



Patron Services Policy

(11/8/2016)

1. Library Cards

Riverside Public Library cards will be issued to Riverside residents who provide proof of identity and eligibility. There is no minimum age for obtaining a card. However, the signature of a parent or legal guardian is required for all new applicants under the age of 18.

The Library will not issue cards or provide services to patrons who are known to have outstanding fines or other obligations at any library in Illinois.

Library privileges will not be renewed for any card holder who has unpaid fines or charges. Parents or guardians are responsible for any fines or charges on cards issued to their minor children.

Adults are responsible for their own cards as well as those of any minor children they have signed for and for all material borrowed with these cards.

Patrons should report lost or stolen cards immediately. Materials checked out on a card up to the time it is reported lost or stolen are the responsibility of the card holder. Patrons should also notify the library of any change in address, name, telephone number or email address.

The Library reserves the right to revoke or restrict the use of a patron's card if borrowing privileges or library policies are abused.

Patrons need to prove residency with a photo ID (state ID, license, or passport) and a current utility bill, bank statement, tax bill, lease or mortgage.

2. Eligibility – Without a Fee

A. Resident Cards

All legal residents of Riverside are eligible for full borrowing privileges, including interlibrary loan and reciprocal borrowing, without a fee. Cards are valid for 2 years as long as a patron retains a Riverside address. The card is renewable as long as eligibility is retained.

B. Non-Resident Cards

Non-residents who own taxable property in Riverside are eligible to apply for a library card during the time of such ownership. A current tax bill must be presented at the time of the application.

Each owner or senior administrative officer of a firm, business, corporation, or local school located in Riverside is eligible to apply for a library card during the time such business or organizations is in active operation in Riverside. This privilege will only be extended to one person per organization.

These cards are valid for 1 year and are renewable as long as eligibility is maintained.

Village of Riverside employees requiring full library services for the performance of their job will be issued a card valid for 1 year that is renewable. Village employees include Village Administration, police, fire, public works and recreation departments. Only material relevant to work that is being performed as a Village employee can be circulated with this card.

3. Eligibility – With a Fee

A. Non-Resident Cards

Non-resident families may purchase a Riverside Library card for a fee based on their current tax bill or lease if they live in the Riverside School District and do not pay taxes to another area library. The applicant must show proof of residency and pay the applicable fee which is based on a formula established by the Illinois State Library. Only one card per household will be issued and it is valid for one year.

4. Lost, Stolen or Damaged Library Cards

Lost or stolen cards should be reported immediately. A patron block will be placed on the patron's card preventing further use. The block will only be removed when the card has been replaced or found and the patron has verified their identity. Materials checked out on a card up to the time it is reported lost or stolen are the responsibility of the card holder.

There is no charge for a lost or damaged card.

5. Reciprocal Borrowing

A. Reaching Across Illinois Library System [RAILS] (SWAN Patrons)

Patrons with a valid library card from a library in the Reaching Across Illinois Library System [RAILS] are entitled to many of the same privileges and services provided by the Riverside Public Library including system holds and limited use of Internet computers.

Reciprocal borrowing patrons must present their card or have a valid identification when checking out any material. They must have no outstanding fines or charges on their account. If there are any fines or charges in excess of their account limits. They must be paid before the card holder is eligible to check out material.

B. Reaching Across Illinois Library System [RAILS] (Non-SWAN Patrons)

Reciprocal borrowers from non-SWAN libraries (Elmhurst, Lisle, Orland Park and Green Hills) who have not used their card at a SWAN library must fill out a registration form, provide identification, and have a valid library card in good standing from their home library. A SWAN record will be created for the patron at the time of registration using their home library card. Cards are valid for 1 year or until their home library card expires and can be renewed at

the Riverside Public Library or any other participating SWAN library.

C. Out of System Patrons

Reciprocal borrowers from out of system libraries in the State of Illinois, including the Chicago Public Library System, who have not used their card at a SWAN library must fill out a registration form, provide identification, and have a valid library card in good standing from their home library. A SWAN record will be created for the patron at the time of registration using their home library card. Cards are valid for 1 year or until their home library card expires and can be renewed at the Riverside Public Library or any other participating SWAN library.

6. Confidentiality of Patron Records

As required by the Illinois Library Confidentiality of Records Act, the registration and circulation records of the library are confidential. Records will not be released to any individual or agency, except pursuant to a court order.

Because of their financial responsibility, parents and legal guardians may be informed of outstanding material or fines on their minor child's library card if they have the library card in their possession.

7. Circulation of Library Material

The library maintains a wide collection of materials in various formats. Generally, no limit is placed on the number of items borrowed per visit by Riverside residents with the exception of console games, preloaded digital media, and specific circulating equipment. Non-residents may have different restrictions placed on their cards. These limits are placed by the patron's home library and are to be strictly adhered to.

Riverside patrons are encouraged to have their library card at the time of checkout.

A. Loan Periods

Generally, library material may be borrowed for 3 weeks, with the following exceptions:

Adult New Books may be borrowed for 14 days.

Adult Lucky Day Books may be borrowed for 14 days only with no renewals.

Adult and Juvenile feature DVDs, Blu-Rays and juvenile console games may be borrowed for 7 days. Adult and Juvenile non-fiction and series DVDs or Blu-Rays may be borrowed for 14 days. There is a limit of 3 console games per library card.

Juvenile Holiday Books circulate for 1 week during the 6 weeks prior to the holiday in question. Only 5 books about that holiday may be borrowed per card.

Portable DVD players, Roku streaming devices, Wi-Fi hot spots and laptop

computers circulate for 1 week to Riverside residents only. Patrons must fill out a loan agreement to be kept on file at the Patron Services desk before checking out any of the Library's laptop computers.

Interlibrary loan materials borrowed for Riverside Public Library patrons from other libraries are subject to all loan, fines, and rules established by the lending library. There is a limit of 15 requests for Riverside patrons and material may be picked up at a library of the patron's choosing. Non-residents may also request material to be picked up anywhere but only system holds (SWAN) are placed by Riverside Library for non-residents. All interlibrary loans and reserves will be held at the Patron Services Desk for 7 days after the patron is notified.

Vacation loans of 4 or 6 weeks are available upon request for most material excluding DVDs and Blu-Rays.

Teachers who live or work in Riverside may borrow feature DVDs or Blu-Rays for 2 weeks and non-fiction DVDs and Blu-Rays for 3 weeks if it is for classroom use only.

Reference materials are not available for circulation and cannot be removed from the Library.

B. Renewals

Most material may be renewed two times for a period of time equal to the original loan period. Material borrowed on vacation loan and material with a waiting list may not be renewed. Items borrowed on interlibrary loan will be renewed as permitted by the borrowing library. Material obtained outside of the RAILS (non-SWAN holds) can only be renewed in person. Material may be renewed in person, by phone, email, or via the Internet.

8. Overdue Library Material

A. Fines

Fines are assessed at 10¢ per day per item for most material including most interlibrary loan materials. DVDs and Blu-Rays are assessed \$1.00 per day per item. Portable DVD players, Roku streaming devices, Wi-Fi and laptops are assessed at \$5.00 per day. Fines for each item will accumulate up to the cost of the item or to the equivalent amount charged for 42 days overdue. The library does not charge fines for days that the library is closed.

B. Grace Period

The Riverside Public Library does not have a grace period. Material returned to the Riverside Public Library, originally borrowed from another library, may or may not have a grace period.

C. Loss of Privileges

Patrons who owe fines in excess of \$10.00 will be unable to borrow any material or use the library's Internet computers until fines are paid. Patrons who have over \$10.00 in fines, whose account has been forwarded to a

collection agency for long overdue material, or whose account has been stopped by the Library, will have their computer privileges suspended until their account has been paid, cleared of any problems or the material returned.

D. Collection Agency

Accounts that have material that is more than 60 days overdue may be forwarded to a collection agency. A \$15.00 fee will be assessed for any account sent to the collection agency. All library privileges will be suspended until the account is paid in full.

9. Lost and Damaged Material

Replacement fees are charged for materials that are lost or damaged. The cost of the material plus a \$5.00 processing fee will be assessed. Patrons who have paid for lost material will not be reimbursed if the material is found and returned. Collection agency fees cannot be refunded.

Materials borrowed by Riverside Public Library patrons from another library on interlibrary loan or through reciprocal borrowing which are lost or damaged, must also be paid for. The cost of the material plus a \$5.00 processing fee will be assessed. Material borrowed by other libraries' patrons is subject to the policies and procedures of the RAILS System.

10. Fees

Oversize books which have been clearly labeled are not to be returned in the Library's book drop. A \$5.00 charge will be assessed for any oversize material returned in that manner.

There is a \$5.00 charge for any interlibrary loans from any out of state sources. Material that is obtained from outside the United States may be subject to additional charges.

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