the DeKalb Public Library. Materials borrowed by DeKalb patrons at other Prairiecat member libraries may incur overdue fees on their accounts.

Fees are charged for lost or damaged materials. Cardholders are responsible for loss of or damage to items they borrow including cases, containers, or additional contents. **Items not returned after being overdue for three weeks will be considered lost.** Lost or damaged items are billed to the patron account, for the replacement cost of the item plus a \$10 processing fee. In certain instances the loss of a part will necessitate the replacement of the entire item. Replacement copies are not accepted in lieu of payment. Lost items may be returned to the library in good condition within six months of billing for a waiver or refund of the replacement cost and processing fee. Items cannot be checked out or renewed if a patron's account balance exceeds \$10 in fines and fees, regardless of where they were accrued.

Interlibrary Loan

In addition to membership with the Prairiecat consortium, the DeKalb Public Library coordinates with other libraries to borrow materials that may otherwise not be available. Patrons are responsible for any fines or fees incurred on Interlibrary Loan items. Interlibrary Loan items borrowed from libraries outside of Prairiecat member libraries may have different loan periods, overdue fees, and maximum charges if returned late.

Online Account Access

Patrons may access their library accounts through the library's website using their library card number and a Personal Identification Number (PIN). Once logged in to their account patrons may view:

1. A list of items checked out, including due dates
2. Fees or fines charged to their account
3. Account messages
4. The status of any hold or interlibrary loan items
5. Their contact information

Patrons have the ability to perform the following transactions through their online account:

1. Renew materials, unless the renewal limit has been reached or the item is on hold for another patron
2. Place a hold on material
3. Request interlibrary loan materials from other institutions
4. Change their login and PIN
5. Update contact information

Reference Assistance

1. Reference assistance and library materials are available for use in the library to all persons regardless of perceived age, race, sex, residency, citizenship, social or economic status.
2. Staff trained to provide reference services are available during all hours the library is open.
3. Reference questions which cannot be answered with on-site resources will be referred to other agencies.
4. All requests for reference assistance or library-related information will receive an answer or status report within five business days.

5. Names of patrons and the transactions which occur between patrons and reference staff are confidential, subject to the requirements of the Illinois Freedom of Information Act. The library is a public place, and absolute confidentiality of spoken conversations cannot be guaranteed.
6. Staff cannot give advice on medical, legal or tax questions.
7. The Library adopts and adheres to the American Library Association (ALA) Code of Ethics, the ALA Library Bill of Rights, and the ALA Freedom to Read Statement. These may be found on the Library's website.

Outreach Service

DeKalb Public Library patrons who cannot access Library services due to disability, illness, or other long-term health condition may be served by the Library's outreach service upon request.

1. Outreach services are only available to DeKalb residents. Non-resident cardholders are not eligible for outreach services.
2. Individuals must apply for outreach service by contacting the Library. Patrons may receive outreach service based upon either:
 - a. Physical disability or severe mobility problems anticipated to last for at least 8 weeks that prevent an individual from coming to the library. A doctor's certificate may be required.
 - b. Residence in a group care facility, nursing home, or senior residential facility.
3. The Library is also able to refer patrons with vision impairment to the Library of Congress Talking Book Program upon request.
4. Homebound service for individuals will be conducted one-on-one in collaboration with the patron to determine appropriate materials, delivery schedule, and extended loans of certain materials as necessary.
5. Outreach service, including library programming, may be extended to group care facilities, nursing homes, or senior residential facilities may be arranged upon request. Such service will be coordinated between the facility and the Library.

Use of Bulletin Boards and Display Cases

The Library has a Community Information Center and display case in the main lobby, a dedicated space in the Teen Room, and a dedicated space on each floor near the public restrooms for the purpose of sharing community information in the form of posters and pamphlets. The Library believes there are reasonable and desirable needs for public service notices and other information to be disseminated by organizations serving residents of DeKalb. The Library further believes that the dissemination of such information must be managed as to its time, place and manner due to the limited resources available and due to the fact that the Library's constituents include minors. The Library wishes to provide space for information for organizations and groups that conduct activities relevant to the mission of the Library and that have a significant relationship to the DeKalb community. Therefore, the Library designates these bulletin boards and display areas on each floor, near the public restrooms and in the Teen Room, and the display case in the main lobby, and the Community Information Center as limited public forums intended to be used narrowly for the purposes described in this policy. The following postings are allowed in this limited public forum:

1. Library required postings and Library announcements;
2. City of DeKalb and other local government information and events;
3. DeKalb non-profit organizations and events; and
4. Local items of interest that are not of a commercial nature.

No editorials or editorial content may be posted, even by organizations that meet the criteria for use listed above. Materials by for-profit groups, companies and organizations, and political candidates or parties are generally not accepted (exceptions might include information about Library partners or community newspapers produced by for-profit organizations but distributed free of charge). Business announcements of for-profit groups, individuals, companies and organizations, and notices of garage sales, etc., are not accepted. Materials related to meetings or events for the purpose of religious worship services, religious education, and/or proselytizing are not permitted. Library postings and announcements, and other public service announcements will have absolute priority over any announcements submitted by other organizations.

Materials may be displayed for a maximum of one month depending on space. The Library reserves the right to discard materials that are no longer timely.

The Library's display cases and exhibit areas are not public forums, and the Library reserves the right to select exhibits and displays in its sole discretion.

Telephones

Library telephones are for conducting the ongoing business of the Library and are not for use by the public. The Library cannot act as a message center. Patrons will not be paged or brought to the telephone.

Voter Registration

Voter registration is allowed in the Library with the approval of the Director.

Solicitation on Library Property

Please refer to the DeKalb Public Library Signature-Gathering and Petitions Policy.