

GENERAL POLICIES

BORROWERS *(Updated 05/2016)*

All residents and owners of property in Rockton Township are eligible for library services. Library cards will be issued, without charge, for a period of three (3) years. Proof of residence or ownership is required in the form of a driver's license, tax bill, tax receipt, or an envelope addressed to the person, delivered by the U.S. Post Office within Rockton Township. Children five (5) years or older may register and be granted a library card with the written consent of a parent or guardian. This card is the responsibility of the parent and child.

A NON-RESIDENT card may be issued upon registration and payment of a tax based fee, valid for one year. This card has all reciprocal borrowing privileges and is valid at all participating NIC libraries. Upon request additional cards will be issued to each family member also residing at the same address as the original card recipient. Original and subsequent cards are the responsibility of the patron and will be subject to replacement policy.

A REPLACEMENT FEE of \$1.00 will be charged for lost or damaged cards. If more than two replacement cards are issued, a fee of \$5.00 will be charged.

TALCOTT FREE LIBRARY HONORS ALL VALID CARDS of member libraries of the Northern Illinois Cooperative, just as our card is honored at all NIC member libraries.

THE USE OF THE LIBRARY OR ITS SERVICES MAY BE DENIED FOR DUE CAUSE.

Such cause may be: Failure to return materials, failure to pay penalties, destruction of library property, sleeping, poor hygiene that is offensive to other persons, or other objectionable conduct on library premises. The library director may deny the use of the library; however, only the library board can expel

permanently.

CIRCULATION *(Updated 05/2016)*

Adult and juvenile books, books on tape, books on CDs, musical CDs, CD ROM multimedia books, cassettes, puzzles and juvenile magazines circulate for three (3) weeks with two renewals allowed, unless the material is on reserve or is a reference material. Renewals may be requested via email or phone, or may be done through the library website.

MAGAZINES AND PAMPHLETS circulate for one week unless they are at least one year old. Back issues may circulate for two weeks. The most current issue of weekly magazines will not be circulated until the next issue arrives. Note: Children's magazines circulate for three (3) weeks.

VIDEOS AND DVDs circulate for one (1) week and may be renewed once with no additional fee. A rental fee per title will be charged at the time of checkout. No fee will be required for video use by teachers. If adults choose to allow their children to take out videos, they may indicate their consent by written permission on the registration form. Up to 10 items may be circulated at any one time.

COMPUTER USE

Computers are available for public use. The Talcott Free Library reserves the right to limit, refuse, and/or ban any patron from using the library computers. Use is limited to patrons in good standing, i.e., all fines have been paid, all overdue materials have been returned, any lost materials have been paid for, and the patron has a current local library card.

Copyright laws forbid duplication of copyrighted software. There is a per page charge for printing from a library computer. Use of personal patron discs and

flash drives are allowed.

COPY AND FAX EQUIPMENT (Updated 05/2016)

Only library staff or other designated persons operate the copy machine, with the exception of coin operated machine located in entry way. A fee will be charged per sheet and size of paper used.

Members of the public wishing to use the fax machine will be charged per page for transmissions and as well as for requests received. Faxes sent out of the country will also be charged an additional fee.

REFERENCE SERVICE

The Talcott Free Library serves a diverse public with unique individual needs and levels of ability to conduct research independently. At times of peak activity within the library, it is mandatory that rules for providing reference assistance be established. The most recent standards document, *Serving Our Public: Standards for Illinois Public Libraries*, provides the model for this reference policy. The board of trustees and library director of Talcott Free Library encourage staff of all levels to pursue continuing education opportunities which will enable them to better meet the needs of the library's patrons. All staff members receive in-house training regarding appropriate responses to patron questions, including reference questions. This training includes reference interviewing techniques, reader's advisory service, and bibliographic instruction. All staff members are taught to treat each question asked with respect insofar as the level of assistance required and the topic of the question. Names of users and the transactions which occur between users and the staff are confidential and not discussed outside a professional context. Reference service and materials are available to all persons who reside within the jurisdictional boundaries of the library regardless of the age, race, sex, social, or economic status of the patron.

Reference service and materials are available during all hours the library is open and are provided in response to all forms of inquiry including but not limited to patrons in the library, the telephone, tele facsimile, and TTY. The reference questions of patrons visiting the library are given the highest priority. All requests for information receive an answer or status report within one working day. Questions which cannot be answered with onsite resources are referred to another agency. Such referrals are verified and/or mediated by library staff. In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. If all materials within the library are beyond the understanding of the patron, the patron will be advised to consult with their professional from the above listed fields for additional information or advice. Some Reference materials may be circulated for a short period of time and under circumstances determined by the Director.

FINES *(Updated 05/2016)*

A per diem fine per item will be charged on overdue materials. Sundays and holidays are excluded. Accumulated overdue charges may be reduced at the discretion of the Library Director.

Fine amounts of five dollars (\$5.00) incurred will automatically block a patron from any transaction (System wide fee.)

When materials are overdue, a phone call is made asking for return of the materials. If there is no result, a letter is sent. Later, a second letter is sent, and after a waiting period, another phone call is made before giving the overdue to a collection agency.

A fine forgiveness period may be declared, at which time long overdue

materials may be returned fine free.

LOST MATERIALS

All lost materials are assessed at the replacement value and are not to exceed the cost of the materials. A processing charge of five dollars (\$5.00) will be added to the cost of the item if lost or damaged severely enough to be replaced.

INTERLIBRARY LOANS *(Updated 05/2016)*

When patrons want material that is not available within the Talcott Free Library, 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 Talcott Free Library. 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 Talcott Free Library 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.

If the items borrowed are within the Northern Illinois Cooperative, the fine is based on the loaning library's fee.

If the items borrowed are outside NIC, the fine is based on Talcott Free Library's fees.