



**McHENRY PUBLIC
LIBRARY DISTRICT**
WISDOM • KNOWLEDGE • DREAMS

McHenry Public Library District

Public Policy and Procedures Manual

Approved at March 19, 2013 Board Meeting

(Various additions/deletions per individual policies dated per board meeting approved 2013 – on)

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MCHENRY PUBLIC LIBRARY DISTRICT

Public Policy and Procedures Manual

Introduction

This policy manual describes the McHenry Public Library District's (*hereafter referred to as MPLD or Library*) philosophy of service, and details methods of doing business so that all staff provide equal and fair service and perform tasks in the same manner. The purpose of this policy manual is four-fold:

- 1) to document and detail various decisions of the MPLD Board of Trustees (*hereafter referred to as the Library Board*) as they relate to a codified policy manual and to the ILCS 75;
- 2) to document, interpret, and extend broad Library Board policies into a narrower scope needed for daily activities;
- 3) to effectively standardize practices and provide a means of dispersing equity and consistency in terms of providing both services and collections to customers and;
- 4) to translate those various policies into day-to-day activities, tasks and procedures and detail, in step-by-step fashion, the "who, what, when, where, why and how" they are to be accomplished.

Review and Revision

These policies are not set in stone and are under constant revision and refinement. The Executive Director, Department Heads, and the Library Board will review this manual comprehensively at least every two (2) years (from the date of adoption). However, specific policies may be reviewed and revised when ever necessary throughout the year because of new laws, public concerns, and the addition of new collections and services.

Mission, Philosophy and General Service Objectives

The mission of the MPLD is to enrich the quality of individual and community life through responsive Library services that promote lifelong learning opportunities and recreational interests.

To meet that mission, staff provides a wide depth and diversity of collections, services and programs in both physical and electronic forms that are available on and off-site. An integral part of that mission involves purchasing physical collections; assembling, preserving, organizing and marketing print and non-print collections, and providing free access to those collections, as well as to providing ancillary and complementary information services related to those collections that meet the diverse educational, cultural, informational and recreational needs of the community. The Library Board recognizes that a public Library provides a strong foundation for a democratic republic and thus directs Library staff to provide all services and collections that promotes that mission and seeks to provide an enlightened citizenship regardless of age, sex, creed, culture, social or economic background, or physical/mental abilities and disabilities. The MPLD Board reaffirms its endorsement of the American Library Association's (ALA) Library Bill of Rights, the Freedom to Read, Freedom to View and all other Intellectual Freedom Statements endorsed by the ALA as well as the Privacy Act. (See appendices). The general goals of the MPLD are expressed in the Mission Statement and the Strategic Plan of Service (see appendices).

Materials Selection Policy

General Policy on Selection

In the selection of books and other materials, the MPLD recognizes its obligation as a public institution serving the needs of a large group of people with varied backgrounds, interests, points of view and purposes. Materials selection should conform to the interests and needs of the community without being restricted by them.

The Material Selection Policy was drafted to support the Library's Mission Statement and to serve the service responses that the library has identified as most appropriate for its role in the community. The Library's Mission Statement and documents outlining adopted roles are included in the appendix.

Types of Materials Collected

The Library collects print, non-print, and electronic materials. The print materials include, but are not limited to books, periodicals (magazines and newspapers), pamphlets, and microforms. Non-print materials include, but are not limited to videocassettes, DVDs, audiocassettes, compact discs, CD-ROM products, on-line databases and microcomputer software. Electronic resources include, but are not limited to digital music, films, and audio books, as well as subscription access to databases. The types of library materials collected are dictated by:

- Patron demand for new formats
- Anticipation of future demand for new formats
- Equipment and media obsolescence cost of purchase and of processing
- Durability of media for multiple uses
- The depth and breadth of popular titles available in a new format.

Selection Practices

Qualified library staff members are assigned selection areas and assigned a budget to purchase materials for their areas. Items for purchase are identified through:

- Reviews in professional journals
- Retrospective bibliographies from reputable sources
- Publishers' advertisements and catalogs
- Presentations by publishers' representatives and vendors
- Patron requests
- Recommendation of colleagues

Patron requests are ordered if the item meets the criteria used for selection. All purchases are subject to the constraints of the materials budget.

General Selection Criteria

The question that selectors must ask and the criteria they use in choosing or not choosing items for the collection include, but are not limited to:

- Does the collection need this item to serve the public?
 - Relevance to local life styles and interests
 - Usefulness for students in local schools and colleges
 - Gaps discovered while doing reference and readers' advisory work

- Representative of a special or balancing point of view
- Ability to strengthen developing or weak areas of the current collection

Would this item interest the library users?

- Patron requests
- Circulation data
- Current popularity or newsworthiness
- Items of local interest, including works by local authors and performers

Will this item be used enough to justify owning it rather than obtaining the item through inter-library loan?

Are there physical limitations to the item under consideration?

- Physical quality of construction and/or appearance
- Physical limitations of the library building and shelving equipment
- Appropriateness of available format for local users

Does the intellectual quality of the item warrant purchasing?

- Favorable critical reviews
- Awards for excellence
- Inclusion on standard or recommended lists
- Renown or popularity of the creators of an item
- Reputation as a classic of its type
- Currency of the information contained in an item

Can we afford this item?

- Purchase price
- Repair cost
- Item is a set of many essential irreplaceable parts
- Cost is high relative to likelihood of theft or damage
- Ordering one item obliges a series of purchases

Duplicate copies of popular materials may be ordered if the selector or collection manager feels that the interest and future usage warrants doing so. Once the anticipated interest ends, the multiple copies should be evaluated for de-selection. If long-term demand can be expected to be steady, then duplicate copies may be put into storage to replace the circulating copy when it has worn out.

Popularity in one format may justify buying the work in other formats including film, videotape, large print, paperbacks, audiocassettes, compact discs, CD-ROM products, on-line databases and microcomputer software.

Specific Selection Criteria

In each area of the collection, the criteria listed under General Selection Criteria are to be applied, as they are appropriate.

The Library maintains circulation statistics on segments of the collection and uses this information in determining which areas should be strengthened. Comparing the collection to lists of recommended books or to the collections of comparable libraries are methods used to analyze the collection for further development.

Textbooks

Although the Library seeks to support local school curricula, the Library does not purchase the textbooks for local schools and colleges. Schools may leave a repository collection of textbooks, which will be treated as a special reserve collection to help students doing homework. A book will not necessarily be excluded for purchase because it is a textbook as long as it meets other selection guidelines.

Foreign Languages

In addition to foreign language dictionaries and learning aids, the Library will collect works in a non-English language when there is an established community in the district that speaks that language. The intent of such a collection is to make necessary and current information accessible, to provide entertainment, and to help improve literacy in the native language with the goal of making literacy in English easier. The Library collects aids to learning English as Second Language aimed at general non-English-speaking students and also aimed at students from the local non-English-speaking community. Requests for items in languages that do not represent a significant local community of speakers are generally filled through interlibrary loan and are not purchased. When the demand for materials in a specific language increases, the library will evaluate beginning a collection in that language.

Although library staff selects for all other library collection areas, the library may choose to subscribe to a selection service for non-English materials when there are no staff members who can effectively select for that collection. The service must be able to adapt their choices to our local community based on requests from the library and the materials provided must conform to the library's other selection criteria.

Genealogy and Local History

Selection for the Library's Genealogy and Local History Collection is intended to support beginning level research. The collection includes major published source materials required for independent research in genealogy. All informational works on the city, township, and county of McHenry are purchased. Works on the counties bordering McHenry County in both Illinois and Wisconsin are extensively purchased. General genealogical reference works for Illinois counties, the state of Illinois, and the entire United States are purchased. The library also purchases handbooks on how to do genealogy research for this collection and some of these handbooks are also purchased for the circulating collection.

The collection is not an archive and does not contain manuscript documents. The Library does maintain a collection of newspaper clippings and of photographs associated with local history, but does not act to increase the size of this collection.

The Library purchased the core of its genealogy collection from a private individual and at the same time agreed to house and interfile part of the McHenry County, Illinois Genealogy Society (MCIGS) collection with its own collection. The agreement with MCIGS was made with the understanding that the library would focus on Illinois genealogy materials while the Society would collect materials on other geographic regions, such as US states and foreign countries.

The Library has also entered into an agreement with the British Interest Group of Wisconsin and Illinois to accept their collection as a special collection housed within the Genealogy and Local History Collection.

Periodicals

The Library's current periodical titles are selected on the basis of popularity and browsability since the information available in older issues can be accessed through full-text, indexed online databases. When possible, periodicals are ordered and maintained through a subscription agency. Exceptions are ordered direct from the publisher. Periodical subscriptions are reviewed once a year when the subscription payment for the following year is due. Suggestions for new titles or for discontinuing current subscriptions that are no longer of interest are considered at that time.

In addition to the general selection criteria, the following criteria are preferred:

- Is the periodical indexed?
- Is the format appropriate for our collections?

Is the periodical available from other libraries subject to the restrictions of copyright law?

Standing Orders

Materials that are published as a series may be placed on standing order if they are either so popular that the library cannot risk missing an issue or they contain information that must be current to be useful to the public. A standing order may be set up so that not every newly updated issue is sent, either because of the cost involved in buying every issue or because the information does not require such frequent updating. Standing orders will be reviewed regularly and reconsidered for purchase if the character of the serial publication changes so that it might no longer meet selection criteria.

Microforms

Microfilm or microfiche may be purchased when the original documents are not otherwise available, would be too bulky to store easily, or are not used often but are of permanent interest. Generally, the library's microform collection is used for genealogy and local history research.

Library workstation Software, CD-ROMs and Gaming Platforms

The collection development committee is responsible for keeping informed of new technologies and making recommendations to the director and the library board for cost effective implementation of technologies that enhance access to information and entertainment for area residents. Selection criteria specific to PC software, CD-ROM products, and gaming platforms include the following:

- Compatibility with commonly used hardware
- Topics that benefit from multimedia presentation
- Licensing restrictions for use in more than one computer
- Ease of use

Some PC software, CD-ROMs, and gaming platforms may be limited to in-library use due to licensing restrictions or other considerations.

On-Line Databases (citation and full-text)

The Library provides access to on-line databases through its web page. Whenever it is affordable, the library will provide remote access to these databases so that patrons can conveniently access them from their homes as well as at the library.

Selection criteria specific to on-line databases include:

- Ease in searching
- Remote access in addition to access in the library
- Ability for multiple users
- Cost relative to likely use

Audiovisual (AV) Materials

The size and shape of packaging or the number of independent parts of audiovisual materials may be considered in the selection process as well as determining what medium is the predominant for circulation/cataloging. In certain cases, an item will or will not be purchased due to ancillary media, i.e. books containing CD music or multiple CD-ROMs.

The De-Selection or “Weeding” Process

A commitment to the quality of the collection requires that the collection be weeded regularly of items that no longer meet the criteria for selection. The weeding process also identifies items that need to be replaced due to poor condition. Items are weeded regarding the following criteria:

- Lack of currency of information
- Inaccuracy or no longer relevant due to changes in the field
- Loss of public interest in a subject or the creators of an item
- Damage or wear through use

When an item is withdrawn, the appropriate selector will determine whether a replacement copy should be purchased. If the item is removed because it is out of date, the selector is responsible for identifying more current titles in the subject area to replace the withdrawn items. Any staff member may pull damaged or worn items for selectors to consider withdrawing from the collection. Selectors are responsible for identifying items to withdraw for reasons other than physical condition.

If there are duplicate copies of titles that requires only one copy and the selector anticipates long-term use and difficulty in replacement or repurchase of that title, then duplicates will be put into storage instead of being withdrawn.

Donations and Gifts

1. The decision to include gift materials in the Library collection shall be based on the following considerations:
 - The materials must meet the Library's selection policy standards
 - The physical condition should be good to excellent
 - The items donated should meet the needs and/or demands of patrons

Library staff will evaluate all donated items. If an item is not needed or is not appropriate for the collection, the selector will decide on how to dispose of it.

2. Monetary gifts may be designated for the purchase of particular materials at the request of the donor and with the approval of the Director and the Board of Library Trustees. All unrestricted monetary gifts shall be deposited in a memorial or gift fund under the direction of the Board of Library Trustees.
3. These gifts shall be appropriately acknowledged but acknowledgment will not state an estimate of value.

4. The Board shall recognize with a memorial to the Library the death of a current board or staff member, his/her spouse, child or parent. In addition, the Board shall acknowledge "retired" Board members with ten or more years of service. If books or other objects are purchased, they should be appropriately marked.
5. Materials given by individuals, groups or organization and specified to be kept together as a separate collection will not be accepted.

Reconsideration of Materials

The Library purchases materials on a variety of topics including controversial ones. This is done in an effort to present many sides of an issue. Some items may be offensive to or inappropriate for some individuals.

If a patron questions the inclusion of an item in the collection for any reason, he or she may request that the library reconsider including that title in the collection or in a certain part of the collection. (We need time periods for events, board meeting, set up ad hoc committee, etc.)

- The patron will be asked to fully fill out a "Request for Reconsideration" form.
- The form will go to the Executive Director to evaluate the request and decide on the Library's response
- The Executive Director will write to the patron outlining the library's response to the request
- The Executive Director will inform the Library Board of the request and the response.

**McHenry Public Library District
Request for Reconsideration of Library Materials**

Request initiated by _____ Date _____

Street Address _____

City _____ State _____ Zip _____

Phone _____ email _____

_____ **Book** _____ **Periodical** _____ **Movie** _____ **Music**

_____ **Other** (explain) _____

Do you represent: ___ **Yourself**

___ **An Organization** _____
(Name)

1. What do you object to about the work? Please be specific; cite pages, etc.

2. Did you read/listen to/view the entire work? _____

If not, what parts did you read/ listen to/view?

What do you perceive to be the harm that can come from reading this book?

Who do you think is the intended audience for the book or work?

Was there a theme for the work? If so, what was it?

Are you aware of how the work was reviewed or what literary critics had to say about the work?

What would you like the library to do about this work?

_____ **Transfer it to a more mature part of the library collection**

_____ **Transfer it from Young Peoples Collection to Adult Collection**

_____ **Remove it from the library collection**

Is there another work you would recommend to take the place of this item or to present a balancing point of view on the topic?

Physical Facilities/Equipment Use Policies

(These basic policies reflect the pride the community has in the Library building, facilities and equipment. The policies also promote equitable use for all citizens while concurrently promoting a safe and secure environment for all Library users). The Library Board accepts the responsibility of providing building facilities that will enable the Library to meet its basic service objectives and comply with the Americans with Disabilities Act (ADA). The Library Board entrusts the maintenance and interpretation of these policies to the Executive Director. Not all collections, facilities or equipment will be available to the public at all times. These objectives include, but are not restricted to, the following: housing an organized collection of print/non-print resources, access to patron quiet areas, tables/seating areas, computer access, public meeting rooms for nonprofit/profit organizations, and equipment use. The policy also covers use and abuse of the facilities.

Closing the Library (4/1/07)

The MPLD intends to maintain the hours of operation outlined elsewhere in the policy manual. Occasionally, inclement weather dictates that the Library close in the interest of staff and public safety. Additionally, there may also be other non-weather related conditions when it is in the best interest of public safety to close the Library. Through Library board/administrative action, the Library may close on a scheduled basis for continuing education activities, designed to provide better service to the public. Closure of the Library will always be advertised in advance via on-premise signage, radio, newspaper and community TV (Channel 17) PSAs.

Guidelines and Practices for Implementation

The decision to close the Library is made by the Executive Director or other appropriate staff in conjunction with the approval of the Board President or other Board Member. The Executive Director or the senior staff member in charge of the building will contact department managers or another contact from each department if the Library will close. Department managers will contact the staff they supervise. Whenever possible, the Executive Director or other designated staff will contact **Star 105.5 Radio** as well as the **Emergency Closing Center** (www.emergencyclosings.com) and place an announcement that the Library is closed. An announcement will also be placed on the Library's voice mail/answering machine as well as on the Library website (www.mchenrylibrary.org). The Executive Director is responsible for evaluating and revising procedures for informing staff and the public about emergency closings. In the event of an emergency closing that involves closing early or emergency evacuation, staff will make every effort to contact a minor patron's parent or legal guardian. If the parent or legal guardian is not available, staff will work with local police to ensure the minor's safety.

Displays and Exhibits (2/2/02) (policy does not cover community bulletin boards)

The use of the Library's facilities for displays and/or exhibits by individuals or organizations is a privilege subject to the availability of designated display space. Each Dept. Head has the discretion over their respective areas and approves displays in coordination with the Public Relations Manager. The person offering the display must complete a Display Form where the display items are detailed, a monetary value placed on them (supplemental insurance rider must be placed on displays over \$10,000) and a display time limit prearranged. The Library's liability insurance covers a degree of loss; however, display donors should make their own insurance coverage provisions, realizing that the Library is a public building and cannot guarantee theft/loss or vandalism. The Library will not display any business/commercial promotional items or items that promote one political candidate or political issue or promote a specific religion over another. The Library reserves the right to deny any display requests and places Library program displays as a priority.

Parking and Use of Parking Lot (2/19/02)

Parking is provided for the convenience of people using the Library during regular Library hours - after hours and overnight parking are prohibited. Vehicles left in the Library parking lot after closing will be considered abandoned vehicles and may be towed at the owner's expense. Use of the Library parking lot as a staging area for trucks, busses and vans is also prohibited. The driver will be asked to remove the vehicle from the Library parking lot. The Executive Director or staff member in charge of the building will call the police if the vehicle is not removed. If the driver is not present the vehicle will be considered abandoned and may be towed at the owner's expense. In the case of car trouble, patrons can arrange to leave the car overnight for towing/repair but they must speak to the Librarian in Charge for permission.

Policy The McHenry Public Library District (the “Library”) offers the use of its Meeting Rooms and Conference Room as a limited public forum primarily for the purpose of providing space for library-sponsored programs and meetings and secondarily for civic, informational, cultural and educational purposes. When the rooms are not being used by the Library or library-affiliated groups (like the Friends of the Library), they will be available for use by outside community groups and organizations. The following guidelines and procedures apply to all non-library-sponsored meetings and programs.

General Use Guidelines

Permission to use the meeting or conference room(s) does not in any way constitute an endorsement of the groups’ policies and beliefs. The Library reserves the right to supersede other meetings in the event of a room conflict and to cancel any scheduled meeting if circumstances warrant, such as in the case of an emergency closing. Persons listed on the Meeting Room Reservation Request Form will be contacted by telephone. It is the organization’s responsibility to contact members/public to inform them of the meeting cancellation.

Non-Eligible Groups

- Groups creating excessive noise that would disrupt Library service
- Private parties/social events
- Meetings involving youth under the age of 18 without adult supervision
- Gambling or any illegal activities or sales presentations for general marketing purposes
- Non-library-sponsored events where money is changing hands. With the exception of Library activities, programs are prohibited if there is a charge for admission, if a collection is taken or if sales transactions are made.

Rooms Available/Capacities/Equipment Provided

- The Library offers two (2) Meeting Rooms that can be combined into one large room, and one (1) smaller Conference Room.
- In addition to tables and chairs, certain A/V equipment is available for use free of charge as outlined below.
- The group or person reserving a Meeting Room is responsible for providing a qualified operator for any requested equipment. Instruction on operating the library’s equipment is required prior to the meeting/program. Library staff members are not available to operate equipment for outside groups during the meeting or program.

Room Name/Number	Capacity	A/V Equipment Provided
Meeting Room East/135	40 using chairs only	Wifi; overhead wireless projector; remote-controlled, wall-mounted screen; dry-erase board
Meeting Room West/136	40 using chairs only	Wifi; overhead wireless projector; remote-controlled, wall-mounted screen; dry-erase board
Conference Room/124	(12 people if used as a computer lab/classroom or boardroom style; 20 for lecture/theater)	Wifi; overhead wireless projector; remote-controlled, wall-mounted screen; dry-erase board

Attendance at a meeting may not exceed the maximum number of people certified by the Fire Protection District as the occupancy limit for the room.

Room Use Fees

Not-for-profit organizations \$10 per event/room
For-profit businesses/depositions: \$25 per event/room

Reservation Guidelines and Procedures

- Requests can be made via hard copy or through the Library's website (www.mchenrylibrary.org) using an electronic room reservation system (see instructions on next page).
- Patrons wishing to use the public Meeting Rooms or Conference Room must complete a Meeting Room Reservation Request Form, available at the Checkout Desk or on the Library's website (www.mchenrylibrary.org). The Library must receive a completed Meeting Room Reservation Request Form and payment for any room use fees before the reservation is approved/accepted.
- A member of the Circulation staff approves all Meeting Room requests based on room availability and profit/nonprofit status. If necessary, the Library Director may approve certain room reservation requests.
- Groups and individuals are limited to one meeting room reservation per month.
- Reservations must be made at least 7 days prior to the requested meeting date.
- Reservations may be made up to two months in advance. Reservations for the next calendar year may be made beginning September 1st.
- Cancellations should be made as promptly as possible. The Library will only refund meeting room fees if the cancellation is made at least one week prior to the scheduled activity.

To Make an Online Reservation:

1. Go to www.mchenrylibrary.org and click on the Public Meeting Rooms link.

2. After reading and accepting the Library's Meeting Room Policy, you'll be directed to the current month's room availability calendar. The default view is by month, but reservations can only be made in the "Day" view.
3. The "Day" tab displays openings for the current day along with a choice of meeting rooms on the left. Hovering over the meeting room options will show capacity and available equipment. Also, choosing different meeting rooms will show different available times.
4. Choose the appropriate size meeting room before selecting the desired time.
5. Available times on the selected day will say "Open". Check the appropriate boxes for the meeting time desired and then select "Continue" at the bottom of the screen.
6. Next, fill in the reservation form (Name, address, telephone and email along with room setup information).
7. Select "Review Request" to review the information entered and then select "Submit Request." (To enter another request, select "Another Request" or choose "Home" to return to the Library's homepage.)
8. A submission email will be sent to the room requester. A confirmation or denial email will be sent within 3 business days.
9. You can cancel an online reservation with your confirmation number using the online system.

Rules of Meeting Room Use

1. Any organization or group using the Meeting Rooms shall indemnify and hold harmless the McHenry Public Library District for any and all accidents that may be sustained on the premises resulting from the negligence of the group using the meeting room.
2. Refreshments are limited to securely covered beverages.
3. The Library maintains a drug free, alcohol free and smoke free environment. Individuals or groups using the Meeting Rooms are expected to uphold this policy.
4. The Meeting Rooms are only available to outside groups during regular Library hours, beginning 30 minutes after the Library is open to the public. Groups must vacate the room 30 minutes before regular closing times. Requestor must be at least 18 years of age.
5. The Library does not provide porter service to carry supplies or materials.
6. No equipment, materials or supplies may be stored at the Library.
7. Groups using the Meeting Rooms may not use the Library as the organization’s mailing address.
8. Groups using the Meeting Rooms are responsible for any damage to Library furnishings, equipment or materials as outlined below:

Carpet cleaning/stains:	\$50.00
Other damage as reported:	Actual repair cost

9. The Library is not responsible for loss, theft or damage of property to any individuals or groups using the Meeting Room. This includes damage to materials such as DVDs, CDs or removable storage devices (“flash drives”) when played on library-owned equipment.
10. In the event the Executive Director or the Library Board determines that police protection is needed to ensure the safety of the group or other Library patrons, they shall inform the group that all security costs and/or damage to Library property are at the expense of the group reserving the Library Meeting Room.

Americans With Disabilities Act

The McHenry Public Library District complies, to the best of its ability, with the regulations governing the Americans With Disabilities Act (ADA). All meetings and programs held in the library public rooms are open to the general public. Any organizations or individuals using the facilities of the MPLD are expected to comply with any and all ADA regulations. As such, groups choosing to use these public rooms may be held responsible for providing sign language interpreters, information in large print format, providing enhanced amplification or other reasonable requests for ADA accommodation.



McHENRY PUBLIC LIBRARY DISTRICT
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McHenry Public Library District

MEETING ROOM RESERVATION REQUEST FORM

Name of Organization: _____

Organization Address: _____

Contact Person: _____

Contact's Cell Phone: _____ Alternate Phone: _____

Contact's Email address: _____

Date(s) of Meeting: _____

Time needed: From: _____ To: _____ Anticipated Attendance: _____

Purpose of Meeting: _____

Room Requested: Meeting Room East (max. 40 people) _____

40 people) *Meeting Room West (max.* _____

(max. 80 people) *Combined East & West* _____

Conference Room _____
(12 people w/tables & chairs; 20 w/ just chairs)

Equipment Needed:

DVD Player _____

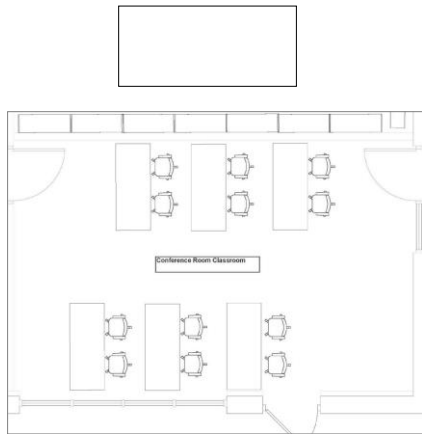
Wireless Ceiling Projector _____

Motorized Wall Screen _____

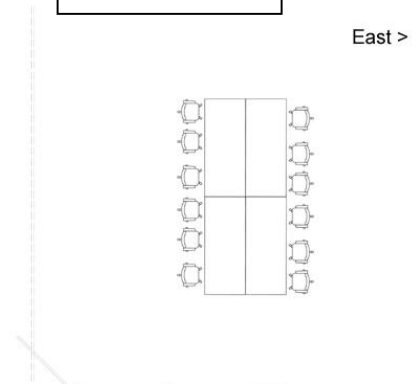
Laptop Computer (Windows PC) _____

Podium for laptop/speaking _____

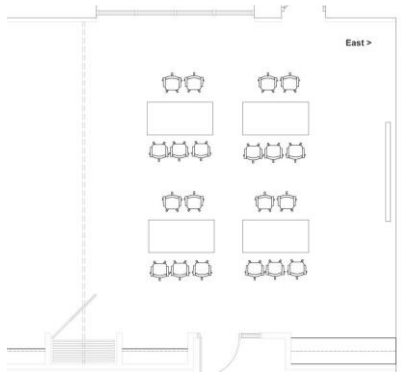
Room Setups:



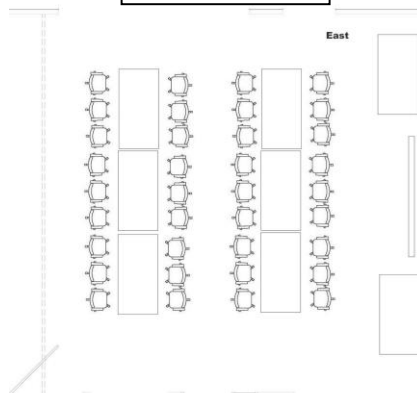
Closed Square



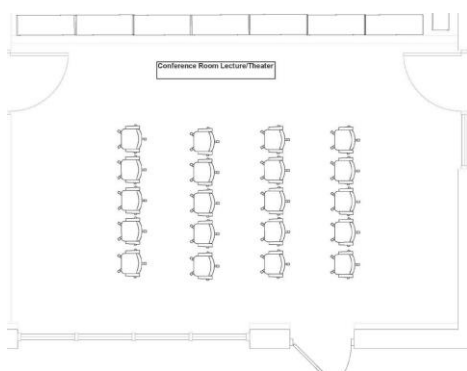
Craft Small



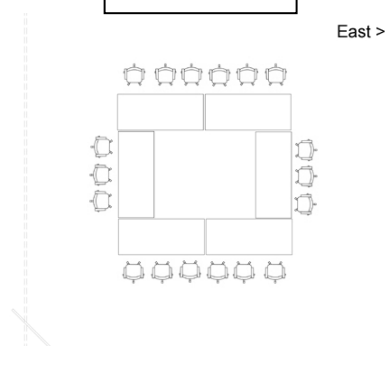
Craft Large



Lecture/Theater

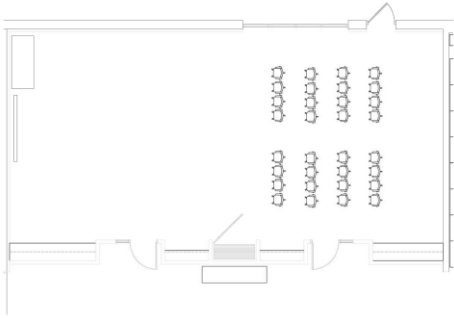
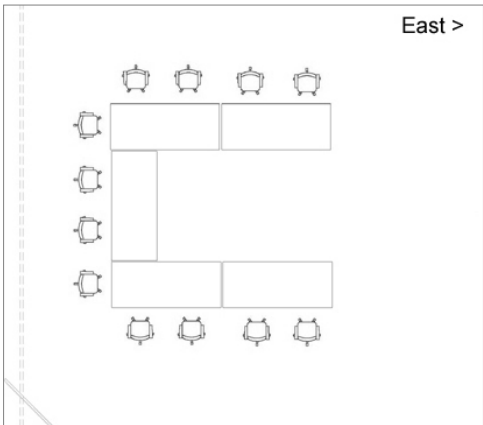


Open Square



U-Shaped

Special Event

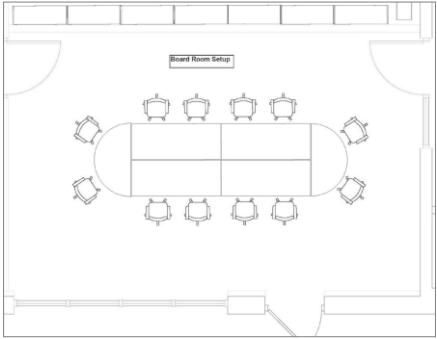


Boardroom

Indicate Room Setup:

**Meeting Room East
(choose from list below)**

- Classroom
- Closed Square
- Craft Small
- Craft Large
- Lecture/Theater
- Open Square
- U-Shaped



**Meeting Room West
(choose from list below)**

- Classroom
- Closed Square
- Craft Small
- Craft Large
- Lecture/Theater
- Open Square
- U-Shaped

Both Meeting Rooms East & West Conference Room/Computer Lab

(choose from list below)

- | | | | |
|--------------------------|-----------------|--------------------------|-----------------|
| <input type="checkbox"/> | Classroom | <input type="checkbox"/> | Board Room |
| <input type="checkbox"/> | Closed Square | <input type="checkbox"/> | Classroom |
| <input type="checkbox"/> | Craft Small | <input type="checkbox"/> | Lecture/Theater |
| <input type="checkbox"/> | Craft Large | | |
| <input type="checkbox"/> | Lecture/Theater | | |
| <input type="checkbox"/> | Open Square | | |
| <input type="checkbox"/> | U-Shaped | | |
| <input type="checkbox"/> | Special Event | | |

Fees:

<input type="checkbox"/>	Not-for-profit organization	\$10.00 per event/room*
<input type="checkbox"/>	For-profit businesses and depositions	\$25.00 "

* if booking both Meeting Rooms East & West, fee is \$20.

Fee received: _____ Date: _____ Check Number: _____ By: _____

Form received by: _____	Date verified: _____	Today's Date: _____
staff initials	staff initials	

(Meeting room fees will only be refunded if cancellation is made at least 1 week prior to the scheduled use date)

APPLICANT'S SIGNATURE: _____ **DATE:** _____
(Applicant has read/agrees to all Library policies/procedures governing use of Meeting Room(s))

_____ **Group representative has been trained on Library equipment (staff initial)**

APPROVED BY: _____ **DATE:** _____
Library Staff

Tutoring Policy – Facilities Use of Study Rooms and Main Area

The Library maintains three (3) small study rooms for tutoring purposes. These study rooms are available free-of-charge to any individual (s) - limited to a group of 4 or less. Each room is available on a walk-in request basis only but pre-scheduling anytime during that day is permitted. Use per patron/group is limited to 2 hours per day. Groups are expected to exhibit 'quiet study' behavior while using the room. The Library is a public building containing seating to accommodate both leisure reading and study. This area must serve the entire community as well as providing space for the staff to conduct various programs such as story hours, children's crafts, classroom/school visits and free Library-sponsored tutoring. In order to provide equitable use of Library facilities, it is important that staff police and regulate the area so that no one person (or persons) is monopolizing the area or collections without the expressed consent/knowledge of Library staff. It is recognized that many professional people use the Library for study and/or work and that this use is encouraged and recognized as an important component of public Library use. However, when the predominant nature of the Library use for any individual is "in place/in lieu of an office" (e.g. tutoring, business interviews, receiving/making telephone calls, message center requests, monopolizing tables/chairs/ library workstations and Library collections/resources) and that if an individual is making a profit from the use of the facilities, the staff will give them a card outlining the Meeting Room policy and fee structure as well as donation suggestions.

Business/Tutor Use of MPLD Facilities Notice

The Library Board and the staff of the McHenry Public District Library are pleased that you have chosen the Library as a place to conduct business. However, we are a public funded entity who must respond to the informational needs of the entire community and do not always have the space, seating capacity or collection resources available to fulfill that obligation plus meet our own programming needs. Therefore, we would ask that you consider one of the following alternatives in Library use: **1) consider a donation to the Library trust fund; 2) consider scheduling (booking) either the Library Meeting Room or the study room for your use.** Nonprofit organizations may use the room for \$10 or \$25 (depending on 501 c3 category) per use; businesses \$50 per use (includes individuals conducting business). The Meeting Room use policy/fee schedule and a Meeting Room Scheduling Form can be obtained by asking staff at the circulation/adult services desks.

Use of Copier -(no policy in force as of 4/08)

Use of FAX Machine

The Library maintains a 'send' only fax machine that is owned/operated by a third party company. Using the fax requires a credit card and prices are set by that company for all local/national/international calls. While staff may be involved in assisting patrons in using the fax; ultimately, a call to the operator unit must be made to resolve billing/sending issues. The library does maintain a fax that is intended for use by Library staff to perform job-related tasks. Access to the fax machine number should be restricted to prevent unsolicited transmissions. All faxed transmissions must comply with Copyright law. The fax machine is not available for public use to either receive or transmit information for personal or professional use. Unauthorized use of the Library fax machine is expressly prohibited. Continued disregard for this policy may result in a fee of \$5 per page received. The Library will not charge patrons for faxed copies of periodicals articles or other information that is received or transmitted in response to an ILL (interlibrary loan) or reference request unless a charge is assessed by the lending institution.

If a patron has a fax machine at home or work the Library staff will honor a request to have requested information transmitted to their personal fax machine. However, such requests are limited to transmission of 10 pages or fewer. Reference staff should be aware of the confidential nature of any reference transaction and should not fax information without the patron's permission.

Use of Microform Reader/Printers (no policy in force as of 4/08)

Patron/Child Safety and Behavior Policies

Bicycles, Scooters, Skates (including Heelys) and Skateboards Policy (2/19/02, revised 2013)

The use of bicycles, skates, scooters and skateboards is regulated use on library grounds but they cannot be used in the building. The only exemption is for disabled/elderly patrons who require electric motorized carts/scooters for mobility. Bicycles and scooters should be secured with bike locks/chains to the bicycle rack provided for patron convenience. The Library is not responsible for theft or damage to bicycles and scooters parked in the bicycle rack or on Library grounds. The police may be called if these items are left unattended and are not placed correctly in the bike rack. Patrons may bring skateboards into the building as long as they are not hazards to patrons/staff as they move about the Library, otherwise patrons will be subject to Rules for Patron Disruptive Behavior (see pp. 23-24).

- Scooters (fold-up) and skateboards may be brought into the Library building for security/safety as long as they are kept out of walking/traffic patterns. Otherwise the patron will be subject to Disruptive Behavior rules.
- Bicycles and scooters must be parked/secured (lock/chain) in the bicycle rack.
- Skates and heelys must be removed and street shoes worn inside the Library building.
- Anyone wearing skates or heelys inside the Library will be asked to leave. If they refuse to do so, staff will contact the police.
- Bicycles and scooters should be secured (locked) in Library-provided bicycle rack. In the event of a reported theft, the manager in charge of the building will contact the police and provide a place for the victim and the police to meet.

Cell Phone Use by Library Patrons (4/15/08)

Cell phones/pagers can be used in the Library but users are required to follow use guidelines and etiquette. If these rules are not followed, staff will request that the patron cease using the equipment or use it in unrestricted areas such as the front/east Library foyer, parking lot or on the outside grounds of the Library. The Library Board recognizes that cell phones are an integral part of modern society and, therefore, should not be restricted within the Library environment. However, the Library is a public place for recreational reading and quiet study so all users should follow some proper etiquette and safety/privacy rules when using electronic devices.

Patrons may use cell phones in the Library if used in a quiet, discreet manner and the operator turns the ringer to silent mode/set to vibrate, and makes all calls brief (less than 2 minutes) using a low voice. Longer calls should be made in front/east Library foyer, parking lot or Library grounds. This policy respects cell phone technology and public noise issues as well as addressing privacy concerns and the polite consideration of others in a public place. Please note that others can overhear personal calls in the Library.

Criminal Acts Against Library Property (2/19/02)

The Library will prosecute any criminal acts against Library property. Criminal acts include, but are not limited to, unauthorized entry, theft of Library property or vandalism. Any staff member observing a criminal act or a suspected criminal act should take the following action:

Guidelines for Implementation

Call the police as soon as possible and then notify the Executive Director, Assistant Director or the senior staff member in charge of the building using regular # or 911 as emergency dictates. Be careful not to touch anything that may provide evidence or information for the police. As needed, to the degree of law, all Library staff shall assist the police with any investigation and contact the Library Board President or other board members. The Executive Director, Assistant Director or Building Manager shall complete an Accident/Incident report that includes a full description of the damage to Library property. Whenever possible, staff should take photographs of the scene, taking care not to disturb any evidence.

The Executive Director, Assistant Director or designated senior staff member shall contact the Library's insurance agent and complete appropriate paperwork. The Executive Director shall inform the Board President of any criminal action who will help determine appropriate legal action. If the Executive Director is unable to contact the Board President, the Library's legal counsel and other board members will be consulted to assist in determining appropriate legal action.

Food Allergies and Library Programs (Library sponsored programs only) (4/15/08)

The MPLD Board and staff recognize that food and snacks play important parts in Library sponsored programs and also recognize that potentially dangerous food allergies in children are on the rise. Therefore, sign-ups/enrollment for all children's programming that will involve the serving of food/snacks/drinks will include a line for the parent/legal guardian to state known allergies/medical problems along with emergency contact information. Furthermore, 48 hours before any program in which food/drink is served, the menu and ingredients will be posted at the YPS desk and made available on our webpage (www.mchenryLibrary.org). However, these measures may include not knowingly serving foods that are likely to cause severe allergic reactions. Also, the Library will not monitor food brought in by outside groups. If a situation arises where a food item could pose a threat to a person with food allergies, the Library will try to find an alternative. Foods/drink and snacks can be of two types: pre-processed/manufactured and home-baked/made. The MPLD staff acknowledges that the reaction of individuals to food allergies may result in serious medical conditions and will make every reasonable attempt to monitor groups of children for food allergies avoidance/symptoms if/when they occur. However, ultimate responsibility for monitoring minors with food allergies rests with the parent, guardian or custodial caregiver. Adult programs also may involve refreshments and similar attempts will be made to post menus/ingredients for food served at Library programs in the same manner as for children's programs. However, it is recognized that adults should have more knowledge and control over their medical conditions and behavior regarding food allergies.

Food and Beverages in the Library

No food or open beverages are permitted inside the Library. Containers with snap-on lids and screw-top lids are permitted. Patrons who eat inside the Library will be asked to leave the building to finish their food and to dispose of any garbage. Snacks may be brought into the Meeting Room (see Meeting Room policy for specifics).

Non-Discrimination and Anti-Harassment (Public) Policy (2/19/02 and 12/19/2017)

In compliance with federal and state laws, the MPLD prohibits bullying and harassment of any type, including sexual harassment of patrons and staff in the Library by any person and in any form. This includes staff being harassed by patrons as well as patrons being harassed by staff and patron-to-patron harassment. No supervisor or staff member or patron may threaten or insinuate, either explicitly or implicitly, that a staff member's refusal to submit to sexual advances will adversely affect opportunities for employment, advancement, salary increases, quality of evaluation, assignments, work schedule or any other condition of employment or other career opportunity. Sexually harassing conduct that creates or contributes to a hostile work environment, whether committed by supervisors, co-workers, patrons or vendors is prohibited. Such conduct includes but is not limited to the following behaviors:

- Unwelcome sexual flirtation, advances or propositions
- Verbal abuse of a sexual nature
- Verbal comments about an individual's body
- Sexually degrading terms used to describe an individual
- Jokes and stories of a sexual nature

Patrons and staff should consult the full **Non-Discrimination and Anti-Harassment Policy in the Staff Manual** for a full description, resolution flowchart and documentation. A staff member who believes that he or she has been sexually harassed should immediately report the alleged misconduct to his or her direct supervisor and/or the HR Generalist or the Executive Director. If a patron reports an incident to a staff member, the staff member should provide options to the patron for reporting/recording the incident including the following actions:

- 1) provide an Accident/Incident Form for the patron to complete;
- 2) provide contact information to the patron for the HR Generalist and/or the Executive Director so that they may assist the patron in completing the form.

In light of the "See Something, Say Something" portion of the policy, staff members and other patrons can file a report on behalf of another staff member or patron and the information/investigation will be treated with the same diligence, respect and confidence as a report filed by the individual involved in the incident. In some incidents, a police report may also be filed. All inquiries and findings will be held in the strict confidence. A supervisor or staff member who has committed an act of sexual harassment will be subject to appropriate disciplinary actions, including termination when warranted.

In the event that the victim is a minor, the Executive Director/Staff Member will contact the minor's parent or legal guardian (if the police allow this contact) so that the parent or guardian can provide immediate counsel and be present for a meeting with police. If the parent cannot be reached, the Executive Director/Staff Member should mention to the police that the victim is a minor and that library staff have not been able to reach the victim's parents. Based on the severity of the incident, if the parent or guardian does not wish to file a police report, the Executive Director/Library Staff may choose to file a report with the police. We will make every effort to ensure that all complaints are resolved promptly, courteously and efficiently within the scope of this policy and the law.

Patron Behavior Policy (3/27/2018)

The Library Board gives the authority and responsibility to the MPLD staff for maintaining an environment that ensures the Library is a safe and inviting place for all persons. Patrons are expected to behave in a quiet, respectful manner, being mindful of the privacy of others and to not engage in disruptive or abusive behavior. Any behavior that disrupts normal Library activities, staff or

other patrons, or results in damage to personal property, personal injury, library fixtures, etc. will not be tolerated.

The Library usually operates on a 3-strike policy: staff will provide a verbal warning first, citing the nature of the behavior to the patron, asking them to cease/desist that behavior; a second warning of the same may take place. If a 3rd warning is required for the same behavior, the patron will be asked to leave the Library for the remainder of the day. If the patron does not leave when asked to do so by staff, they will be considered to be trespassing and staff will contact the McHenry Police for assistance, escorting the patron from the Library.

Examples of Disruptive Behavior Include, but are not limited to the following:

- **Abuse of library equipment, furnishings, or materials**
- **Animals in the library — only certified service animals are allowed**
- **Bullying/disrespectful behavior towards other patrons or staff**
- **Unwelcomed physical contact with other patrons or staff**
- **Extended and loud conversations with others or on cell phones**
- **Using offensive/abusive language and obscenities – including obscene gestures**
- **Playing music or videos without headphones or excessive volume from headphones**
- **Eating in the library (except in designated eating areas)**
- **Not wearing shirts or shoes**
- **Of course, illegal activities (i.e. stealing, graffiti, drug use/sales, vandalism of library, staffs' or patrons' property) will result in immediate expulsion from the library.**

If a minor's (under age 18) behavior is disruptive, the minor will first be approached by a staff member and asked to cease the cited behavior. If the staff warning is disregarded, that staff member will make an attempt to locate the child's parent or guardian within the Library (see Unattended Minor Policy). The parent or guardian will then be asked to monitor the minor's behavior for the duration of their library visit. If the parent/guardian refuses and/or the minor's disruptive behavior continues, both parties will be asked to leave and the police may be called to enforce the policy. Signs notifying disruptive behavior are posted throughout the Library so that patrons can be aware of unacceptable behavior and the consequences (see sample suspension letters in Appendices).

Security Cameras in Library (12/16/2014)

“The McHenry Public Library is a welcoming place that enriches the quality of individual and community life through responsive library services...” To complete this mission, the Library must offer a welcoming, open atmosphere and provide a quiet, comfortable and safe environment where people can use library facilities and collections for intended purposes to the maximum extent possible.

The Library employs a number of in building/on site security cameras in various locations needed to provide peace of mind to library users and staff by discouraging violations of the Library's Rules of Conduct, to assist library staff in preventing the occurrence of any violations, and when necessary, to provide law enforcement assistance in prosecuting criminal activity. The purpose of this policy is to establish guidelines for the placement and use of video security cameras, as well as the access and retrieval of recorded video images at the McHenry Public Library.

Purpose, Use and Areas of Security

A number of cameras are installed at various indoor and outdoor library locations on an as needed basis. Cameras are positioned to provide security footage at optimum locations where potential property loss or security issues might occur. Each camera operates independently and starts recording on motion detect (without sound), so maximum DVR recording length may vary from position to position. Also color/BW footage varies as to light intensity. Some images can be focused, enlarged and/or enhanced and stills produced. Camera activity will not be randomly checked unless there are substantiated questions of illegal/objectionable activity by patrons or staff or in the case of camera maintenance/repair. Access to the archived footage in pursuit of documented incidents of criminal activity or violation of the Library's Rules of Conduct is restricted to designated staff: Executive and Assistant Director or their designate, Board President and/or Library Attorney. Access is also allowed by police when pursuant to a subpoena, court order, or when otherwise required by law. Designated staff as described above may have access to real-time monitors. Images will be viewed on desktop monitors by designated staff only as well as on designated staff's portable devices, when applicable.

Retention, Disposal and Destruction of Recordings

Camera footage is stored digitally on secure DVRs. Normally, all security cameras initiate recording on motion-sense. Normal recording retention period is 30-days with automatic recording over themselves at the start of the 30-day period but individual camera recording time varies greatly depending upon motion/activity in the camera viewable area (See Additional Guidelines). Copies of recordings for specific instances may be made at the request of law enforcement or others (with the authorization of restricted staff) and placed on thumb drives or on recordable DVDs, to be supplied to the requesting party. In no instance will a video security file be emailed to any other party unless required to by law or court action. In situations involving banned-and-barred patrons, stored still images may be shared with staff. Shared images may remain posted in restricted staff areas for the duration of the banning period. After the banning period ends, these images are discarded/shredded.

Notice of Security

Clearly visible signs denoting "security cameras on premise" will be posted at Library entrances informing the public that digital security cameras (not surveillance cameras) are in use. The MPLD will maintain an accurate diagram of camera locations.

Access to Security Footage, Incident Reports and Charges for Access/Copies

Any/All requests to view or cut/edit footage by law enforcement, insurance companies or persons will be referred to the Executive Director. As a normal course of events, upon evidence of a crime and at the request of law enforcement, video footage/stills will be provided at no cost. All other requests will be reviewed for validity by the Executive Director and charges for access, staff time in location/editing/duplication will be charged to the inquiring entity according to their request. All requests for security camera footage will be documented/logged through completion of an MPLD incident report that will be filed and kept as an accurate record of use in accordance with the Illinois Archives accepted retention schedule. All incident reports are housed in the Executive Director's office.

Additional Guidelines

- Because security cameras are not constantly monitored, staff and public should take appropriate precautions for their safety and for the security of personal property. The McHenry Public Library is not responsible for loss of property or personal injury.

- Cameras may be installed in public spaces where individuals lack a reasonable expectation of privacy. Examples include common areas of the library such as entrances, book stacks, public seating areas, hallways, stairways, delivery areas and parking lots.
- Cameras are purposely installed to only focus on library property – internal building and external property. Some portions of public roadways and sidewalks may be in partial view.
- Cameras will not be installed in areas of the Library where individuals have a reasonable expectation of privacy, such as in restrooms.
- Cameras have not and will not be installed for the purpose of monitoring staff performance.
- Images will typically be stored for an average period of 30 days. As new images are recorded, the oldest images will be automatically deleted. The length of time varies depending on the camera's memory, recording length and site activity.
- Staff and patron safety is the first priority in any threatening situation. The protection of Library property is of secondary importance.

FOIA Requests Regarding Camera Footage/Stills/Enhanced Photos

Security camera footage, like most other administrative documents in the library, can be considered public materials and are therefore accessible through a specific incident FOIA request. However, the MPLD FOIA Officer can deny a specific request if it can be proven that the request violates a federal or Illinois state law or regulation such as under 7(1)a - unwarranted invasion of personal privacy 5 ILCS 140/7(1)(a) or the Family Educational Rights & Privacy Act (FERPA).

Smoking in the Library (Smoke-free Environment) (2-19-02, rev. for new law. Rev. 11/18/2014)

The MPLD maintains a smoke free environment in conjunction with the Smoke Free Illinois Act (PL 0095-0017; 1/1/2008). No smoking is allowed inside the library building or 15 feet from any entrance. ***This policy refers to any and all smoking devices such as e-cigarettes, pipes, and legalized medical marijuana/cannabis, 11/18/2014.*** Patrons who smoke must extinguish smoking materials prior to entering the library building. Receptacles for cigarette ash/cigarettes and trash are provided at the main entrance to the building. Patrons who smoke inside the Library will be asked to leave the building for the remainder of the day. If the patron persists in smoking, the staff should follow the policies governing disruptive behavior. Staff also have the authority to call the police if the problem persists – fines from \$100-\$250 per instance are possible.

Solicitation Policy

Solicitation is defined as a “written or oral request for money from a person when another person has sought no request.” No soliciting by businesses, nonprofit organizations or individuals is permitted on Library property without the expressed written consent of the Executive Director. Any individual soliciting on Library property will be asked to stop their efforts. The Director or other designated staff will call the police for assistance if the solicitation continues. Library vendors with an appointment to see staff are an exception to this policy. On occasion, the Library may participate/partner or collaborate in a fundraising event that is directly or indirectly Library related. Such collaboration will be posted on the public Library bulletin board with the benefits of that partnership outlined. The Executive Director will determine any exceptions to the “no solicitation” policy.

The MPLD has a policy in place (see Meeting Room policy, pp 14-18) that provides for not-for-profit organizations and profit business to use the Meeting Room on an advance scheduled, fee-based basis. Nonprofit use is \$10 and businesses are \$25 per room, per instance. In no way does the Library endorse any tutoring activities or meetings by providing a venue for these activities to individuals, not-for-profit organizations or businesses unless the Library actively sponsors the activity/program.

Unattended Children

(Note: This policy operates in concert with the **Library Behavior** and **Internet Use Policies**)

Parents, guardians and caregivers who are supervising minors using Library services are expected to be active partners in creating appropriate library experiences for children by monitoring and controlling behavior and assisting children under their care in choosing/using materials and in using Library facilities. Children under the age of 10 must be under the direct supervision/control of a parent or other caregiver who is 18 years or older. While in the Library, children aged 10 and under must not be left unattended or the police/family services will be called. Additionally, parents, legal guardians or caregivers are also responsible for ensuring that minors who using the Library without parental supervision and are under legal driving age/driving restrictions are provided with transportation home prior to the end of the Library's service hours. The police will be called to assume custody of any unattended minors 15-minutes after the Library closes.

Internet/Library Workstation Use Policies

Internet/Library Workstation Access – Public (10/15/02, rev. 3/15/05 - new)

The Library offers free, public accessible Internet/Library Workstation access as one of its service goals and seeks to provide equitable and fair access for all patrons. Providing public access also helps fulfill the Library's role as a free access information provider as outlined in its Material Selection Policy, and is in accord with the Library's endorsement of the Library Bill of Rights and the Freedom to Read Statement. The primary role of Internet access at the MPLD is to provide, extend and enhance access to various electronic forms of proprietary information on-site and off-site including but not limited to the following services: access to the card catalog/circulation system; on-line full text databases and references sources; e-books and downloadable media; on-line reader's advisory/reference. In striving for equitable access, the Library utilizes various hardware/software solutions for scheduling, session timing and content monitoring and may place limits on frequency/duration of access by patrons. Each time a patron uses a Library computer/Internet access, s/he essentially enters into an agreement to conform to the rules and regulations of computer use/Internet access.

Technology is also expensive with regards to hardware, software, security, bandwidth and Internet access providers. Therefore, the MPLD reserves the right to limit/restrict access regarding number of available library workstations by several methods if necessary:

- 1) by demand and available bandwidth;
- 2) by cardholder type, restrictions placed by parent/guardian, fine/fee limits and also by;
- 3) limiting patron's Internet session lengths.

The Library utilizes the Internet to access various internal functions and if/when patron demand interferes with these functions, public access will be further limited. Additionally, patrons may be restricted/banned from Internet use due to abuse of access policies/procedures or content access on an individual basis.

Internet Access, Filtering and Content Validity

The Library upholds and affirms the right of each individual to have access to constitutionally protected material, regardless of age but concurrently affirms the right and responsibility of parents to determine and monitor their children's use of library materials/services. The Library practices an “**opt out**” policy, meaning that the parent/legal guardian of a child under the age of 18 years of age must inform the staff at any time if they do not want their child using the Internet at the Library (**at point of obtaining a library card; box checked in ILS system operating within the PC Reservation system**). At that point, the child will not be able to use any adult/youth workstation for Internet access. However, the Library does maintain a number of Express Internet stations that are filtered but not controlled by reservation software and anyone may use these, un-policed for 20-minute time segments. The Library does not act in “loco parentis” (in place of the parent) regarding restricting Internet access/materials access but does place third party content filtering hardware/software on workstations to help block objectionable sites. Each patron essentially signs a contract to use the Internet when logging on - if any patron is blocked from a site needed for doing valid homework or research, staff will assist that patron in gaining access to those sites. Ultimately, parents have the sole responsibility for allowing, teaching, guiding and monitoring their minor children's use of the Internet.

Information and resources available on the Internet enhance those already available in the Library. Patrons are encouraged to take advantage of the Internet but should be aware of its limitations. The content, accuracy/validity, and currency of the resources available through the Internet are the responsibility of their originators or producers, and the MPLD cannot guarantee the quality of information that it has not produced and published on its web pages. Library staff will help users evaluate information found on the Internet but ultimately patrons must use their own discretion when accessing the Internet and using information obtained from it.

Basic Rules Governing Internet Access

In order to provide equitable and fair access to all users, the Library enacts the following rules patrons using the Internet accessible library workstations. **Noncompliance with these rules will result in termination/restriction/suspension of library workstation access for a period of time to be determined by policy and staff.**

1. Only one person on a library workstation at a time; except regarding parental guidance.
2. Patrons will respect the privacy of other users and not engage in any illegal activities while using any workstations.
3. According to ILCS, patrons accessing child pornography or [obscene] materials over the Internet are subject to immediate suspension of workstation access and possible prosecution.
4. Patrons must present their own personal ID/library card for workstation access; use of another patron's ID or Internet session/Log-in is prohibited.
5. Patrons are responsible for any fees incurred – printing or unauthorized use.
6. Patrons will treat library workstations/equipment with respect. Known damage (repair charges) to equipment, software, and configuration changes will be charged to that user's account or user restrictions/suspension of use imposed.
7. Staff will assist patrons as time permits (no more than 15 min. per patron ave.). Formal group/class instruction is provided within programming limits.
8. Access to all library workstations is available on a first come, first served basis, under 30-minute session limits with additional sessions available if no one is waiting. Sign-in at workstation/kiosk using supplied personal ID is required.
9. A valid ID (Library card preferred) must be shown each time a person requests access to the Internet, use of a library workstation, or use of other Library equipment. A Library card is the only ID accepted for patrons less than 18 years of age since it reflects any age-related restrictions.

10. A parent or legal guardian must accompany children under 10 years of age.
11. Youth between the ages of 10 and 18 will only have access to filtered Internet stations unless accompanied by a parent or legal guardian.
12. Patrons over age 18 (proof of age required) may request unfiltered Internet access. The Library reserves the right to limit this service to one workstation.
13. The Library reserves the right to set time limits and priority use restrictions for Internet, library workstation or other equipment use as conditions warrant.
14. Patrons may bring in their own data files in USB format. The Library also sells USB drives (see fee chart)
15. The Library is not responsible for damages to patrons' equipment or loss of data, direct or indirect, resulting from a patron's use of the Internet or workstation.

Suspension of Library Internet/Workstation Use

Failure to follow any of these procedures/policies plus non-adherence to any general Library behavior policies while on the library workstations will result suspension of Internet/workstation privileges under the following occurrence/time schedule:

- 1st occurrence – 1 day
- 2nd occurrence – one month
- 3rd occurrence – permanent revocation of Internet privileges

Special consideration may occur regarding homework or research. The Executive Director or Library Dept. Heads must approve these occurrences on a case-by-case basis.

Use of Laptops/Wireless Internet Access

The Library provides wireless Internet access during normal Library hours of service. This service is provided to enhance existing automated Library services. Patrons who choose to take advantage of this service are expected to follow all guidelines governing Library behavior and all Library policies. In particular, they are bound by the same rules and guidelines governing use of traditional Library Internet and computer usage. Additionally, staff may ask patrons to re-locate due to the availability of tables and/or power outlets. Power cords are not to be run along the floor in traffic areas due to public safety concerns. The library provides a variety of powered tables and specific chair pedestals for laptop and other electronic device use.

Laptop Use Guidelines:

1. Use of a personal laptop in the Library makes it publically accessible and therefore, governed by certain rules regarding objectionable material. The Library has no control over the information available on the Internet. Library users access the Internet at their own risk. Information may be inaccurate, out of date, or unavailable at times. Some content may be offensive to other patrons.
2. The Library's Internet connections are located in public areas shared by Library users of all ages and backgrounds. Individuals may not access potentially disruptive or harmful material and images. Although the Library cannot consistently monitor public use of the wireless network, the Library reserves the right to ask individuals to discontinue their display of information and images which may cause a disruption, to terminate an Internet session, and/or revoke a patron's Library privileges.
3. All persons using the Library are asked to respect the privacy of others while using Library facilities and resources and to refrain from attempting to view or read material being used by others. In addition, people using the Library's wireless network are expected to use headsets if they access sites or documents producing sound.

4. Patrons may only use the Library's network resources for lawful purposes and in full compliance with copyright regulations.

5. Destruction of, damage to, or alteration of the Library's equipment, software, or network security is prohibited.

6. The Library has designed the wireless network or "hotspot" to reduce chances of "hacking," ensure data privacy and virus security. However risks still exist with any wireless network. For that reason, patrons expressly agree that they knowingly assume such risk, and further agree to hold McHenry Public Library District harmless from any claim or loss arising out of or related to hacking or other unauthorized use of or access to computers and data accessing the Library's wireless network. Library staff will not change/modify any setting on patrons' personal laptops.

7. The Library cannot guarantee that an individual's computer will be able to access the wireless network. The MPLD encourages installation of up-to-date virus protection software and accepts no responsibility for any software downloaded and/or installed, e-mail opened, or sites accessed while using the wireless network connection. Any damage to equipment or data from viruses, plug-ins or other Internet borne programs is the sole responsibility of the patron.

Parental Responsibility for Filtering

Since wireless access is unfiltered, it is the responsibility of a minor's parent or legal guardian to acquire, properly install and appropriately password protect filtering software, if desired, on any and all laptop computers or other WI-FI devices that may be used by a minor on Library premises. Staff provides assistance to people using many Library services and cannot provide direct supervision or technical support of a minor's use of the Library's wireless network.

Wireless Access Agreement

Each time a person connects to the MPLD's wireless network, a message appears asking the person to accept the terms of use governing the wireless network. By clicking on the "I Agree" button to connect to the Library's wireless network you are also agreeing to abide by all Library policies, including the Library's policy for Public Internet Access. The message will be similar to the one below:

The Library is pleased that you have chosen to use our wireless network service. This agreement sets forth the terms and conditions governing use of the Library's wireless network. After you have read the agreement carefully, you should indicate your acceptance of all the terms and conditions of the agreement by clicking "I Agree" at the end of the agreement.

The wireless network service has been configured to reduce the chances of "hacking." However, the parties acknowledge that security errors and hacking are an inherent risk associated with wireless networks. For that reason, patrons expressly agree that they knowingly assume such risk, and further agree to hold the MPLD harmless from any claim or loss arising out of, or related to, any such event of hacking or other unauthorized use or access to laptops.

Public Services Policies

Access to Database Resources - Acceptable Use Policy (4/17/07)

The MPLD acquires database and electronic resources to supplement print and audiovisual collections. The Library adheres to the terms and conditions of U.S. Copyright Law (state sections – Millennium Copyright Law – (www.copyright.gov/legislation/dmca.pdf) as well as the terms and

conditions of vendor contracts and licensing agreements governing the use of these databases and electronic resources. A valid library card entitles MPLD patrons to access various databases made available through the MPLD website on-site and remotely (when available). At times, due to licensing agreements, passwords and library card numbers may be required for access/authentication for remote access. Remote database access expires simultaneously with library card expiration date.

Content of all databases in the form of citations, full-text, ebook or downloadable/streamed media is governed by license agreements and the U.S. Copyright act. Contents may not be compiled, copied or redistributed in a manner contrary to the provisions of these laws and agreement. Individual breach of these laws can result in library card/loan privilege suspension. The Library cannot be responsible for patrons' equipment that is damaged while downloading digital data.

ADA Compliance (6/2/1997) (see also Meeting Room Use)

The MPLD complies with the Americans with Disabilities Act of 1990. The Library consistently takes reasonable steps to provide a barrier-free environment and welcomes suggestions from patrons and staff in setting priorities for additional projects to enhance accessibility. When a barrier to accessibility is recognized, Library administration and staff shall provide a reasonable accommodation until a permanent solution is feasible.

Fines & Fees Payments and Refunds, see also Materials Loan Periods and Fines Schedule

Library staff will not issue cash refunds over \$50 to any patron on the following days/situations: official bank holidays, any open day after 5 p.m. and, any weekend. This is because the library doesn't keep sufficient cash-on-hand for security reasons and doesn't want to deplete the cash in the register for 1 transaction. Any refunds over that amount, will be issued as a check and can be mailed to the patron.

Freedom of Information Act Requests (2/18/02)

It is the responsibility of the Executive Director to coordinate all requests for information and Library documents filed under the guidelines of the Freedom of Information Act (FOIA, P.A. 96-542) as administered and interpreted by the Illinois Attorney General's Office. The Executive Director shall operate as FOIA officer and Public Access Counselor and be certified through the Illinois Attorney General's office. In the absence of the Executive Director, the Assistant Director will perform all of the duties assigned to the FOIA Officer and, in his/her absence, is authorized to appoint another staff member to temporary FOIA duty. The Executive Director shall inform the Board of any inquiries made as well as apprising them of all outcomes and documents provided for any inquiry. Any denials, arbitrations or arguments pertaining to any FOIA request will be settled the Public Access Counselor at the Illinois Attorney General's Office. The FOIA request is available from the MPLD website (downloadable/printable version). It must be completed in full and anonymous FOIA requests will not be accepted - the request must be dated/signed accompanied by valid mailing address or e-mail address.

McHenry Public Library District - ILLINOIS FREEDOM OF INFORMATION ACT

I. A brief description of our public body is as follows:

A. Our purpose is to provide materials and services for the recreational, social, informational, and educational needs of the community. The mission statement: "The McHenry Public Library is a welcoming place that enriches the quality of individual and community life through responsive library services that promote lifelong learning opportunities and recreational interests."

B. An organizational chart and our strategic plan are attached.

C. A copy of our current FY budget (July 1 - June 30) is attached.

Funding sources are property taxes, developer and annexation fees, state and federal grants, fines, service fees, and donations. Tax levies are:

1. Corporate purposes (for general operating expenditures)
2. IMRF (provides for employee's retirement and related expenses)
3. Social Security (provides for employee's FICA costs and related expenses)
4. Audit (for annual audit and related expenses)
5. Maintenance (for maintaining the building)
6. Tort Liability (for insurance premiums, risk management, etc.)
7. Working Cash (for bond and interest payments)

D. The office is located at this address:

809 N. Front St.
McHenry, IL 60050

E. We have approximately the following number of persons employed:

1. Full-time 27
2. Part-time 31
3. Total Employees - 58; 43FTE

F. The following organization exercises control over our policies and procedures: *The McHenry Public Library District Board of Library Trustees*, which meets monthly on the third Tuesday of each month, 7:00 p.m., at the library. A complete listing of current board members and officers is available on our website (www.mchenrylibrary.org) or by calling the McHenry Public Library (815-385-0036).

G. The following organization operates in an advisory capacity regarding our operation: (RAILS) Reaching Across Illinois Libraries System.

H. We are required to report and be answerable for our operations to:

The Illinois State Library, Springfield, Illinois. Its members are: State Librarian, Jesse White (Secretary of State); Director of State Library and various other staff.

II. You may request the information and the records available to the public in the following manner:

- A. Use request form (see attached).
- B. Your request should be directed to the following individual: James C. Scholtz, Executive Director and FOIA Officer.
- C. You must indicate whether you have a "commercial purpose" in your request.
- D. You must specify the records requested to be disclosed for inspection or to be copied. If you desire that any records be certified, you must specify which ones.
- E. To reimburse us our actual costs for reproducing and certifying (if requested) the records, you will be charged the following fees:

There is a \$1.00 charge for each certification of records.

There is no charge for the first twenty (20) pages of black and white text either letter or legal size;

There is a \$.15 per page charge for copied records in excess of 20 pages. The actual copying cost of color copies and other sized copies will be charged.

F. If the records are kept in electronic format, you may request a specific format and *if feasible*, they will be so provided, but if not, they will be provided either in the electronic format in which they are kept (and you would be required to pay the actual cost of the medium only, i.e. CD-R, flash drive, etc.) or in paper as you select.

G. The office will respond to a written request within five (5) working days or sooner if possible. An extension of an additional five (5) working days may be necessary to properly respond.

H. Records may be inspected or copied. If inspected, a library employee must be present throughout the inspection.

I. The place and times where the records will be available are as follows:

McHenry Public Library District

9:00 a.m. – 5:00 p.m., Monday - Friday, except closed holidays as advertised.

III. Certain types of information maintained by us are exempt from inspection and copying. However, the following types or categories of records are maintained under our control:

- A. Monthly Financial Statements
- B. Treasurer's Reports
- C. Budget and Appropriation Ordinances
- D. Levy Ordinances
- E. Annual Audits
- F. Minutes of the Board of Library Trustees
- G. Library Policies, including Materials Selection
- H. Adopted Ordinances and Resolutions of the Board
- I. Annual Reports to the Illinois State Library



**McHenry Public Library District
FREEDOM OF INFORMATION REQUEST**

Requestor's Name (or business name, if applicable) _____

Date of Request (mm/dd/yr) _____ Best Contact Phone number (xxx) xxx-xxxx _____

Street Address _____

Yes ____ No ____
Certification requested

City, State Zip _____

Description of Records Requested; Format Requested _____

Yes ____ No ____

Is the reason for this request a "commercial purpose" as defined in the Act?

Library Response (Requestor does not fill in below this line)

1. () The documents requested are enclosed.
2. () You may inspect the records at _____
on the date of _____.
3. () The documents will be made available upon payment of copying costs of
\$ _____.
4. () **For "commercial requests" only:** the estimated time of when the documents will be available
is _____, at the prepaid costs stated above (3).
5. () The request creates an undue burden on the public body in accordance with
Section 3(g) of the Freedom of Information Act, and we are unable to negotiate a more reasonable
request.
6. () The materials requested are exempt under Section 7 of the Freedom of Information Act for the
following reasons:
 - A. Individual(s) by name that determined request to be denied:

In the event of a denial, you have the right to seek review by the Public Access Counselor at (217) 558-0486 or 500 S. Second St., Springfield, IL 62705 **Or** you have the right to judicial review under section 11 of FOIA.

7. () Request delayed, for the following reasons (in accordance with 3(e) of the FOIA). You will be notified by the date of _____ as to the action taken on your request.

NOTE: This form is not mandatory under FOIA, but it is preferred for our organizational use. Failure to use it may result in the request not being properly or promptly processed.

FOIA Officer Signature _____

Reply Date _____

Mature Rated Video Games

The MPLD chooses to follow the Safe Games Illinois Act in restricting the access of Mature (M) rated video games to minor patrons under 17-years of age. An M-Rated video game means that the content is designed for people over the age of 17; it's equivalent to an R-rating for a movie. For more information about game ratings and how they are determined, visit the Entertainment Software Ratings Board's website (www.ersb.org). Video game manufacturers place the rating in numerous places on the games' packaging and discs. The library also places a rating browser on the spine of each game so patrons can make informed decisions about the video games they are borrowing. In practice however, if the parent/legal guardian gives permission for the M-rated item to be checked out on the minor's card, staff will complete the transaction but only on a case-by-case basis.

Photographing Patrons Policy

The MPLD reserves the right to photograph program participants and patrons of the library. Please be aware that these photos are for the use of the library only and may be published in a variety of media, such as the library's newsletter, ***The Preface***, or our website or Internet sites such as Flickr, etc. or in press releases to promote or publicize the library. By being a patron of the library, including participating in a library event, program or activity, you are allowing the library the right to take and use photographs of yourself or your family. If you do not wish to be photographed or have your child photographed, please notify library staff.

Public Relations and Publicity Statement (*The Preface*, website, brochures, PR Dept. – no policy in effect as of 4/08)

Talking Books

Blind and physically handicapped residents of the MPLD [who are cardholders in good standing] may be eligible to receive free talking book services through the Heartland Talking Book Center located in the DuPage Library System. This is a federally funded program with regional offices throughout the Chicago metropolitan area. Information about this program/service can be obtained from the MPLD Reference Services staff

Departmental Policies and Procedures

Types of Library Cards (2/26/02)

Resident Cards

The MPLD provides cards to all citizens who reside within the boundaries of the District. (See [District Map](#), appended). In order to obtain a library card, a patron needs to present two forms of ID that verify identity and residency (e.g. valid Illinois driver's license or state non-driver's ID; current year property tax bill, current lease, current month utility bill or current year school ID). Patrons may register for a Library card most hours that the Library is open. Registrations will not be accepted during the 15-minute period prior to closing. Since the parent(s) or the legal guardian(s) are fiscally responsible for fines, fees, or other financial obligations of minors, the signature of a parent or legal guardian is required for youths under the age of 18. A library card is a binding contractual agreement between the Library and named/signature patron. Resident cards expire every 2 years; non-resident cards expire on an annual basis.

Non-Resident and Non-Resident (in District) Property Owner Cards

Any non-resident owning property in the District is entitled to a Library card. Cards are issued at no charge for a period of one year. Illinois Statute limits one card per business or property. Cards are issued to an individual and, therefore, are non-transferable. Nonresidents will be required to provide two forms of ID, one of which is a current tax bill or deed to property lying in the district.

Non-residents cards are available for a fee. Illinois Statute may determine which Library a patron must use to purchase a non-resident card. These cards are issued for a period of one year from the date of application. The fee is comparable to the average tax bill paid by District residents and is determined according to the formula established by The Illinois State Library (75 ILCS 16/30-50.60). Section 3050.60 of ILCS (75 ILCS5/4-7 *12) and 75 ILCS 16/30-55.60 covers the Non-Resident Fee Formula. The same ID requirements for Resident cards apply. Each year the Library Board will review the annual fee for a non-resident card as well as reviewing reciprocal borrowing privileges on non-resident cards, an option permitted by Illinois Statute.

Courtesy Cards

Illinois Statute no longer permits public libraries to issue courtesy cards to businesses and schools within the Library district boundaries; however a card may be issued to one individual in that businesses provided they are an owner of the business.

Cards from other Libraries (Reciprocal Borrowers)

The MPLD extends reciprocal borrowing privileges (defined as library on-location lending to patron) to patrons with valid cards in good standing from other libraries that are not included in our shared database. Generally these privileges are limited to libraries that are members of an Illinois Library System. Patrons will be required to present two forms of identification verifying identity and residence as previously mentioned.

All borrowers are subject to those rules and regulations outlined on the registration card/electronic registration. Registration cards are now kept as .pdf files – no paper copies). Each applicant shall be required to read and sign the registration card (electronic signature required) and provide appropriate proof of residence and identity. The Library reserves the right to deny borrowing privileges under appropriate circumstances including, but not limited to, outstanding fines, fees and bills. A valid Library card must be presented at the circulation desk at the time materials are checked out. If a patron does not have a valid Library card with them at the time of checkout, they will be asked to present a document that establishes identity. This is required as a security measure to protect the borrower's financial liability for the materials borrowed as well as to protect Library resources. If the patron is unable to present an alternative form of identification but can provide a unique number that is part of a searchable patron record field, staff may be able to authorize borrowing privileges. A staff member that is able to verify the patron's identity may exercise an exception to this policy.

Any violation of the Library's rules and regulations shall be cause, at the discretion of the Executive Director, for the forfeiture of all rights and privileges given to cardholders. An appeal of the Executive Director's decision must be directed in writing to the Board of Library Trustees. The Library Board will consider the appeal at their next regular meeting.

The MPLD honors, on a reciprocal borrowing basis, all cards in good standing issued by Illinois public libraries that honor and extend reciprocal borrowing privileges to their residents. The Board of Library Trustees will review reciprocal borrowing privileges for non-resident cards annually. All persons, categories, cards and exceptions not covered in the above policy shall be decided at the discretion of the Executive Director.

Enhanced Access Library Cards

The enhanced Access library card is available to any reciprocal borrower from Illinois (IL) or nearby Wisconsin (WI) public library who holds a valid resident card in their home library and remains in good standing (i.e. no fines, fees). The card provides access to all of the collections, services and programs described below - basically providing the same rights, responsibilities and privileges that a McHenry Public Library District (MPLD) resident cardholder would receive.

The fee for an enhanced access library card is \$45 per card/per individual, per year (a year being from date issued to succeeding 365 days thereafter). If the cardholder becomes ineligible for their resident card or goes out of good standing either due to fines/fees in their home library or at MPLD, the enhanced card will be suspended until those fines/fees are remedied - however, the 365-day time period remains in effect and will not be extended. The enhanced access card is only valid at the McHenry Public Library (MPLD). (passed by MPLD board, 5/21/2013).

Enhanced access privileges:

- **ability to check out downloadable materials (eBooks) and equipment/devices (Nooks, etc.)**
- **place holds on items and receive resident cardholder status in the hold queue**
- **ability to participate in all library sponsored programs (some additional fees per program may apply) including the summer reading program**
- **ability to check out video games and Playaways**
- **ability to request InterLibrary Loans**
- **ability to use the electronic resources (online database subscriptions) remotely**
- **ability to have tests proctored (within library parameters and rules)**

*note: homebound delivery service is not included as a privilege

Use of Library Cards

The issuance of a Library card is of an individual contractual nature that is normally not transferable to other parties by the issuing agency (Library). This means that the Library cardholder (i.e. person named on the card) is the only person who can use that card. Many times, however, special circumstances warrant the use of that card by another individual - husband, wife, other family members, neighbor acting for a home-bound patron, etc. (e.g., a wife gives her husband her card to pick up a book held on reserve for her). In these special cases, Library staff may make a judgment call and permit another person to use another's Library card. Staff has the right, at any time, to deny an individual checkout privileges on another person's card and to confiscate that card, if misuse of Library materials is suspected, theft of card is suspected, or a knowing violation of the Privacy Act is occurring.

Materials Loan Periods and Fines Schedule (6/16/2009, revised 3/15/2011), see also **Fines & Fees Payments and Refunds**

Library staff will not issue cash refunds over \$50 to any patron on the following days/situations: official bank holidays, any open day after 5 p.m. and, any weekend. This is because the library doesn't keep sufficient cash-on-hand for security reasons and doesn't want to deplete the cash in the register for 1 transaction. Any refunds over that amount, will be issued as a check and can be mailed to the patron.

Loan, Renewal and Fine Schedule (The Library Board and staff periodically review loan periods/overdues.)

Current overdue charges

Books, magazines, pamphlets, music CDs, audiobooks, kits

10¢

DVDs (including Blu-ray), VHSs, CD-ROMs, videogames, Hot Books	50¢
EReaders (includes Nook and Sony)	\$1.00

Current loan periods	Loan period	Renewals
Books, magazines, pamphlets, CD-ROMs, audiobooks, kits	3 weeks	2 renewals
*MP3 Players	2 weeks	1 renewal
EReaders	2 weeks	no renewal
Multi-disc DVD or VHS sets	2 weeks	no renewal
Hot Picks Bks; Fic. DVD and Blu-ray, VHSs; videogames	1 week	no renewal
Music CDs	1 week	2 renewals
Non-fiction DVDs, *Blu-ray discs, & VHSs	1 week	1 renewal
Hot Picks DVDs	3 days	no renewals

***(Note that non-McHenry card holders, i.e. reciprocal borrowers cannot check out video games, EReaders, Play-a-ways or Blu-ray DVDs or access digital materials through OverDrive)**

Library staff reserves the right to limit the number of items available for checkout by patrons based on size of collection or demand and also determine which collections or portions of collections are not available for circulation. Patrons will not be allowed to check out/place holds when fines/fees accrue to \$10.00+. The Circulation Manager and/or shift supervisor have the authority to grant reasonable exceptions to this policy as well as to discount fines and present payment options. Reciprocal borrowing privileges at other libraries may be denied if there are fines or fees of any amount owed.

Fee Schedule (4/1/07, revised 2/15/2011)

Account Collection Fee:	\$10.00 per account referral
Audio/Read Along bag:	\$15.00
Audio book case	
Single CD or cassette:	\$8.00
Multiple CD or cassette:	\$15.00
Audio case (Music)	
Single-CD case:	\$3.00
Double-CD case:	\$8.00
Multiple-CD case:	\$15.00
Barcode:	\$1.00
Video/DVD case	
Single-DVD case:	\$4.00
Double-DVD case:	\$5.00
Multiple-DVD case:	\$15.00
Single-VHS case:	\$4.00
Double-VHS case:	\$5.00
CD ROM bag:	\$15.00
eReader components:	\$250.00 eReader, \$30 charger, \$10 bag
CD-ROM components	\$5.00 parts/instructions/notes; replacement cost of CD/ROM.+ fine + processing fees.
Material Repair fee	\$5.00
Video rewind fee	\$1.00 per cassette
Library workstation Supplies	
USB/flash drive	\$10.00
Library workstation Printing fees:	
Black	10¢ per side for letter & legal 20¢ per side for ledger
Color	\$1.00 per side for letter & legal \$2.00 per side for ledger

Photocopy machine fees:	
Black	10¢ per side for letter and legal size exposure 20¢ per side per ledger size exposure
Color	\$1.00 per side for letter & legal size exposure \$2.00 per side for ledger size exposure
Print/copy debit card	\$2.00 (includes \$1.00 of copying credit)
Microform printing	10¢ per exposure
Interlibrary Loan (ILL)	Photocopying, delivery fee and/or postage, when applicable
No pickup of ILL/Hold/OCLC	\$1.00 per item
Replace lost Library card	\$2.00 each card
Non-resident cards:	\$ assessed annually using State Library Formula
Enhanced library card	\$45 per year (365 day period)
Returned check	All fees assessed by financial institutions +\$10 fee

Collection Agency (2/18/02)

In order to protect the investment of public funds used to acquire and support library collections, the MPLD enlists the services of a collection agency to recover long overdue materials or large outstanding fines. If matters are not resolved within 60 days past the date the item was originally due, the Library reserves the right to turn over any or all accounts to a collection agency for resolution. When an account is submitted to a collection agency, the borrower shall be assessed an additional fee. This fee will reflect the costs incurred by the Library for collection services. This non-refundable fee is charged in addition to any and all fees for overdue fines, lost and/or damaged Library materials.

Writing Off Long Overdue Fines and Fees (10/20/09)

GASB 34 requires that uncollected fines be included as part of library revenues and, it is understood that a large percentage of this revenue will never be collected due to the nature of the debt. Debt in these terms refers to the costs of unreturned items, uncollected fees and overdue fines. Fines and fees that have not been collected after four (4) years of established collection procedures are written off as bad debt and removed from the library's automated circulation system. Established collection procedures include sending overdue notices, restricting borrowing privileges, and using a collection agency. The library board is informed of debts that have been written off and appropriate accounting records are retained.

Confidentiality and Public Records Retention (1/19/02)

Information Confidentiality

The MPLD upholds the rights of patrons and staff to privacy and confidentiality, but also must abide by law relating to the Patriot Act and other personal/privacy laws. This protection and legislation concerns the two specific areas of registration records and borrowing records. Under the U.S. Patriot Act (U.S.C. § 2701-2712), and the Library Bill of Rights, endorsed by the MPLD Board of Trustees, U.S. citizens, regardless of age are protected from violations of privacy including all Library records, registration information, current and past circulation histories and overdue history. This Act applies to all adult (18 years and older) cardholders. Patron information will not be divulged to any other person, organization, or government agency including the courts, without a subpoena, except in the case of imminent danger to patrons whereby patron address/contact information may be provided to sworn law enforcement officers. This includes husbands, wives, other family relatives and friends.

However, fine totals can be given to family members, if the Library staff feels that the intent is to pay those fines for that individual. To a degree, child card holders are exempt from this Act because of the contractual nature of the Library card and the fact that a parent/legal guardian must sign for a minor's card, agreeing to pay any fines, fees, loss and damages to Library materials. Overdues, fines

and lost/damaged information for child cardholders will be given to the parent/legal guardian by Library staff on only 2 occasions:

1. if that information relates to the payment of specific fines, etc. and/or;
2. the Library does not act "in loco parentis;" therefore, if a parent/legal guardian (ID verification required) wants to see what that child has currently checked out for purposes of satisfying their parental responsibility, they may do so. See notes in ILS, library staff input names of family members who can have access to information, pick up holds, etc.

Patron Personal and Circulation Information – Retention and Use

Our database contains circulation and patrons records for a 2-year period, after which time that data is erased/destroyed. Any requests for information according to the Freedom of Information Act (FOIA) or the U.S. Patriot Act must be made in writing (or in the form of a court order/subpoena) to the Executive Director who serves as the Information Officer of the Library District. Individual circulation information will never be sold and will only be provided to other libraries as it pertains to existing fines/fees for a specific overdue. Furthermore, compiled circulation data is used for strategic planning, collection development, weeding (de-accession of materials) and database management, but individual records are never shared or used for statistical compilation.

Personal Information Protection Policy (2/15/2011)

1. The McHenry Public Library District (MPLD) will take all measures reasonably necessary to protect the security, confidentiality and integrity of 'personal information' as defined in the Personal Information Protection Act, 815 ILCS 530/1 *et seq.*
2. Any suspected breach or compromise of the security (as defined in the statute) of MPLD data (within its ILS patron record data or staff/personnel data) that contains personal information shall be investigated promptly by the Executive Director. Using personal information for a purpose unrelated to the business of MPLD and making personal information available in order to further disclosures that are unauthorized by the statutes also constitute breaches/compromises of the MPLD data.
3. The MPLD Executive Director may consult with local law enforcement officials and the organization's attorney before making a determination pertaining to notification of affected individuals as it relates to a breach of data/security containing personal information.
4. If notice to the affected individuals is appropriate, notice shall be given in accordance with the Personal Information Protection Act. 'Personal information' is defined as the following: an individual's first name or first initial and last name in combination with any one/more of these data elements, when neither the name nor the data elements are encrypted or redacted:
(1) Social Security Number (SSN); (2) Driver's license number or State identification card number; (3) Bank account number, credit card/debit card number or account number in combination with any required security code, access code or password that would permit access to an individual's financial account(s). Personal information does not include publicly available information that is lawfully made available to the general public from federal, state or local government records.
5. No MPLD employee (other than the MPLD Executive Director) shall contact any individual about a suspected personal data breach/compromise. Every such security-related incident must be reported immediately (within 6 hours) to the Executive Director.

Privacy/Identity theft Protection Policy (2/15/2011)

Summary: The Personal Information Protection Act (815 ILCS 530/1 *et. seq.*) creates some new obligations for local governmental agencies related to protecting patrons/customers and staff collected data from identity theft. The policy will cover our ILS, BiblioCommons, log-ons to use our public workstations and in-house printing as well as logging on to our public wireless network. Our ILS, Sirsi/Dynix operates within a consortium arena and, as such, our policies such as data shielding/data retention are tied to their policies but we also have local control over some of the data. Use of the social card catalog system, BiblioCommons also falls within this law as it is a consortium product and patrons are required to log-in with a user name and password. The policy identifies personally identifiable information collection, collection and retention routines. Additionally, the Identity Protection Act (096-0874), essentially restricts the use of SSNs by: prohibiting a person, state or local government agency from publicly posting or displaying the SSN; printing the SSN on cards required for access to products or services; requiring an individual to transmit his or her SSN over the internet without a secure connection, or encryption of the SSN; or printing a SSN on mailed materials. These Acts allows state or local government agencies to collect, use or disclose a SSN only when required by state or federal law. The hurdles continue—the need and purpose for the SSN must be documented before the request, and the SSN collected must be relevant to this specified need and purpose. In addition to the Act, state and local agencies must bear in mind the Fair and Accurate Credit Transactions Act of 2003 and Red Flag Rules issued by the Federal Trade Commission. These guidelines require that all financial institutions and creditors develop a written Identity Theft Prevention Program. Under this language, a state or local agency may be a creditor if they regularly defer payment for goods or services, or provide goods or services and bill individuals later.

Protecting the privacy and security of our patrons personal information is very important to the McHenry Public Library District (MPLD). The McHenry Public Library collects data relative to resident's identity to discern them from any other person and to uniquely identify them for purposes of providing a library card. Furthermore, that card affords a patron in good standing all rights and privileges to check items out, accrue fines and fees, use the public workstations, use the social network card catalog and place items on hold and use interlibrary loan. None of the various discrete parts of data, such as name, address, phone number, e-mail address, passwords are ever sold or given out to outside entities or businesses. Furthermore, none of the data is ever used in-house for distributed/targeted mailings or any solicitation of any sort. Some of this data is mined, mapped and collated in different ways internally to provide historical circulation trend information as well as to predict/validate new services and collections but is never used illegally or provided to outside sources. The MPLD is part of a 23-library consortium called CCS whose sole purpose is to provide an integrated card catalog system (ILS) and other consortium-based electronic resources. Data concerning items currently or historically checked out, overdues, fines and fees along with personal data, including passwords, user names, etc. is ever provided or sold to third parties. The MPLD has a data retention policy within its larger Information Retention and Destruction Policy but also adheres to any and all CCS guidelines and policies (see CCS Personal Information Protection Policy attached) in retaining data related to the ILS.

The MPLD also creates and maintains data relative to patron in-house workstation user names/passwords for both staff and patrons. This information is for access only and can be changed by the patrons at any time. The user specifically controls social network sites and other websites accessible via these constructs - the library keeps no record of use. 'Cookies' are not collected or stored for use beyond the time the user spent on the workstation. SSNs of staff are routinely collected as part of the employment process and insurance purposes through the health insurance provider but the employee can often designate an alternate form of ID and this information is never provided to another third party.

Definition of Personally Identifiable Information

Identifying information includes, but is not limited to the following forms of data:
Social security number (SSN)

Driver's license and/or state ID number
Checking account number
Savings account numbers
Credit and debit card numbers
Personal identification numbers (PIN)
Electronic identification numbers
Digital signatures
Passwords and usernames or numbers
Identifying information such as passports, driver's licenses, birth certificates, immigration documents and state-issued identification cards.
Library cards - specifically barcodes
E-mail addresses, user names, passwords and log-ins
Computer cookies

Personally identifiable information is not routinely collected. Library cards renew every two (2) years. Cards become inactive after that time if not used and information is purged from the database dependant upon fines/fees accumulated and library accepted thresholds. Cards with associated fines/fees remain in the database until deleted or purged. Patrons are not required to provide personal information simply to visit our website or search or card catalog. A library card with active barcode and a user name is required to put holds on items and use various on-line databases as well as to use our in-house public workstations. Such information is never provided to any outside agencies/businesses. E-mail addresses, if provided by patrons are only used to communicate item holds, send overdue notices and to notify patrons. The MPLD has taken precautions in policy, procedure and choice of PC reservation and web screening software to protect personally identifiable information from retention (than otherwise specified in this document) loss, misuse, outside distribution or alteration.

The MPLD further limits access to personally identifiable information from both staff and patrons on a need-to-know basis. All staff is acutely aware of state and federal privacy laws and their responsibilities concerning the protection of personally identifiable information.

Disclaimer Regarding Use of AV Equipment and Library Materials (Media) (4/17/07)

The Library collects, circulates and maintains collections of media in a variety of popular formats based on title availability, reasonable retail price, majority consumer popularity and equipment availability. Most media may be borrowed by district residents and are available for cooperative resource sharing through interlibrary loan (ILL). The MPLD also has cleaning and repair equipment for most of its media collections and has a regular program of assessing playability, maintenance and repair, and makes all reasonable attempts to assure the playability of media at point-of-loan. Therefore, the MPLD is not responsible for any damage caused to an individual's personal equipment including, but not limited to: computers, CD players, video cassette players, DVD players and digital audio or video players. All audiovisual materials are used at the patron's own risk.

The Library also maintains a variety of audiovisual and electronic devices that can be used in the Library. Although the MPLD attempts to maintain and repair all audiovisual and electronic equipment, staff do not assume any responsibility for any damage to an individual's software, compact discs, audio cassettes, video cassettes, DVDs, computer files, USB drives or other personal property used with Library equipment.

Restriction on Circulating Visual Media to Minors

The MPLD chooses to follow the guidance of the voluntary motion picture rating system operated by the Motion Picture Association of America (MPAA) and therefore, restricts access to R-rated films for minor patrons 17 years and older and restricts access to NC-17-rated films to patrons 18 years and older. In practice, if the parent/legal guardian gives permission for the item to be checked out on the minor's card, staff will complete the transaction but will only do so on a case-by-case basis. Note that this policy does not deal with the television rating system – only the MPAA ratings.

Holds on Library Materials

A 'Hold' on library material can be defined as "the action of identifying a circulating item either currently checked out by another patron or on-the-shelf in a library and requesting that item for oneself." Items cannot be requested for specific dates; rather, items are placed on a request queue, first-available basis. Holds can be placed on materials held by the Library or within the CCS consortium – participating libraries only. The loaning library predetermines the materials available for loan, loan periods and hold status. Patrons must have a valid library card and be in good standing (no fines/fees over \$10) in order to place holds. Currently, holds can be placed through the on-line catalog (iBistro) remotely (at home/office) through the Internet (www.mchenrylibrary.org); by calling the Library; or in-person, at the Library. Patrons can place holds by using the barcode (on library card) and password (default is "patron," but patrons are encouraged to change their password to something unique.). The patron must then search the card catalog by bibliographic search points to locate the item(s) they want. The individual patron hold list can be accessed in similar fashion through password ID with options to cancel holds. Please note that all holds have expiration dates that may expire early due to an earlier patron card expiration date. Patrons will be notified of holds coming available for them via telephone, e-mail and/or at point-of-checkout, when visiting the Library.

Interlibrary Loans (ILLs)

Simply put, "ILL is the borrowing and lending of materials from one library to another and is only one service method in which libraries cooperate." The MPLD is a member of several library consortia that makes ILL very fast and practical. Due to materials budget constraints and space limitations, the MPLD cannot purchase every item needed or desired by patrons. Therefore, ILL services exist to provide a measure of breadth and depth to the collection. The MPLD will not become dependant upon ILL to supply patrons with materials however, and will not use it to subvert the regular materials ordering process. In the event that the Library/consortium does not own an item requested by a patron, every attempt will be made to obtain the item from another Library in a timely fashion. Library staff will conduct a reference interview with the person requesting the material to determine the title, author and format of the requested item. Staff will also ask the person for a cut off date after which the material is no longer needed. Materials requested via ILL are subject to the consortium/lending Library's terms (including but not limited to loan periods, patron restrictions and use/overdue fines/damage fees.) as well as the patron's home library. ILLs should be returned to the library that requested the item for the patron (most often, the patron's home library). **Currently ILLs are limited to ten (10) requests per patron at any one time.** Renewal of material is generally not possible but can be requested on a per-item basis.

ILL Fees

The Library will pass along to the patron any costs incurred on the patron's behalf. Such costs include the following items:

- Non-MPLD cardholders will be assessed a \$1.00 per item service fee per order
- Non-pick-up of reach item after 7 days of pickup date - \$1.00 charge per item (all patrons)
- Item damage charges or Overdue charges determined by lending library

- Loan initiation fees charged by the lending library
- Document delivery fees charged by the vendor or lending library
- Postage to Library and Return postage if lending library charges MPLD
- Microform rental charges
- On-line connect charges
- Photocopy charges

Guidelines and Practices for Implementation

At the time an ILL request is initiated by the patron, an MPLD staff member will ask the patron for a dollar limit that is acceptable to the patron. This dollar limit should then be recorded on the ILL request form. Any charges incurred on the patron's behalf must be paid at the time the patron obtains the borrowed material. ILL items will not be released to the patron until any and all fees are paid. If a patron fails to pick up an ILL material by the date the material is due back to the Library, any fees will be posted to the patron's borrowing record. Repeated abuse of ILL service or continued non-pickup of requested items will result in suspension of ILL privileges. **The OCLC ILL form can be found on the library's website and is also available from the "Checkout Desk" and "Questions? Desk".**

Reciprocal Borrowing

Reciprocal borrowing can be defined as "a patron from another library physically travelling to another library and using their library card to check out materials there – it is borrowing by the patron directly from another library." Due to consortium contract, patrons at the MPLD have many options for reciprocal borrowing. The MPLD is a member of the (RAILS), which operates a van delivery service. Because of this service, materials from another library, returned to a different library can be transported to the owning library effectively and efficiently at no cost to the patron. However, overdue charges can occur due to transport time and patrons are responsible for those charges/fees.

Appendices

The American Library Association (ALA) affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their service. The MPLD supports and upholds the Library Bill of Rights. Furthermore, the MPLD subscribes to the philosophies, precepts, laws and tenets described within the documents listed below:

MPLD Strategic (long-range) Plan of Service

MPLD Technology Plan

ALA Endorsed Intellectual Freedom Documents

[ALA Freedom to Read](#)

[ALA Library Bill of Rights](#)

[Freedom to View](#)

[Access for Children & Young People to Videotape & Other Nonprint Formats](#)

[Access to Electronic Information, Services and Networks](#)

[Child Internet Protection Act](#) The MPLD does not participate in the Federal E-Rate program and is therefore not subject to all of the CIPA (Child Internet Protection Act) guidelines which run contrary to ALA's access to minors guidelines. However, the MPLD does filter Internet access and block various sites/limit functionality on Library workstations based on bandwidth demands, strict blocking of child pornography sites and other unlawful sites.

[Illinois State ILL Code \(Draft\)](#) (The MPLD subscribes to a number of ILL codes, including CCS, CPL and RAILS ILL/Reciprocal borrowing policies)



Suspension of Library Privileges

(Date)

Dear _____,

You were recently involved in an incident in the McHenry Public Library that disrupted other patrons and disturbed normal activities of patrons and staff. On _____, your behavior of _____ resulted in you being asked to leave the Library's premises. During that visit, you were asked to correct your behavior at least (3) three separate times but instead, continued to exhibit the behavior and continued distraction. Due to your continued infraction on the date mentioned above, we are suspending your library privileges until _____. Please review the Library's attached policy on disruptive behavior. We do not make these suspensions lightly and look forward to serving you in our library in the future. If you have any questions regarding this policy, its' enforcement, or your suspension of library privileges, please contact me.

Sincerely,

James C. Scholtz
Executive Director
McHenry Public Library



Suspension of Library Privileges - Minor

(Date)

Dear _____,

On _____ your child, _____ was involved in an incident in which s/he disrupted the normal activities in the library, interacting inappropriately with other patrons and staff. On _____, the behavior of _____ resulted in _____ being asked to leave the Library's premises. During that visit, _____ was asked to correct that behavior at least (3) three separate times but instead, continued to exhibit the behavior and continued distraction. Due to that continued infraction on the date mentioned above, we are suspending his/her library privileges until _____. Please review the Library's attached policy on disruptive behavior. We do not make these suspensions lightly and look forward to serving you in our library in the future. If you have any questions regarding this policy, its' enforcement, or suspension of library privileges, please contact me.

Sincerely,

James C. Scholtz
Executive Director
McHenry Public Library