

## Lending Policies

### Circulation

#### Length of Loans

The River Grove Public Library District circulates materials in a variety of formats including books, magazines, books on CD, and video games. Each patron must present their valid library card to loan material or services. The following terms of loan are applicable as indicated:

	Length of Loan	# Allowed	Renewal Limit	Holds*
Books	3 weeks	40	2	20
New Book	3 weeks	40	2	20
Magazines	1 week	40	0	20
New DVDs/ Blu-Rays	3 days	3	0	20
DVDs/ Blu-Rays	1 week	10	2	20
New TV Series	2 weeks	3	2	20
TV Series	2 weeks	10	2	20
New CDs	3 weeks	10	2	20
CDs	3 weeks	10	2	20
New Audiobooks	3 weeks	10	2	20
Audiobooks	3 weeks	10	2	20

\*Holds limit: 20 total placed holds

\*\*Reference materials may be checked out at the discretion of the Library Director.

#### Extended Loan of Materials (Vacation Loan)

Arrangements with the Head of Circulation or Library Director may be made to borrow materials for an extended time of 60 days.

#### Renew Materials

Library materials on a waiting list are not renewable.

#### Automatic Renewals

- Eligible items checked out on your account will automatically renew up to the allowed limit.
- Two days before the due date, eligible items will automatically renew.
- If your item had a two week loan period the item would renew for an additional two weeks from the date of renewal- three week loan period items would renew for an additional three weeks.
- Cardholders who have an email address listed on their account will get an email letting them know which items were automatically renewed.
- Cardholders can sign up for email notifications by asking a staff member in person at the library, by phone during open hours, and by contacting us.

- Cardholders can always check due dates for all items using the My Account tab in the catalog.
- Items checked out at other SWAN libraries may not be eligible for automatic renewal, depending on the borrowing rules of each library. If these items are requested through SWAN and checked out at River Grove Public Library District, they will follow our borrowing rules.
- Digital collection items (ebooks and digital audiobooks do not automatically renew.

### **Blocked or suspended Library Cards**

The River Grove Public Library District has established, in addition to the schedule for lost or damaged items, the following schedule of fines for overdue materials as well as fees for other services provided by the River Grove Public Library District.

Overdues will be processed as follows (after renewable limits):

1. Two weeks after material's due date, patron will receive overdue notice #1 via email or mail.
2. Two weeks later, when an item is 4 weeks past due date, a "second overdue notice" is sent via email or mail.
3. When an item is 42 days past its due date (6 weeks overdue), a "billing notice" for the replacement cost of the item is sent via mail or email.
4. Patrons are sent to Unique Collections (Unique Management Services) no sooner than 60 days after items are due. If patrons do not have any items checked out, but owe \$25 or more in fines, they will be sent to collection when the fine has been on their record at least 60 days. If a patron is sent to collection, an additional \$10 CA FEE is added to their record.
5. Once an overdue/missing item has been returned, the bill to replace the item will be removed from the patron's account.

Patrons who have accrued a total of over \$5.00 in fines or bills will be restricted from borrowing additional materials.

The Head of Circulation and the Library Director may suspend a card for due cause at her/his discretion and report suspension to the Board of Trustees.

### **Pro Pay (Online Payment)**

Payments with credit/ debit cards are as follows:

1. There will be a \$5.00 minimum for the use of credit cards.
2. A \$0.50 fee will be charged for each transaction.
3. There is no charge or limit when using a debit card.

### **Cards**

The River Grove Public Library District issues the first card for free to residents of the library service area. If a patron loses the library card, the patron will be responsible for paying \$3.00 for a new library card.

## **Holds/ Reserves**

Patrons may reserve materials which are not immediately available for patron use. When the reserved materials are available to the patron who has placed the reserve, the library will notify the patron via phone or email. The specific title of the material will not be stated to anyone other than the library patron who placed the reserve. The date of the message will be noted and the material will be held for the patron for a period of one week (7 library working days). If additional patrons are waiting for the material, the next patron on the list will be called and notified of the availability of the item, and the same procedure will be followed. If no additional patrons are waiting for the material, the material will be placed back into general circulation. Relay of the message to the appropriate person in the household, and prompt retrieval of the material, are the responsibilities of the patron.

## **Interlibrary Loan**

The River Grove Public Library District abides by the ILLINET Interlibrary Loan Code (23 Ill. Adm. Code 3030 Exhibit A).

When patrons want material that is not available within the River Grove Public Library District, we ask other agencies to provide it. This is the process of interlibrary loan. Materials borrowed through interlibrary loan have a circulation period which is determined by the lending library, not the River Grove Public Library District. We are happy to borrow materials from other libraries for you, but we ask that you respect the date by which those materials must be returned to their home libraries. When the River Grove Public Library District is lax in returning materials borrowed through interlibrary loan, the library can lose the privilege of borrowing materials in that way for any of its patrons. It is crucial, therefore, that materials borrowed through interlibrary loan be returned in a timely manner. Habitual failure to do so may result in individual loss of the privilege in order to preserve the privilege for other library patrons.

## **Lost or Damaged Library Materials**

Materials borrowed via any mechanism are the responsibility of the library patron. Replacement cost is the responsibility of any patron who borrows and loses any library material. In the case of children under the age of 18, it is the parent or legal guardian's responsibility to pay for lost or damaged items.

If a library material is reported lost, the patron will be charged the original purchase price plus any fines due and processing fee of \$5.00. If the price is not available for lost materials, the amount will be determined by the Head of Circulation or Library Director. Money (excluding fines) will be held for one month. If lost items are located within this time, money will be refunded, except for fines and processing fee.

If a library material is damaged, the patron will be charged in accordance with the terms below or an amount to be determined by the Head of Circulation or Library Director.

Delinquent accounts will be referred to a collection agency if necessary.

## **Replacement fees**

### DVDs/CDs/Audio books

- Inserts/Booklets/Cover: \$2.00 if barcode is still present and \$5.00 if barcode is lost
- DVD/ CD Case: \$5.00

### Other fees:

- Item lost or damaged beyond repair: original purchase price of the item.
- Lost book jacket: \$5.00
- Lost magazine: \$4.00
- Lost or damaged barcode: \$2.00

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