

TITLE: Library Cards, Circulation & Fees Policy
POLICY NUMBER: 205
EFFECTIVE DATE: 11/17/2021
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SUPERSEDES: Fines and Fees/420



Article 1: Purpose

It is the belief of the Waukegan Public Library that libraries are for everyone. Waukegan residents and all those eligible within the parameters of this policy are encouraged to apply for a library card so that they may make use of the variety of materials, services, and online products offered by the Library. While cardholders from other public libraries also have equal access, the library reserves the right to designate some categories of materials and resources available to WPL cardholders only, or to make such categories unavailable for reserve.

Article 2: Confidentiality of Cardholder Records

Per the library's Confidentiality & Privacy Policy and the Illinois Library Records Confidentiality Act (75 ILCS 70/1 et seq.), a library patron's registration and circulation records are confidential. No individual's records will be released to any person or agency except pursuant to a court order. Library staff may provide information to a minor's parent or legal guardian about overdue materials or fees.

Article 3: Ownership of Library Cards

Residents of Waukegan who wish to use library materials and resources must register to obtain a library card for their own use, or for use by an authorized user. The library card is the property of the library, is non-transferable, and may be confiscated for misuse.

Article 4: Acceptable Proof of Identity and Residency

Persons requesting a library card must show proof of residency using a current photo ID with their Waukegan address. Acceptable photo IDs are an Illinois Driver's License, Illinois State ID, Passports (foreign or domestic), Consulate Identification (Matricula Consular, etc.), Employee or Student ID, or Military ID.

If the photo ID does not have a current address or is expired, one piece of identification with a current address in addition to the photo ID will be required. Accepted items are property tax bill, current utility bill, voter registration card, pay stub, current lease agreement or mortgage bill, vehicle registration, personal check from current bank, tax return, or mail delivered within the last 90 days. Only one piece of mail will be allowed.

Article 5: Library Cards

Library borrowers are classified into the following categories that may stipulate different requirements for cards or levels of service. Cards are issued for two (2) years except where otherwise stated.

Section 5.01 - Residents

Any adult or minor residing within the corporate boundaries of Waukegan will be eligible to receive a library card. Although there is no minimum age required, a parent or legal guardian must apply for a card on behalf of their minor child under the age of 14 (or Grade 8 and below). The parent or legal guardian is responsible for all material checked out on a minor's library card and any accumulated fees. Residents who are confined to their home may receive home delivery of library materials. Library card eligibility will be discussed with the patron by phone, email, or virtually, and proof of residency and identification will be required at their first scheduled delivery.

Section 5.02 - Non-resident Waukegan Property Owners

Individuals who pay real estate taxes for property owned within the city limits, but do not live in Waukegan are entitled to a full service card which will be issued for one (1) year.

Section 5.03 - Organizations/Businesses

Organizations or businesses with a Waukegan mailing address, verified by TIN paperwork or business permit, are issued a full service card in the name of the organization upon signing of an interagency agreement that verifies the name of the director (or owner) and all those eligible to use the card. Cards are issued for one (1) year.

Section 5.04 - Teachers

Educators who are employed in a public or private school in Waukegan, but do not live in the Waukegan Public Library service area, may receive a card for the duration of the current school year using their school ID, pay stub, or contract as identification and verification. Any teacher in a Waukegan school (resident or non-resident) is entitled to 6 week extended loan periods.

Section 5.05 - Limited Use

Under special circumstances, the library may issue a limited use card. Cards are issued for nine (9) months.

Subsection 5.05a - Physical Card

This card has a limit of 5 items checked out at a time and cannot be used to check out video games, electronic devices, or specialty items. Such circumstances include someone staying in short-term residences or a middle school student age 11-13 whose parent or guardian is unable to come to the library to register for a card.

Subsection 5.05b - Digital Card

This specialty card is in development and when available it may be applied for and verified online through a secure library form to those eligible for a Resident card. This card provides access to online resources and downloadable and streaming services only.

Section 5.06 - Library Staff

Current Library staff are issued a card which remains valid while they are employed by the Waukegan Public Library.

Section 5.07 - Non-residents

Waukegan Public Library shall provide library service to those living in unincorporated areas as set forth in chapter 75 of Illinois Compiled Statutes 16/30-55.60. The fee for this card is set each year by the Library Board of Trustees. These cards are issued for one (1) year and can be renewed with payment of the set fee.

A non-resident student may be issued a card, without payment of fee, pursuant to 75 ILCS 5/4-7 and the "Cards for Kids" Act. "Student," for the purposes of this section, means an individual currently enrolled in a public or nonprofit private school (K-12) who does not have their principal residence within a public library service area. The student must present proof of eligibility, as required by statute, at the time of application for this card. These cards are issued for one (1) year and can be renewed with verification of eligibility.

Section 5.08 - Reciprocal Borrowers

Reciprocal borrowers are patrons with current library cards in good standing from Illinois libraries that participate in reciprocal borrowing services. These patrons may use their home library card to check out materials but may have limited access to online resources due to vendor contracts or Waukegan-resident only collections. Library staff will confirm the borrower's card status at their home library at the time of registration or renewal.

Article 6: Renewal and Replacement of Cards

Library cards are renewable as long as eligibility is retained and any assessed fees are paid. Adult cards must be renewed in person with a current photo ID. Parents may renew their children's card without the child being present.

Lost or stolen cards should be reported immediately to the Waukegan Public Library. The cardholder will be responsible for all checked out items until the card has been reported and the record has been blocked from use. There is no charge to replace lost or stolen cards.

Article 7: Borrowing Library Materials

All patrons must present a valid library card when checking out materials. We will also accept an unexpired photo ID if it matches the information on their library card record.

Section 7.01 - Loan periods

Library materials may be borrowed for 3 weeks with the following exceptions:

- New and Lucky Day DVDs and Blu-rays can be borrowed for 3 days
- DVDs and Blu-ray, videogames, and Lucky Day books can be borrowed for 1 week

- Materials for in-house use only may be checked out for 1-3 days with approval of a Reference or Children's Services staff member.

Section 7.02 - Loan Limits

The library has the following limits on the number of a particular item that can be checked out on a card:

- 4 videogames per card
- 20 DVDs/Blu-rays per card
- 1 Wi-Fi hotspot and 1 electronic device per card (must be at least 18 years old)
- Specialty kits, library of things items, or other devices may have limits between 1-5 per card as determined by size of collection and demand

Section 7.03 - Holds and InterLibrary Delivery Borrowing Limits

The Library limits each card to 80 holds and 20 interlibrary loan checkouts.

Section 7.03 - Renewals

Items may be renewed 2 times if there are no holds on the item.

Article 8: Overdue Materials

Waukegan Public Library has eliminated overdue fines as a barrier to access. While this means items returned after the due date will no longer be charged fines, patrons are expected to return or renew items by the due date listed on their receipt or account to ensure the library can meet demand by community members.

Courtesy notices are sent by email at 3 days before the due date. Overdue notices are sent by USPS or email based on the patron's preference. Overdue notices are sent at 2 and 10 days after the due date for 21-day loans, and at 2 and 5 days after the due date of 3- and 7- day loan items. Patrons are encouraged to provide a current email address to ensure timely delivery of the notice. Failure to receive notice will not be cause for removal of fees.

Article 9: Lost or Damaged Materials

When an item owned by Waukegan Public Library is reported lost or is returned incomplete or damaged beyond repair, the patron will be billed for the cost of the item as listed in the catalog.

Unreturned items are considered lost after 90 days and a bill is placed on a patron's record until the item is returned or the fee is paid. Refunds may be issued for Waukegan Public Library items that are returned in good condition if they have not been deleted from the library catalog. Lost items from other libraries are not refundable.

Waukegan Public Library is not liable for any damage to personal equipment due to the use of library materials.

Article 10: Suspension of Use and Payment of Fees

Borrowing privileges will be suspended on a card when fees reach \$50.

Cash, personal check, and debit/credit card may be used to pay fees.

Patrons with fees over five (5) years old may request a review of their record to have fees forgiven.