

PROSPECT HEIGHTS PUBLIC LIBRARY DISTRICT

PATRON SERVICES MANUAL

LINKING OUR COMMUNITY
TO THE WORLD OF IDEAS

Updated 2024
Updated 2021
Updated 2018
Approved 2021

LIBRARY FACILITIES AND HOURS OF SERVICE

Library Hours

- Monday through Thursday: 10:00 am – 9:00 pm
- Friday: 10:00 am – 6:00 pm
- Saturday: 10:00 am – 5:00 pm
- Sunday: 1:00 pm – 5:00 pm*

*The Library is closed Sundays between Memorial Day and Labor Day weekends.

Library Closures

- New Year's Day
- Easter
- Federal Observance of Memorial Day
- Fourth of July
- Labor Day
- Day before Thanksgiving (early closure at 6:00 PM)
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year's Eve

Other Planned Closures

Occasionally, closures are scheduled for Board-approved staff development activities. These closures are announced in Library publications, in press releases, with signage, and on the Library website.

Unplanned Closures

The Library may close occasionally due to unplanned circumstances such as severe weather. These closures are announced with signage and on the Library website.

The Library, located at 12 N. Elm Street, Prospect Heights, is the District's sole permanent service outlet. The building meets Illinois Library Standards in terms of book storage capacity, available seating and square footage per capita. The facility is within a fifteen-minute drive of all District residents. Until the present facility is judged not adequate when measured against library service standards, the Board of Trustees will emphasize maintenance and development of the existing facility over the creation of new service outlets.

CONDUCT WITHIN THE LIBRARY

Behavior that disrupts the ability of other patrons to use the Library, or interferes with the operation of the Library, is not permitted in the Library. Prohibited disruptive behavior includes, but is not limited to rowdiness, excessive noise, disobeying the reasonable request of a Library staff member or security officer, harassing Library staff or users, and entering staff-only areas.

The Library is an alcohol-free, drug-free, smoke-free, and gun-free facility.

Patrons are not allowed to bring animals of any kind or size into the building except for service animals as defined by the [Americans with Disabilities Act](#). Animals may not be left unattended outside the building.

Patrons are not allowed to sell merchandise or services, solicit donations of any kind, or solicit signatures within the Library building or on Library grounds.

SUSPENSION OF LIBRARY PRIVILEGES

[Illinois law \(75 ILCS 5/4-7\)](#) permits the Board of Library Trustees to “exclude from use of the Library any person who willfully violates the rules prescribed by the Board.”

UNATTENDED CHILDREN

The Prospect Heights Public Library District is not responsible for children left unattended by their parents, guardians, or other authorized caregivers (“Parent” or “Parents”) during Library hours or after the Library closes. Parents are, at all times, responsible for the discipline, care and safety of their children.

Preschoolers

Children aged 6 or younger (and/or not yet in first grade) may not be left unattended by a Parent in any part of the Library. If children aged 6 or younger are found without a Parent, staff will attempt to locate the Parent. If the Parent cannot be located in the building or by phone within 15 minutes, the Library reserves the right to notify the Prospect Heights Police Department.

Children in Library Programs

During story times or other children programs, Parents of children aged 6 or younger who do not attend the program with the child, must remain in

Youth Services until the end of the program. Children in this group occasionally need the attention of their Parents during the programs and may become anxious when they are unavailable. Library staff are not licensed, designed, or equipped to provide basic child care needs or supervision to children unaccompanied by a Parent. If a child aged 7 or older is attending a Library sponsored program, the Parent may leave the Library for the duration of the program.

Self-supervised Youth Ages 7 and Older

Children ages 7 or older are welcome to use the Library without adult supervision. They will be expected to display appropriate behavior, conducive to maintaining a peaceful atmosphere in the Library. Parents should be advised that if their children misbehave or violate this Manual, the Parents will be contacted and the children will be subject to removal from the Library and the Library grounds.

Unattended Youth at Closing Time

All children must be picked up by the Library's regular closing time. The Library reserves the right to notify the Prospect Heights Police Department if children are left unattended for more than 15 minutes after the Library's regular closing time.

Emergency Closings

In the case of an emergency closing, a designated Library staff member will assist unaccompanied children in contacting their Parent who can transport the child from the Library. If such an individual cannot be reached after 15 minutes, the Library reserves the right to notify the Prospect Heights Police Department.

AMERICANS WITH DISABILITIES ACT

In compliance with the [Americans with Disabilities Act](#), the Library requests that persons with disabilities who require certain accommodations to participate in programs or services contact the Library one week in advance to allow the Library to make necessary reasonable accommodations.

BORROWING MATERIAL

Responsibilities of Prospect Heights Public Library District Cardholders and Patrons

By applying for and accepting a Prospect Heights Public Library District library card or registering as a reciprocal borrower, the applicant agrees to be responsible for all materials borrowed with that card, and to abide by all the rules and regulations for using the materials and facilities of the Prospect Heights Public Library District.

Library Cards

Library cards will be issued at no charge to residents of the Prospect Heights Library District and to owners of property within the District. Cards with no activity within a three-year period will be deleted from our files. Applicants for a library card must be over three years of age, and the signature of a Parent is required on the applications of children under thirteen. Verification of address is required prior to issuance of a new library card.*

*Two forms of proof of name and current address, such as:

- Driver's license or state ID
- Voter ID card
- Utility bill
- Bank statement
- Lease
- Checkbook

Fines and Fees

The Prospect Heights Public Library does not charge late fees for overdue items.

- Each item has a due date. Cardholders are responsible for honoring the due date.
- The fine-free policy only applies to overdue items. Fees for lost or damaged items will be applied according to procedure.
- The catalog system will automatically renew up to 2 times any items that are eligible for renewal and are not reserved for another patron.
- If an item is 14 days overdue, the cardholder's account will be blocked from using library services. Once the item is returned, the block will be removed.
- After 45 days, outstanding items will be considered lost and will be billed to the cardholder.

- Bills for lost or damaged items will include a \$5.00 processing fee in order to offset the expense of the Library processing.
- If an item is returned in good condition within 10 days after replacement charges have been assessed, the associated charges will be removed from the cardholder's account and borrowing privileges will resume.
- Items checked out at CCS fine-free libraries will not accumulate fines if overdue, regardless of where the items are returned or where the items come from.
- Items checked out at a library that charges fines will accrue fines if overdue, even if returned to a fine-free library.

Notices

- A reminder notice will be sent three days before an item is due.
- Three overdue notices will be sent to a patron at the following intervals:
 - 3 days overdue
 - 15 days overdue
 - 28 days overdue
- Billing notices will be sent when an item is 45 days overdue and three overdue notices have been posted to the patron's account.

Non-Resident Cards

For Home/Property Owners: The Library tax rate or equivalent, including all special levies, is applied to the non-resident property owner's principal residence assessed valuation on an individual, case-by-case basis. A non-resident must bring their most recent property tax bill, along with proof of residence and photo identification, to apply for a non-resident card. The property owner will pay the same amount as would be paid if the property were located in the Library service area.

For Renters: The Library will charge 15 percent of the monthly rent as the annual non-resident fee. The non-resident renter must provide a current rent receipt or a cancelled rent check, along with photo identification.

Temporary Resident Cards

Temporary resident cards are available without charge to a person who has temporary residence in the Prospect Heights Public Library District. Temporary residence must be for a period of at least 30 days, but less than 1 year. Applicants must present photo identification and a rental receipt or a letter on hotel letterhead verifying the length of stay signed by the hotel manager. The card is issued for the length of the stay.

Business Library Cards

Businesses, government agencies and nonprofit organizations located within the Prospect Heights Public Library District are eligible to receive a library card.

To receive a card, the business owner or manager must present all of the following:

- A personal ID, such as driver's license or state ID
- A written request on the business or organization's letterhead
- Business documentation dated within the last year, such as a business license, property tax bill, lease or utility bill.

Business Library cards must be renewed annually. This card provides access to the Library's materials and online databases. It cannot be used at other libraries or to request materials from other libraries through Interlibrary loan.

PRIVACY AND CONFIDENTIALITY

The Library is subject to the [Illinois Library Records Confidentiality Act \(75 ILCS 70/1, et seq.\)](#). Registration and circulation records are confidential in nature according to the Act. Personal information supplied by applicants for library cards is for internal use by the Library only.

RELEASE OF INFORMATION

The Library will inform patrons of the items currently checked out to their card under the following conditions:

- A patron may request checkout information from a staff member and must show identification at that time.
- All patrons may access their accounts through the Library's online catalog and may review their information at their convenience.

Website data is separate from individual library account data. The Library cannot look up patron library records to determine what websites were visited.

Payment card industry (PCI) compliance is adherence to a set of specific security standards that were developed to protect card information during and after a financial transaction. The Prospect Heights Public Library District is PCI compliant.

PUBLIC SERVICES AND PROCEDURES

Reference services are available to all persons served by the Library regardless of age, gender, religion, race, sexual orientation, disability,

social or economic status, or residency. Professional librarians and trained staff provide services in accordance with the [guidelines](#) and [ethics](#) of the American Library Association. Staff treats all requests with respect and confidentiality.

Reference services are provided to library patrons during regular library hours. Staff will try to answer each question within a 24 hour period, or if that is not possible, will notify the patron of the status of the request within that period. Service will be provided for all forms of requests, including in-person, telephone, mail, electronic methods, etc.

In times of heavy usage, requests from patrons coming into the Library will receive priority over requests made by telephone, mail, or electronic methods. Library staff use professional judgment to prioritize questions when responding to more than one question at the same time.

Staff uses information obtained from accurate, authoritative sources. When questions cannot be answered fully with the available resources, staff provides referrals to experts, organizations, and other authorities.

- Staff cannot offer appraisals of rare books, coins, stamps, or any other collectible. Patrons will be directed to print and electronic sources that offer reviews and evaluations.
- Staff cannot offer advice, interpretations, or opinions on legal, tax, consumer, or medical issues. Staff assist patrons in locating and using sources.
- Staff does not refer library users to individual practitioners, including physicians, attorneys, mental health professionals, or others.

INTERLIBRARY COOPERATION

In order to eliminate unnecessary duplication of resources and staff, reduce energy and other costs of doing business and enhance service to the public, it is the policy of the District to initiate and support cooperative service programs with other libraries and with community service agencies and organizations. In accordance with this policy, the District is a member of the Reaching Across Illinois Library System (RAILS) through which materials and services beyond the scope of local Library holdings are available.

If an item requested by a patron is not owned by the Library, the patron will be assisted in locating the material at another RAILS member library and a hold may be placed via the Library's on-line catalog. Out-of-District users will be informed of the location of an item but they must use their home library if they wish to make use of Interlibrary Loan Services.

District residents may request items from another source through an Interlibrary Loan.

Reaching Across Illinois Library System (RAILS) Resource Sharing Plan

RAILS Resource Sharing Plan – Approved by RAILS Board October 26, 2018. See this sharing policy at <https://railslibraries.org/about/rs-plan>.

The Prospect Heights Library District restricts the loan of materials through the RAILS Resource Sharing Policy to those borrowers who belong to systems which agree to replace lost or damaged materials under the terms of the sharing policy.

Restrictions on Service to Reciprocal Borrower Patrons

Reciprocal borrowers may access materials and services available to residents of the District. The Library reserves the right to make decisions about reciprocal borrowing and service privileges.

LIBRARY PROGRAMS

Programs are a fundamental Library service. Programs are planned to meet the recreational and informal educational needs of patrons. The purpose of programs is to draw patrons to the Library and to promote an active interest in the Library as a community learning center.

Programs generally are provided free of charge to the patrons within the District. Patrons in other library districts may participate in programs if space and funds permit. A nominal fee may be charged for on-going programs that require extensive supplies. The Library reserves the right to set age and residency restrictions for programming. If a patron causes a disruption that interferes with the program, the Library reserves the right to remove the patron from the program.

REVIEW OF PROCEDURES

This Patron Services Manual, prepared by the Executive Director in consultation with staff members, details procedures for the loan and recovery of materials. This Manual also describes services available to Library users and the methods to be used by staff members in providing these services. Procedures in the Manual are based upon policies approved by the Board of Trustees. The Personnel & Policy Committee of the Board will review the Manual biannually in order to evaluate the effectiveness of routine services to the public. Any recommended changes will be approved by the Board.