



# Circulation Policy

## General Guidelines:

Aurora Public Library maintains a large collection of physical and digital materials. To facilitate circulation of those materials, the library maintains a database of registered users. Residents of the incorporated City of Aurora may apply for a library card at no charge, after which their card may be used to access library materials, digital resources, and special services. Residents of unincorporated Aurora may purchase a card and use the library as allowed by this policy. Borrowers from outside Aurora may register their home library card and use the library as reciprocal borrowers as allowed by this policy. Each registered user is responsible for all materials borrowed and services obtained via his or her library card.

## Application for Library Card:

**Adult applicants** (ages 18 and over) must complete a library card application and present photo ID with current address. If the address is not current, or there is no expiration date on the photo ID, then applicants must also present proof of residence within the incorporated City of Aurora. Acceptable forms of photo ID or proof of residence include:

### **Acceptable forms of photo ID**

- Valid driver's license or state ID
- Valid consulate ID
- Valid passport
- Valid school ID
- Temporary housing ID

### **Acceptable forms of address verification**

- Property tax bill
- Voter registration
- Checks printed with full name and home address
- Current bank statement (within the last 60 days)
- Current utility bill showing home address (within the last 60 days)
- Lease or mortgage agreement

- Readable traffic ticket (within the last 60 days)
- Auto registration
- Current paycheck (within the last 60 days)
- Official correspondence from the State of Illinois or the Federal Government
- For students, current (within the last 60 days) tuition bill or class schedule

**Teen applicants** (ages 14-17) may apply for a card either with or without a parent or designated guardian present. A parent or designated guardian's approval is required unless the teen is married or otherwise legally emancipated.

If a parent or designated guardian is not present, the teen may complete the library card application and provide photo ID and proof of residence for him- or herself. A library card will be issued as a temporary account, and a letter will be sent to the parent or legal guardian requesting confirmation. Once confirmed, the teen's Temporary Account will be upgraded to an Aurora Resident Library Card.

**Juvenile applicants** (ages newborn-13) may apply for a card if accompanied by a parent or designated guardian. The parent or guardian must complete a library card application and provide photo ID and proof of residence. The parent or guardian who registers the child is responsible for all materials selected for or by the child and any fines or fees resulting from library use, and is fully responsible whether they have full or part-time custody. A parent or designated guardian may restrict access to only juvenile and teen materials at any time upon completing a Parental Restricted Access to Library Materials form.

### Types of Library Accounts

#### **Aurora Resident Library Card** (Fee is paid annually via property tax)

A three-year term card issued to City of Aurora residents residing within the corporate city limits. Cards in good standing are eligible to participate in the Reciprocal Borrowing Program (RBP).

#### **Unincorporated Aurora Library Card** (Annual fee is charged)

A one-year term card issued to persons residing outside the Aurora corporate city limits and not paying taxes to another library service area. Payment of an annual fee, as determined by the Board of Directors, is required. Members of the household residing at the same address are also eligible for service by payment of one fee. Non-resident library cards are eligible to participate in the Reciprocal Borrowing Program. Per Illinois State Law Section 4-7 of the Illinois Local Library Act [75 ILCS 5 /4-7] customers who do not pay taxes to a community school district in Aurora should apply for a non-resident card at the public library located nearest their home and in the community school district to which they pay taxes. Special note: Non-residents living in the 60564 postal code must apply for a non-resident card with the Naperville Public Library.

**Company or Organizational Account** (Fee is paid via property tax)

A one-year account established for a business, corporation or organization whose address is within the corporate city limits of Aurora. Accounts are established upon receipt of a signed library account application form from the chief executive officer assuming responsibility for all use made of the card. This account is ineligible to participate in the Reciprocal Borrowing Program.

**Non-Resident Taxpayer Card** (Fee is paid via property tax)

A one-year term card issued to a non-resident who, as an individual or as a partner, principal stockholder, or other joint owner, owns taxable property or who is a senior administrative officer of a firm, business, or other corporation owning taxable property within the city upon presentation of the most recent tax bill for that taxable property. A non-resident taxpayer may receive no more than one card in his/her name regardless of whether more than one taxable parcel of land is owned. Cards in good standing are eligible to participate in the Reciprocal Borrowing Program.

**Home School Account** (Fee is paid via property tax)

A term account issued to an Aurora Public Library cardholder to check out curriculum related materials for home school use. A home school account is established upon receipt of a signed agreement from the parental home school provider assuming responsibility for all use made of the account. Personal library accounts must be valid and kept in good standing for continued use of the home school account. The home school account is ineligible to participate in the Reciprocal Borrowing Program.

**School Account**

A term account established by the principal or director at a school within the city limits of Aurora. Accounts are established upon receipt of a signed agreement from the principal or director assuming responsibility for all use made of the account. At that time, a library card is issued for each teacher that is authorized to use the account. Overdue fines are not charged for materials checked out to school accounts except for DVDs. The library will bill the school for any lost or overdue materials. School accounts may be used at all Aurora Public Library locations for professional and curriculum related use only.

**Bookmobile Classroom Account**

Accounts established for teachers in a school district within the city limits of Aurora. Issued for use when the bookmobile stops at schools during the school year and upon receipt of a signed agreement from the Superintendent of the school district, assuming responsibility for all use made of the account. The agreement includes reciprocity in the loaning of materials between Aurora Public Library and the school.

**Temporary Account**

A 30-day account established for teen applicants without a parent or designated guardian present, or for adults who are residents of the City of Aurora but cannot fully verify their address upon first application. A temporary account user is limited to checking out a total of three items and the account will automatically expire after 30 days. Once photo ID and proof of residence are confirmed, the account will be converted to an Aurora Resident Library Card.

### Associated Customer Hold Pick Up

A customer may designate up to five other customers as associated customers. Associated customers may pick up items held for that customer by checking the items out on their own current, valid library card.

### Overdue Notifications

As a courtesy, the library will notify customers when an item is overdue; overdue notification options include text, email, or mail. The first and second notices will remind customers to return the overdue materials. The third notice, sent by mail, will be a bill for the cost of replacing the materials.

### Lost & Damaged Materials

When an item is returned damaged, reported lost, or not returned, the customer will be billed the purchase cost of the item. Customers are responsible for the repair or replacement cost of a damaged item, except where such damage is determined to be the result of normal wear and tear. Replacement costs for Interlibrary Loan materials are determined by the lending library.

If a lost item is paid for, then found and returned within 90 days of the payment date, the library will issue a refund. The customer must present the receipt at the time of the return. No refunds are given for interlibrary-loan materials, other libraries materials, items that have been sent to collection or collection fees.

### Returning or Renewing Materials

Customers may return materials to any Aurora Public Library location. Materials will be automatically renewed for customers in good standing unless the item is on hold for another customer or the renewal limit has been reached. Customers may renew items in person, by phone, or on-line.

### **Customers have the ability to perform the following transactions through their account:**

- renew materials, unless renewal limit has been reached or the item is on hold for another customer
- request material that is at another Aurora Public Library location
- place a hold on material that is currently checked out
- request Interlibrary Loan materials
- change log-in and PIN
- change email or phone number

*Approved by the Library Board of Directors, February 20, 2019*

### **Restricted Use Card**

A one-year account for person ineligible for other card types or those without a fixed address. This card entitles the customer to use of the public computers and a maximum checkout of two items.

### **Computer Use Only Card**

A one-year account for non-residents who wish to use the library's public computers only.

### Library Card Use and Restrictions

One library account is issued per customer. Aurora Public Library retains the right to suspend or revoke any library account for violation of policies. Customers should notify the library immediately if their card is lost or stolen in order to prevent fraudulent charges. Customers should present their library card for service at each visit; current, valid identification may be presented in lieu of a library card. Replacement fee may be charged for lost library cards.

Lending a card to a person who is not eligible for library service on his/her own account (due to fines, residency outside the city limits, or for any other reason) is a serious infringement of a customer's agreement with the library and may be grounds for the loss of privileges.

Library customers are automatically blocked from checking out materials when \$10 or more in fines, fees or replacement costs have accumulated on their account. Accounts carrying a balance of \$50 or more in replacement costs for more than 30 days may be sent to a collection agency and incur an additional \$10 fee.

Customers are required to be in good standing (account balance of less than \$10) in order to renew their account. Photo ID and proof of residence are required in order to renew the account.

### Reciprocal Borrowing Program (RBP)

Aurora Public Library is a member of the Reaching Across Illinois Library System (RAILS). This membership entitles Aurora Public Library customers to participation in the Reciprocal Borrowing Program (RBP). RBP is a service in which library customers with accounts in good standing may use other libraries subject to their local regulations. Reciprocal borrowers from other libraries are also welcome at Aurora Public Library. Upon completion of the library card application and including photo ID with current address, library staff confirm that the customer is in good standing with their home library before creating a 1-year account. RBP customers have the same rights and responsibilities as Aurora Public Library cardholders, with the following exceptions: they cannot place holds or use Interlibrary Loan Services, and they do not have remote access to online databases or digital materials.

### Notification and Pick-Up of Hold Items

Customers will be notified when a hold item becomes available. Notification options include voice, text, email and mail. To ensure prompt notification, please inform the library of any changes in contact information. Hold items will be held for a customer for five days. If the item is not picked up, it will be made available to the next customer in line or placed back in circulation.