

## **4 - Library Cards and Accounts**

A library card account is established for each registered patron according to the provisions of this policy. A valid library card entitles the registered patron to receive services including checkout of resources and participation in programs and events at the library. All registered patrons are solely responsible for all resources borrowed and services obtained on their library card.

### **4-1 District Residents**

A Wilmette Public Library District library card is issued without charge to an individual who (1) provides proof of current residency within the District boundaries and (2) agrees to abide by all District policies and procedures, as amended from time to time.

Proof of current residency for persons age 14 and older must include one form of government agency-issued identification including a photo of the resident or accompanied by a parent or guardian that can provide necessary identification and/or paperwork to establish current residency. If the photo identification does not have the correct current address, a document including a current address is required. Below is a list of acceptable identification and documentation:

Photo Identification include, but are not limited to:

- Valid Illinois state ID or driver's license
- Passport
- School ID
- Consulate ID
- Military ID

Acceptable forms of address verification include, but are not limited to:

- Bank statement
- Current lease/mortgage
- Auto registration
- Property tax or utility bill
- Voter's registration card

Children age 13 and under must be accompanied by a parent or guardian when filling out a child's library card application. A valid identification/address verification must be presented by the parent or guardian on behalf of the child. The parent or guardian accepts responsibility for resources checked out to the child.

A person who is living in or registered with a temporary group home or shelter in the library's service area may provide proof of residency with a letter from the

administrator of the facility confirming their registration. A photo ID must also be provided.

A valid library card is required for various services provided by the library district. A valid library card is defined in Appendix 4A.

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#### **4-1.1 Kenilworth Residents**

Residents of the Village of Kenilworth are entitled to a library card with all rights and privileges under an agreement between the Kenilworth Library District and the Wilmette and Winnetka-Northfield Library Districts. Residents must present current identification with proof of residence. The expiration of the Library card is based upon the agreement between the library districts.

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#### **4-2 Nonresidents**

An individual residing outside of the District may purchase a District library card when permitted under applicable state laws and regulations, multi-library agreements, and Board action. An applicant for a nonresident library card must (1) provide photo identification and proof of current residency in an eligible area, (2) pay the required annual fee, and (3) agree to abide by all Library policies and procedures, as amended from time to time.

The annual fee for a nonresident library card is calculated as follows:

1. For a homeowner, the fee will equal the current Equalized Assessed Valuation figure on their residence multiplied by the current combined tax rate of the Wilmette Public Library District.
2. For a tenant, the annual fee will equal 15 percent of the monthly rental fee paid on the residence. The renter must provide a copy of the rental lease or a current rent receipt for verification purposes.
3. For a household patron living at the same residence as the nonresident library cardholder, a library card will be available at no additional charge upon proof of current payment of the annual fee described above and proof of residency at the nonresident address at issue.

Upon completion of registration, the individual will be a nonresident cardholder entitled to all rights and privileges accorded District resident cardholders. A nonresident library card is valid only for the 12 months following payment of the annual fee. The nonresident homeowner or tenant and their family members must renew library card

registration by presenting their library cards, re-establishing eligibility, and paying the applicable annual fee. No refunds for partial years are issued.

A non-resident student may be issued a card, without payment of fee, pursuant to 75 ILCS 16/30-55.60. "Student", for 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.

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### **4-3 District Property Owners who are Nonresidents**

In accordance with 75 ILCS 16/30-55.60, a nonresident who, as an individual or as a partner, principal or stockholder, or other joint owner, owns taxable property within the District or is a senior administrative officer of a firm, business, or other corporation owning taxable property within the District, may obtain one library card for that parcel of property at no charge.

An applicant for a nonresident property owner library card must (1) present the most recent tax bill upon the taxable property and (2) agree to abide by all library policies and procedures, as amended from time to time.

The library card shall be issued in the name of one qualifying person, and not a corporation or other entity. No additional owner, employee, or family patron cards shall be issued.

Upon completion of registration, the individual shall be a nonresident cardholder entitled to all rights and privileges accorded District resident cardholders. A nonresident library card shall be valid only for the 12 months following registration. To continue receiving cardholder services, the nonresident property owner must renew library card registration annually by presenting their library card and re-establishing eligibility.

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### **4-4 Reciprocal Borrowers**

Borrowing privileges are extended to individuals who are valid cardholders of other Illinois libraries in conjunction with the statewide reciprocal borrowing agreement upon completion of registration with the District.

Borrowing of District materials is permitted when an individual agrees to abide by all District policies and procedures, as amended from time to time, and either is already a patron in good standing at a CCS (Cooperative Computer Services) consortium library, or

(1) provides proof of identity (including a photo) and address verification as the registered cardholder listed on the library card, and (2) establishes good standing as a library cardholder at their home library.

Reciprocal borrowers are limited in their access to certain services and resources, as set forth in Appendices 4A and 4C.

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#### **4-5 Business and Organizational Library Cards**

Businesses and not-for-profit organizations located in the District service area are eligible to receive one business library card upon annual presentation of (1) the owner's or manager's personal photo identification and (2) the business's current tax bill, lease agreement, or utility bill. The person whose name appears on the card will be responsible for all resources checked out and any charges assessed to the card. Business cards are valid for one year and may be renewed upon presentation of the aforementioned documents.

The business library card may not be used at other libraries. Business library cards from other libraries are not honored for purposes of reciprocal borrowing.

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#### **4-6 School Library Cards**

District 39 schools, New Trier High School, and other public schools located in the Library District are eligible to receive one school library card. To receive a school card, the school principal will complete an application form, provide a list of teachers and/or staff eligible to use the card, and return the form to the Library.

Schools will be responsible for items that are lost at the end of the school year if the total amount exceeds \$100. The school card will expire at the end of the school year. Youth Services staff and the Teen Librarian will monitor the school cards and coordinate with school staff and/or teachers about overdue and missing materials.

School library cards may not be used at other libraries. Cards are valid only for physical materials owned by Wilmette Public Library. School library cards from other libraries are not honored for purposes of reciprocal borrowing.

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#### **4-7 Temporary Cards**

Long-term temporary residents who live within the Library District, such as nannies, au pairs, foreign exchange students, and in-home caregivers may apply for a temporary library card. Applicants must meet the eligibility requirements and a valid identification/address verification must be presented by the resident cardholder on behalf of the applicant, who assumes responsibility for the account and any resources borrowed. This card is valid for one year.

Temporary library cards may not be used at other libraries.

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#### **4-8 Staff Cards**

A Library card is issued to each employee upon employment at the Library. These cards are for use only at Wilmette Public Library District facilities and may not be used for reciprocal borrowing.

When an employee leaves the Library, their staff designation will be removed, or the card will be revoked if they do not live in the Library's service area.

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#### **4-9 Misrepresentation of Eligibility**

Any person who misrepresents their identity, address, or other relevant information in attempting to obtain or to use a library card will forfeit their eligibility for a District library card and for reciprocal borrowing privileges for up to three years. Such forfeiture of eligibility may be authorized by the Director or designee. Individuals have a right to request a hearing before the Board of Library Trustees to appeal this decision.

Sanctions, up to and including prosecution for fraud or theft of library services, may result, as circumstances warrant.

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#### **4-10 Lost or Stolen Card**

Each patron is responsible for their own library card. Cardholders are responsible for all resources checked out on their library cards. The library card may be used only by the individual cardholder to whom it is issued.

Lost or stolen cards must be reported immediately to the Library to prevent unauthorized use. There is no fee for providing such notice. Upon receipt of notice of a lost or stolen library card, the Library will invalidate the library card number. Any

resources lent following receipt of such notice will be the responsibility of the Library and not of the patron.

Unauthorized use of another's library card may be considered fraud or theft. Further action may be taken by the Library, as circumstances warrant. A cardholder who lends their card to a District nonresident to obtain library services to which they are not entitled may have their cardholder privileges suspended for a period of up to three years.

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#### **4-11 Change in Patron Registration Information**

The Library may use a service to assist in verification of residency and renewal of library accounts.

Because the Library is primarily financed by District taxpayers, staff makes all reasonable efforts to extend District resident status only to current District residents. Cardholders must notify the District of any changes in name and address. Use of a resident card after moving outside of the District boundaries is neither lawful nor permitted.

Continued access to Library resources and services may be reestablished through nonresident card purchase or registration as a reciprocal borrower, where applicable.

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#### **4-12 Fines, Fees, and Charges**

The Board reserves the right to establish fines, fees, and charges as necessary, including overdue fines; fees for damage to Library material or Library property; fees for failure to return Library material; and charges for meeting rooms or services.

In order to reduce barriers to access to library resources and services, and to increase library card adoption and usage, the Library will not charge overdue fines for materials that are checked out at Wilmette Public Library and are subsequently returned late.

Current fees and charges are listed in Appendix 4B. The Library may use a material recovery service to assist in the recovery of overdue materials and fees.

Fines and fees accrued by District patrons may be waived by the Circulation Manager or designee when, in their judgment, there are mitigating circumstances. It is the goal of the Library to assist patrons in maintaining valid accounts, as defined in Appendix 4A, so cardholders sustain access to all services.

Billed items that are considered lost or damaged will be charged to the patron's account. The Library does not accept replacement items for materials that are lost or damaged; the patron is responsible for the cost of the material plus any processing fees that are assessed.

Patrons will receive a refund on Wilmette Public Library materials that were declared lost and paid for at Wilmette Public Library only, up to six (6) months from the date the materials were declared lost on the account. Refunds, in check form, will be mailed to the patron. Materials that are borrowed through reciprocal borrowing will not be issued a refund for lost or damaged materials.

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#### **4-13 Account Notifications**

The Library sets loan periods for return of materials (See Appendix 4C).

The Library notifies patrons by email and/or text (for those who have an email address listed in the database or have chosen text messaging as their method of contact) a few days before an item is due. The Library notifies patrons by email, text, or mail when items are overdue or lost.

A patron's account will be blocked from all services if they fail to return materials more than 14 days past the due date. No materials will be checked out until the overdue material is returned, at which time the block will be removed.

Materials that are 45 days or more overdue are considered lost, and billing notices will be produced and sent for such items. If an item is not returned within 1 (one) year from date of billing, the item will have been replaced or withdrawn from the collection and the Library will no longer accept the item for return.

Account notices are sent as a courtesy to patrons, and all fees are due to the Library whether the patron sees or receives any notice. It is each patron's responsibility to return items before or when due.

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