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1. GENERAL POLICY GOVERNING THE CIRCULATION OF LIBRARY MATERIALS

The Urbana Free Library attempts to promote the heaviest possible use of its circulating collections by people who are authorized to borrow materials from the library.

To accomplish this, the library:

- Establishes rules and procedures for issuing borrowers' cards.
- Creates loan periods designed to balance borrowers' needs for sufficient time for use of library materials with the need to have materials available for use of other borrowers.
- Establishes late fees and other procedures to ensure the return of library materials and protect the collection for long-term use.

2. BORROWERS ELIGIBLE FOR URBANA FREE LIBRARY CARDS AT NO CHARGE

a. General policy

Library cards are available without charge to all persons residing within the city limits of Urbana (Cunningham Township). Cards are also available without charge to persons who pay Urbana property taxes but do not reside within the city limits, and to businesses located within the Urbana city limits.

Cards are non-transferable. Each eligible borrower must carry and use his or her own card.

Expired cards are renewed if the person's borrowing privileges have not been suspended (Section III-B-22) and registration requirements (Section III-B-7) are still met.

b. City of Urbana residents

Cards issued to City of Urbana residents are valid for three years from the date of issue.

If a person holding a resident card moves outside the Urbana city limits, that card immediately becomes invalid.

A non-custodial parent is entitled to cards for his or her minor children even if the children do not reside permanently with the parent, provided that the parent is an Urbana resident and signs responsibility for the cards.

c. Non-resident property owners

Library cards are available without charge to persons who pay Urbana city property taxes but do not reside within the city limits. Such cards are issued only to those persons whose individual names appear on current tax bills, or who otherwise qualify for cards under the provisions of 75 Illinois Compiled Statutes 5/4-7.12 (III-B-2-d). In accordance with Illinois State law, only one non-resident card is issued per parcel.

Cards issued to non-resident property owners carry all the privileges of resident cards, including reciprocal borrowing privileges at participating public libraries.

Cards issued to non-resident Urbana property taxpayers are valid for three years from the date of issue.

If a non-resident property owner holding a card sells his or her property within the Urbana city limits, that card immediately becomes invalid.

d. Urbana businesses and agencies

A business or agency that occupies a property located within the city limits of Urbana may obtain a card at The Urbana Free Library. Only one card is issued per Urbana location. The business card must be issued in the name of a principal of the business or agency.

In consideration of the mutual educational mission and the reciprocity that exists between public and school libraries, The Urbana Free Library will provide a reasonable number of cards needed for individual schools or programs of Urbana School District #116.

Business cards are issued to provide service to taxpaying owners of Urbana businesses and to make it possible for Urbana businesses or agencies to borrow materials from the library. They are not issued to provide non-resident employees of the business or agency with free borrowing of library materials.

Cards issued to Urbana businesses and agencies carry all the privileges of resident cards, including reciprocal borrowing privileges at participating public libraries.

Cards issued to Urbana businesses and agencies are valid for three years from the date of issue.

If a business or agency moves outside the Urbana city limits, any card issued to that business or agency immediately becomes invalid.

3. BORROWERS FROM OTHER LIBRARIES ELIGIBLE TO USE THE URBANA FREE LIBRARY

a. Cardholders from other libraries in the Lincoln Trail Libraries System

The library honors the borrowers' cards issued by all other public libraries that are members of the Lincoln Trail Libraries System, provided that these cards are issued in full accordance with Lincoln Trail policies, are resident cards or non-resident cards issued by participating public libraries, and are in good standing.

The library extends to the holders of such cards the same library use privileges that it extends to Urbana cardholders.

The Urbana Free Library makes every reasonable effort to obtain the return of its materials when they are lent to cardholders from other Lincoln Trail member libraries. However, in accordance with Lincoln Trail Libraries System policies, if these materials are not returned, The Urbana Free Library expects the card-issuing libraries to pay for

them. It expects this payment for any loans made to any borrowers. The library expects that all borrowers' cards issued by public libraries that are members of the Lincoln Trail Libraries System are valid for use, with the exception of cards that have expired or are listed in the Lincoln Trail online database as delinquent or stopped.

b. Cardholders from other Illinois library systems

In accordance with the Administrative Rules governing the Illinois Library Systems Act (Illinois Administrative Code, Part 3030.35), The Urbana Free Library honors valid cards issued by Illinois public libraries outside the Lincoln Trail Libraries System. This accommodation is provided for Illinois residents who do not live in the area served by the Lincoln Trail Libraries System. Borrowers who have residences within the Lincoln Trail area are required to obtain cards at the libraries that serve their local addresses.

Borrowers from other systems who wish to use The Urbana Free Library must show a valid card, which includes an expiration date, from an Illinois public library and must meet all of The Urbana Free Library registration requirements listed in section III-B-7-a below. These borrowers will be added to the Lincoln Trail database and issued Urbana Free Library cards valid until the expiration dates of their home library cards.

The Urbana Free Library honors out-of-system cards-under the same terms as those outlined in section III-B-3-a above.

4. PAID NON-RESIDENT CARDS

a. General policy

All borrowers who do not fit the categories in Sections III-B-2 and III-B-3 are required to pay an annual tax-substitute fee in order to obtain library cards. The fee covers service to all members of a household living at the same address, and a separate card is issued to each household member living at that address.

A business may purchase a non-resident card in the name of the owner, administrator, or other principal or officer, as long as only one such non-resident card is issued for the property.

In accordance with Illinois State Law (75 Illinois Compiled Statutes 5/4-7.12), which requires that non-resident cards be purchased at the nearest public library, The Urbana Free Library offers non-resident cards to all addresses within Urbana School District #116. The Urbana Free Library will not honor paid non-resident cards sold by other libraries to residents of Urbana School District #116.

Non-resident cards purchased at The Urbana Free Library carry all the privileges of resident cards, including reciprocal borrowing privileges at participating public libraries. In accordance with Illinois P.A. 92-0166, there are no "local use only" non-resident cards.

Cards issued to Urbana non-residents are valid for one year from the date of issue. In accordance with Illinois 23 Administrative Code, Part 3050, these cards will include the library's name, the expiration date, and the words "non-resident."

b. Calculation of tax-substitute fees

The Urbana Free Library's non-resident fee schedule is set in \$5.00 increments. Non-resident tax-substitute fees are determined by calculating the library tax that the borrower's property would be assessed if it were annexed to the City of Urbana, and rounding up to the next \$5.00 increment.

In situations where a number of rental properties are located on one taxable parcel of land, fees are calculated by using 15% of the monthly rent, and rounding that amount up to the next \$5.00 increment in the non-resident fee schedule. The non-resident fee is based on rent for the entire unit rather than the individual's share of the rent. In the case of subsidized housing, the fee is based on the original rent, not the amount reduced by the subsidy. Payment of the tax-substitute fee for a rental unit entitles all occupants of that unit to library cards.

For people living rent-free, the library attempts to establish the value of the property or rent in order to calculate the appropriate non-resident fee.

The minimum annual fee per household is \$25.00.

c. Payment and duration of cards

Paid non-resident cards are issued for one year. The annual fee is based upon the current library tax rate and the property's current taxing value.

The annual card may be paid for in three installments. The fee for a four-month installment is one-third of the annual fee for the property, rounded up to an even dollar amount.

d. Refunds on tax-substitute fees

If a borrower purchases a non-resident card at The Urbana Free Library and subsequently has his or her residence annexed by the City of Urbana or moves within the city limits of Urbana (Cunningham Township) before the expiration of the paid non-resident card, the borrower is entitled to a refund equal to the remaining value of the card.

If a non-resident borrower leaves the Urbana area before his or her card expires, no portion of the tax substitute fee is refunded, nor may an unexpired card be transferred to another non-resident borrower. However, if the non-resident borrower moves to another non-resident area within the Lincoln Trail Libraries System, the library will honor the non-resident card until its expiration.

e. Waiver of non-resident tax-substitute fees for participants in special literacy programs

On occasion, the library waives non-resident fees for low-income participants in organized literacy programs of limited duration. The library does not waive non-resident fees for participants in permanent programs.

Such cards are issued only to persons with residential addresses within Urbana School District #116. They are issued for the duration of the program period, usually not to exceed one year.

When agencies acquire grants to fund literacy programs, and the funding includes support money for agency overhead costs, the library expects the agencies to include library non-resident fees in their grant requests.

5. COMPUTER-USE-ONLY CARDS

Computer-use-only cards are issued as a courtesy to those who are not residents of the City of Urbana, who do not wish to purchase non-resident borrower cards, or who have expired cards at other public libraries within the Lincoln Trail Libraries System. Computer-use-only cards are not eligible for borrowing of library materials.

Computer-use-only cards at Urbana are issued to adults and minors in grade 6 and up. Cards are issued according to the library's registration requirements (III-B-7-a) and are valid for one year from the date of issue. To comply with the Lincoln Trail requirement that public libraries allow only one valid card per borrower, a computer-use-only card becomes immediately invalid whenever a cardholder receives or reinstates a borrower card registered in the Lincoln Trail shared database.

Library staff may suspend computer use temporarily or permanently for violations of the Computer and Internet Use Policy (IV-B).

6. VISITORS

“Visitors” are defined as persons who have not established residential addresses in the Lincoln Trail Libraries System area. Visitors include persons staying at local motels and hotels, guests of local families, persons with no permanent addresses, etc.

Visitors with valid library cards from Illinois public libraries participating in inter-system reciprocal borrowing are entitled to full borrowing privileges at The Urbana Free Library (III-B-3-b).

Materials are loaned to other visitors upon receipt of a cash deposit equivalent to the value of the items borrowed as determined by the library. The cash deposit will be refunded when all parts of borrowed items have been returned and have been determined to be in good condition.

Persons with local addresses in the Lincoln Trail area may not borrow materials on this basis.

7. REGISTRATION

a. Identification required for all cards issued

All cards are issued on the basis of formal registration at the library. With the exception of cards issued for home delivery service (Section III-B-8-g) and cards issued for retirement center service (III-B-8-h), cards are issued in person only. For each card issued, the library requires items i through v, below. For borrowers’ cards, printed documentation is required for verification of identity and verification of address. Because borrowing privileges are not extended to computer-use-only cards, these cards require printed documentation only for verification of identity.

i. Verification of identity

Verification of identity may be provided by a document such as a driver’s license; state ID card; school or university ID card; voter’s registration card; Medicare, Medicaid, or clinic eligibility card; employer’s ID card; consulate card; major credit card; or other officially issued, printed ID card.

ii. Verification of address

If the document used for verification of identity does not include a current address, the library accepts a supplementary document such as an apartment lease or rent receipt, a mortgage book, a checkbook, mail (preferably a bill) with a recent postmark, a telephone book or online telephone database listing, or verification through directory assistance. An Urbana Free Library card or other address

verification in the name of another family member can be accepted as proof of address, as long as the library staff can reasonably connect the card applicant with that family member. If the borrower has no proof of address, the library mails the card to the borrower; in this case, the card cannot be used until after it is received and presented at the library for the first time.

iii. Birth date

In lieu of a standard identification number, the library requires the entire birth date (including year) in order to distinguish individuals with common names from one another.

iv. Parent or guardian contact information for persons under the age of 18

For persons under the age of 18, the library requires the name and address of a parent or guardian.

v. Cardholder signature

By signing his or her library card, the cardholder certifies that the information provided at the time of application is correct and accepts responsibility for all items borrowed and for using the card in accordance with library policies.

Library users who refuse to provide this information or to sign their library cards are not issued borrower or computer-use-only cards.

The library also may request additional information such as telephone numbers, business addresses, business telephone numbers, and email addresses.

Permanent residents of motels or hotels must produce evidence that they are not visitors. This evidence may consist of a bank book or driver's license showing the motel or hotel address as the permanent address, a monthly lease or at least one month's rent receipt, etc. Mail received at a hotel or motel is not sufficient evidence of residence.

b. Out-of-date information

If a letter or notice sent by the library to a borrower is returned by the Post Office as undeliverable, that person may not borrow further materials from the library until he or she provides printed documentation with up-to-date address information in order to verify residence within the city limits.

When an email notice is returned as undeliverable, the borrower's notice method is changed to standard mail until the borrower supplies a new email address. However, with an invalid email address, the person retains borrowing privileges and does not need to present documentation to verify residence.

c. Obligations to other Lincoln Trail member libraries

Borrowers for whom the Lincoln Trail database lists unpaid balances or long-overdue materials at other Lincoln Trail member libraries may not register for borrower's cards at The Urbana Free Library until these problems are resolved. Cardholders with unpaid balances are allowed to use public computers at The Urbana Free Library.

8. REQUIREMENTS FOR SPECIFIC TYPES OF CARDS

a. City of Urbana residents

Urbana residents requesting that cards be issued at no charge must provide evidence of a residential address within the city limits of Urbana (Cunningham Township).

b. Non-resident property owners

A non-resident property owner requesting that a card be issued at no charge must provide evidence of taxpayer status consisting of a current, receipted tax bill on which the individual's name appears as an owner of property located within the city limits of Urbana. When issuing cards, the library accepts a tax bill issued in the name of a family member, as long as library staff can reasonably connect the requesting family members to the listed taxpayer and library requirements concerning evidence of address are met.

c. Urbana businesses and agencies

An Urbana business or agency that requests a library card must apply every three years in the form of a letter on its letterhead, signed by a principal of the business or agency, formally taking responsibility for all materials borrowed on the card and acknowledging that the library cannot provide service to an employee unless the library card is presented at checkout. The library provides wording for such letters.

A card is issued to the principal of an Urbana business or agency only upon receipt of such a letter.

d. Children through fifth grade

i. Issuing cards

Children's cards are issued to children through fifth grade. Children's cards must be signed by parents, guardians, or other responsible adults. Adults signing library cards for children must provide verification of their identities, verification of Urbana residential addresses, and complete birth dates, as specified in Section III-B-7-a. If a child is not present when his or her card is first issued, the card is held at the library and may not be used until the child picks it up in person.

A non-custodial parent is entitled to cards for his or her minor children even if the children do not reside permanently with the parent, provided that the parent is an Urbana resident and signs responsibility for the cards.

ii. Responsibility for children's cards

The parent, guardian, or other responsible adult who signs for a child's card is responsible for all materials borrowed on that child's card. As such, persons who have signed for responsibility on a child's card are entitled to have the notices emailed or mailed to their attention.

If the parent, guardian, or other responsible adult has a suspended library card in the Lincoln Trail Libraries System database, the child's card may not be issued until the responsible adult clears the suspended card.

When use of a child's card is suspended and that child's debts for such causes as unpaid late fees or long-overdue materials are referred to a collection agency, the card of the parent, guardian, or other responsible adult who signed for that child's card is also suspended until the cause of the suspension has been rectified.

iii. Requested revocation of children's borrowing privileges

Parents or guardians who have previously accepted responsibility for the borrowing privileges of a minor may revoke those borrowing privileges by notifying the library in writing. Privileges are not revoked for specific classes of materials only.

e. Young adults in sixth through twelfth grades

Any resident or non-resident student in sixth through twelfth grade, or any home-schooled student age 11 and up, who has a current library card in good standing is issued a full-use adult card.

Any resident or non-resident student in sixth through twelfth grade, or any home-schooled student age 11 and up, who does not currently have a library card is issued a Bridge card. Bridge cards have restricted borrowing privileges for a probationary time period.

Bridge card borrowers transition to full-use adult cards, for a three-year term, if their cards are in good standing after the initial probationary period.

f. Paid non-resident cards

A non-resident homeowner purchasing a card must provide evidence of his or her residential address. If the borrower owns more than one parcel of taxable land, the tax-substitute fee will be based on the entire tax bill that includes the parcel on which the borrower's home is located.

A non-resident renter must provide evidence of his or her address and a lease or other document listing the rent for the entire rental unit (not just the portion of rent due from one occupant of a shared unit).

A non-resident business must submit a request, by an administrator, on business letterhead. In order for the library to determine the non-resident fee, the business must supply a tax bill or rent evidence for the business property.

g. Home delivery service

Home delivery service, which includes both selection and delivery of materials, is available to City of Urbana residents who have physical conditions that prevent them from coming to the library, and who have no other person who can come for them.

A resident applying for home delivery service is sent a library registration card along with the home delivery application. The registration card must be returned with completed information and signature in accordance with the requirements listed in Section III-B-7-a, except that printed documentation is not required to verify identity and address.

Cards issued to home delivery participants are kept at the library. Such cards may be used only for materials sent through home delivery.

h. Retirement centers

Residents of Urbana retirement centers may receive delivery of library materials as a supplementary courtesy service. At the request of the cardholder, materials may be delivered and returned at the retirement center.

To provide this service to its residents, the retirement center must be located within the city limits of Urbana, designate a staff contact, and agree to maintain a common delivery/return location. The library does not deliver to individual rooms.

Cards are issued on the same basis as to other Urbana residents, are valid for use at other Lincoln Trail Libraries System public libraries, and are carried by the cardholders.

Registration is required in accordance with Section III-B-7-a. However, if the application card with completed information and signature is submitted by designated retirement center staff or has been taken by library staff members onsite, the library does not require printed documentation to verify identity and address.

i. Institutional residents

An institutional resident is not issued a personal card unless the institution in which he or she resides agrees to take responsibility for materials borrowed by the resident. Such institutions include jails, children's homes, half-way houses, emergency shelters, and rehabilitation centers.

j. Cardholders from non-automated Lincoln Trail libraries

Borrowers from non-automated Lincoln Trail public libraries must register at one of the automated libraries in order to use any of the automated libraries. These borrowers are added to the Lincoln Trail database and given expiration dates that match those of their hometown library cards.

To register such borrowers, The Urbana Free Library requires a valid hometown library card, in addition to all the Urbana Free Library registration information listed in section III-B-7-a. The borrower's hometown library card must have an expiration date and must not be expired.

k. Computer-use-only cards

Computer-use-only cardholders must supply complete registration information and signature in accordance with the requirements listed in section III-B-7-a, except that printed documentation is not required to verify the address.

9. RENEWAL OF CARDS

Borrowers' cards issued to Urbana residents, to Urbana businesses and agencies, or to non-resident Urbana property owners are valid for three years, provided the borrower or business continues to reside, occupy, or own property with the city limits of Urbana. Paid non-resident cards are valid for one year or to the date determined by the last installment payment. Computer-use-only cards are valid for one year.

When cards expire, the library asks to see current documents verifying information originally provided at the time of registration (III-B-7-a)—including address information for all borrowers; taxpayer status information for non-residents obtaining cards at no charge; and new authorizations from businesses, agencies, or schools—before cards are renewed.

- For adult cards, the cardholder must be present at the time of renewal. The library will waive the requirement to renew in person for elderly or disabled cardholders provided that a family member or caregiver is able to bring the person's existing library card and the required verification documents.
- For children's cards, the following options are available:

Parents or guardians may renew the cards of children for whom they have previously signed, whether or not the children are present.

A child may renew his or her own card, without a parent or guardian present, provided that the child can verbally verify or update all information on the original application, that the name of the responsible parent or guardian has not changed, and that borrowing privileges have not been suspended on the parent or guardian card. If the address of the parent, guardian, or child has changed, staff will verify the address as required for applications for new cards.

- Cards may be renewed automatically for participants in the library's home delivery service or in the retirement center courtesy delivery service.

Borrowers are expected to pay all outstanding charges against their cards when they renew their cards.

10. CARDHOLDERS' RESPONSIBILITIES

a. General policy

A cardholder with an adult card is responsible for all materials borrowed on that card and for proper login use on library computers.

An adult who signs for a child's card is responsible for all materials borrowed on that card.

A cardholder is responsible for material borrowed on the card even if the material was to be used for the cardholder's place of employment or for any other non-personal purpose.

Pre-overdue, overdue, and billing notices are sent to cardholders via email or U.S. mail as a courtesy. Failure to receive such notices does not excuse cardholders from late fees or charges incurred for the late return or non-return of library materials.

A business or agency is responsible for all materials checked out on its business card, no matter who the actual borrower is.

An institution that agrees to accept responsibility for its residents is responsible for all materials borrowed by those residents, regardless of the individual circumstances.

A computer-use-only cardholder is expected to treat the card as securely as a borrower's card and is responsible for all activity on that card.

b. Presentation of cards

Borrowers are expected to present their cards when borrowing materials from the library.

Holders of adult cards who forget to bring their cards with them to the library must present an acceptable form of personal identification in the form of an officially issued, printed ID card, as listed in section III-B-7-a-i.

Holders of children's cards who forget to bring their cards with them to the library must present personal identification of the kind listed above, or be able to provide the key data on their registration cards.

Cards issued to a business or agency must be presented at checkout. No other form of identification is accepted, unless the borrower is the person whose name appears on the card.

A borrower's card or a computer-use-only card is required for login on the library's public computers. Computer users who forget to bring their cards with them to the library must present an acceptable form of personal identification in the form of an officially issued, printed ID card, as listed in section III-B-7-a-i.

c. Transferability of cards

Cards are not transferable and are not intended to be used for borrowing or for computer use by any person other than the one to whom they are issued.

Nevertheless, a cardholder is responsible for any material checked out on his or her card by any other person, whether or not that person has the cardholder's permission to do so.

When deemed necessary, library staff are authorized to request additional identification from anyone presenting a library card, and yet the library ultimately not responsible for determining whether the person presenting a card is the person authorized to use it.

d. Lost or stolen cards

A cardholder is responsible for any materials checked out on a lost or stolen card until the loss or theft is reported to the library.

e. Children's cards

A parent, guardian, or other responsible adult who signs for a child's card is responsible for all materials checked out on that card (III-B-8-d-ii).

11. LOST AND DAMAGED MATERIALS

A borrower is responsible for prompt return of material and must pay for damaged or lost materials. If an item is damaged beyond the point of being circulated, the library staff determines whether it should be rebound or replaced and charges the borrower the appropriate amount.

The charge to replace an item is the original purchase price of the item as listed in the library catalog.

Due to the specificity of editions and the cost for processing and cataloging, the library does not accept replacement copies supplied by the borrower.

If the borrower locates the lost item and returns it before the item is withdrawn from the collection, the cost of the item is refunded. The library will wait a minimum of 30 days before withdrawing a lost item from the collection. The borrower is responsible for late fees up to the day the item is returned.

12. LOAN PERIODS

a. Loan periods and renewals

Four weeks – books and audiobooks (except new and best seller), children’s exploration kits

Two weeks – best sellers, new books, new audiobooks, magazines, music CDs, educational DVDs and videos, children’s CD-ROMs

One week – entertainment DVDs and videos

As determined by lending library – interlibrary loan materials

With the exception of exploration kits, which may not be renewed, all other items may be renewed twice if they are not on hold for other library users.

b. School and vacation loan

For any two-week item, borrowers may request a four-week loan at the time of checkout if they are going on vacation for more than two weeks, or if they are teachers in need of classroom materials. School and vacation loan cannot be granted when there are holds on the item for other borrowers at Urbana. The extended loan uses one of the two renewals. School and vacation loan is not available for four-week or one-week items.

13. OVERDUE MATERIALS

a. General policy

The library makes a conscientious effort to notify each borrower of overdue materials, but the responsibility for return of materials is the borrower's alone.

b. Late fees

Adult Department

DVDs and videos: 50 cents per day.
All other materials: 10 cents per day.

Children's Department

DVDs, videos, kits, and CD-ROM materials: 50 cents per day.
All other materials: 5 cents per day.

The total late fee on any overdue item is limited to 50 percent of the list price of the item as determined by the library.

c. Interlibrary loan

Items borrowed at The Urbana Free Library on interlibrary loan are expected to be returned on time. Late fees for interlibrary loan items that belong to libraries that share the Lincoln Trail database are assigned automatically by the database computer in accordance with the overdue policies of those libraries. Late fees for interlibrary loan items that belong to libraries that do not share the Lincoln Trail database are assigned in accordance with the overdue policies of The Urbana Free Library.

14. LONG-OVERDUE MATERIALS

a. General policy

Library books and other materials are public property. Failure to return them after a reasonable length of time is in violation of City ordinance and may result in legal action.

b. Long-overdue items

An Urbana Free Library item that is eight or more weeks overdue is considered long overdue. Borrowers with long-overdue items may not borrow additional materials until all such materials have been returned and/or charges paid.

c. Retrieval actions

The library takes whatever steps it considers appropriate in order to retrieve long-overdue items and to obtain payment for items that are long overdue. If the items are from reference or the professional collection or Archives, or if a borrower with overdue materials leaves the community, the library may take such action before the materials are eight weeks overdue.

Borrowers with long-overdue items or substantial charges may be referred to a collection agency or to the Champaign County State's Attorney, as circumstances dictate. If a borrower is referred to a collection agency, the library charges a non-refundable collection fee to offset the agency's charge to the library.

d. Withdrawal of overdue items from the collection

When a book or other item becomes six months overdue, the library declares that item withdrawn from the collection. The item is removed from all of the library's holding records, and a replacement may be purchased. Once an item has been withdrawn from the library's collection, the person who borrowed the item must pay for it (whether or not it is returned later) before he or she may borrow additional materials from the library.

15. HOLDS

The library accepts hold requests on materials that cardholders wish to borrow. Hold requests are accepted for all circulating materials.

If the requested items currently are checked out, when the items are returned the library sets them aside for the cardholders who requested them, and notifies the cardholders that the materials are available.

Such materials are normally set aside for a period not to exceed seven days.

The library does not accept "standing holds" for multiple items, such as requests for all new issues of specific magazines.

16. INTERLIBRARY LOAN FOR CARDHOLDERS

a. General policy

The Urbana Free Library attempts to obtain any desired item on interlibrary loan, using the facilities of the Lincoln Trail Libraries System, I-Share, OCLC, and SILC (Statewide Illinois Library Catalog).

b. Limitations on use of items borrowed

Interlibrary loan items usually arrive with limitations on the duration or locations of their use, and The Urbana Free Library enforces these limitations.

c. Charges for interlibrary loan services

The library charges \$5.00 each for interlibrary loan items that are supplied by out-of-state public libraries and \$15.00 each for interlibrary loan items that are supplied by out-of-state academic or special libraries and from in-state libraries known to charge. The library charges this fee to defray the costs of charges from other libraries and shipping.

Because the library incurs a financial obligation to another agency at the time the library places the interlibrary loan request, the borrower must agree to the charge at the time of the request. The borrower is expected to pre-pay or to pay when the item arrives. If left unpaid, the charge is added to the borrower's account. A refund, payable in cash at the circulation desk, will be added to the borrower's account if the requested pre-paid item is not located.

If the borrower does not wish to pay any charge for interlibrary loan service, the library will limit its requests to free in-state locations.

As specified in section III-B-13-c, the library charges late fees for interlibrary loan materials that are returned overdue.

17. INTERLIBRARY LOAN OF URBANA FREE LIBRARY MATERIALS

a. General policy

The library is committed to extensive lending of its materials to other libraries, limited, as specified in the ILLINET Interlibrary Loan Code, by due consideration for the needs of its primary Urbana clientele. Local demand and local holds take precedence over interlibrary loan requests.

b. Speed of response

The library makes every effort to respond to requests within one working weekday of their receipt.

c. Maintenance of subject strengths to support interlibrary loan

In support of its commitment to interlibrary loan, the library attempts to maintain collection strengths in areas that are of benefit to other libraries in the Lincoln Trail Libraries System and throughout the state of Illinois. It participates in Cooperative

Collection Management (CCM) projects, and it retains some little-used materials in part because they are the last copies remaining in the Lincoln Trail Libraries System.

d. Limitations on interlibrary loan

Because of high local demand for certain materials and the necessities of providing reference service, the library limits or does not supply interlibrary loan of the following materials:

i. Non-circulating materials

The library does not supply reference materials, Archives materials, items in the professional collection, or other non-circulating materials. It does, however, supply photocopies in accordance with the ILLINET Interlibrary Loan Code and section IV-D (photocopying) of this *Policy Manual*.

ii. Magazines

On most occasions, the library does not supply original copies of magazines. It does, however, supply photocopies of magazine articles in accordance with The ILLINET Interlibrary Loan Code and the library's photocopy policy (IV-D).

iii. Items from limited collections

The library does not supply items from collections that are inadequate to meet the demands of local borrowers.

iv. Items for which local demand is very heavy

It is the intent of the library that copies of popular new items remain in the library to meet the needs of browsers, even when the local hold lists for these items have been exhausted.

The library on occasion does not supply some older materials that are in constant use, or materials for which seasonal demand is extremely high.

e. Charges

The Urbana Free Library's charges for interlibrary loan are intended to be equal to or lower than those authorized by the ILLINET Interlibrary Loan Code. Details on charges are covered in the library's photocopy policy (IV-D).

f. The ILLINET Interlibrary Loan Code

The library follows the current ILLINET Interlibrary Loan Code. (*See appendices.*)

18. RECIPROCAL LOANS TO URBANA FREE LIBRARY CARDHOLDERS

The Urbana Free Library does not accept responsibility for reciprocal loans to its cardholders by libraries that do not first consult the library or check the Lincoln Trail online database to determine whether these cardholders are in good standing at Urbana.

19. LIMITATIONS ON BORROWING

As the situation demands, the library administrative staff establishes limits on quantities of materials that may be borrowed.

Circulation of videos, DVDs, and CD-ROM materials is limited to borrowers who hold adult cards. With this exception, all other library materials are available to all cardholders of all ages.

20. NON-CIRCULATING MATERIALS

The library's collections include many items that are not available for use outside the library. Among these are reference materials, newspapers, clippings, microforms, and the most recent issue of each magazine.

None of the materials located in the Archives is available for loan, although under certain circumstances items may be borrowed overnight at the discretion of the Director of the Archives.

The library administrative staff determine which categories of materials are not available for circulation.

21. CHECKS DRAWN ON ACCOUNTS WITH NON-SUFFICIENT FUNDS

The library makes a charge of \$25.00 for NSF checks. Users who submit NSF checks to the library may not borrow additional materials until the full amount of all accumulated charges, including the \$25.00 NSF fee, has been paid in cash.

22. SUSPENSION OF PRIVILEGES

a. Borrowing

The following situations lead to the suspension of borrowing privileges:

- An expired card.
- Accumulated charges in excess of \$5.00.
- Twenty or more items overdue.
- Any item listed as "Lost" in the Lincoln Trail database, with charges not paid (III-B-14-b). "Lost" items include both long-overdue items and items returned damaged.
- Return to the library by the Post Office of mail addressed to the borrower, if the borrower's forwarding information specifies a non-resident address, or if the library has no valid forwarding address within the City of Urbana (III-B-7-b).
- Suspended borrowing privileges at any other Lincoln Trail member library.
- Suspension of the card of a child for whom the borrower has signed (III-B-8-d-ii).
- Incomplete or false information on a registration card.
- An NSF check (III-B-21).

b. Computer and Internet use

The following situations lead to the suspension of computer and Internet use:

- An expired card.
- Violation of the library's Computer and Internet Use Policy (IV-B).

The library specifically does not suspend computer and Internet use for balances owed on a user's library card.

23. CONFIDENTIALITY OF RECORDS

In accordance with the American Library Association's policy on the confidentiality of library records (adopted January 20, 1971), and the Illinois State "Library Records Confidentiality Act" (83-179, effective January 1, 1984) (75 Illinois Compiled Statutes 5/1-7 and 75 Illinois Compiled Statutes 70/1), The Urbana Free Library recognizes all registration and circulation records as confidential in nature. Such records include all information identifying the names of library users with specific materials. Access to these records is restricted to library staff. Staff also may provide information to the parent, guardian, or other responsible adult who has signed responsibility for a child's card; to other libraries in the Lincoln Trail Libraries System from which registered Urbana borrowers have borrowed books and other materials; and to agencies that the library employs in order to retrieve non-returned materials or collect unpaid balances. Access to registration and circulation records by members of the general public is restricted to those circumstances hereafter provided for.

All library staff and employees are forbidden to make such records available to casual members of the public, the press, or to any agency of federal, state, or local government, except pursuant to such process, order, or subpoena as may be authorized under the authority of and pursuant to federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

On receipt of any legal process, order, or subpoena, the library staff shall consult with the President of the Board and the library attorney to insure that (a) the document is in proper legal form, and (b) there has been a proper showing of good cause for its issuance in a court or administrative body of competent jurisdiction. Until the legality of such process, order, or subpoena has been affirmatively shown to the satisfaction of the library attorney, the library shall resist its issuance or enforcement until any such defects have been cured.

24. APPENDICES

ILLINET Interlibrary Loan Code.

Adopted June 14, 1982
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