

Section 3	Services
<p><b>Public Policy and Procedure Manual</b>            Approving Authority: Morris Area Public Library            District Board of Trustees</p>	<p>Effective Date: 01/05/2010            Reviewed and Revised: 03/07/2012, 10/10/2013,            02/08/2016, 03/09/2020, 03/13/2023, 10/12/2023,            04/13/2026, 05/11/2026</p>

## A. Borrowers and Fees

### General

The primary purpose of this Library is to provide Library service to the residents of the Library district. In addition, these services are available, with special provisions, to nonresidents wishing to use them. Borrowers may check out as many books and magazines as desired subject to the reasonable discretion of the Library Director provided that it does not deplete the collection in one area. The checkout of other materials may be restricted based on the demand for the materials.

### Application Requirements

All Library card applicants must provide their name, at least one form of contact information (phone number, email, physical address) date of birth and a signature. Proof of residency will be verified by the applicant providing a photo ID or one of the following documents: current month's utility bill, current lease agreement, and/or property tax statement. Other forms of contact information and identification may be accepted at the discretion of the Director. In the case the applicant's ID does not match their residence, they will be required to provide ID as well as two of the following documents: current month's utility bill, current lease agreement, and/or property tax statement. Other forms of contact information and identification may be accepted at the discretion of the Director.

Residents age 18 or over: Upon proper application, or presentation of expired borrower's card, any adult age 18 or over shall be issued a Library card which entitles them to use the facilities of the Library and to check out materials. Library cards shall be valid for three years from the date of issuance, or until termination of residence in the district, whichever period is shorter.

Residents under 18 years of age: The signature of one parent or guardian is required on the Library card applications of all residents under 18 years of age. The parent(s) or guardian(s) of residents under the age of 18 will be held accountable for the items checked out on the youth's card.

Nonresident borrowers: Any family not residing in the Library district, upon proper application and payment of the nonresident fee, may be issued a Library card which entitles members of the family to use the facilities of the Library and to check out materials. Such cards shall be valid for one year. Nonresident card fees are not refundable. Nonresidents who display a current real estate tax receipt for property within the Morris Area Public Library District may receive a nonresident card without charge. Any rules cited above pertaining to residents shall likewise apply to nonresidents.

Application Renewal Requirements: Current Library card holders must show a current photo ID indicating residency in the Library district. If the address on the current photo ID does not match current address, Library card holders must present as proof of residency one of the following documents: current month's utility bill, a current lease agreement and/or property tax statement. Library cards are non-transferable. Cardholders are responsible for notifying the Library of lost or stolen cards.

## **B. Confidentiality of Records**

The Morris Area Public Library abides by the Library Records Confidentiality Act, 75 ILCS 70/1, which provides that registration and circulation records are confidential. Registration records include any information a patron provides in order for that patron to become eligible to borrow books and other materials. Circulation records include all information identifying the patron borrowing particular books or materials. The Morris Area Public Library does not make available registration or circulation records to any party except in compliance with the law. The Morris Area Public Library does not make available lists of registered Library patrons except in compliance with the law. Law enforcement officers requesting confidential information may be asked to complete the Officer's Request for Confidential Library Information form (Appendix C).

## **C. Second Party Authorization of Hold Pick-Up**

This policy change has been approved by the attorney to allow patrons to submit written consent for second-party authorization to pick-up and check out materials reserved on their behalf.

## **D. Fees and Charges**

In order to proceed with open and equal access to all Library Materials, the Library is Fine Free and does not collect overdue fines for general library materials housed in the Morris Area Public Library. However, the fine schedule and due dates of the Prairie Cat Consortium (or other lending consortium in use) material superseded those of the Morris Area Public Library. In addition, the Morris Area Public Library of Things is exempt and its items are not Fine-Free. For all Morris Library Fine-Free collections items, after 30 days, any items not returned will be declared lost. Patrons will be billed for the lost items and borrowing privileges will be suspended. If a patron returns an item that has been damaged beyond the point where it can be returned to circulation or if the patron loses an item, a notice will be sent to the patron assessing the cost to replace the damaged item. Notifications will be made by phone, email and or text message. It is the patron's responsibility to keep account of information current. Failure to receive the notification does not absolve the library card holder from replacement fines. The replacement cost shall be equal to the cost of the items and processing costs. Borrowing privileges will be reinstated when the patron's account is brought into good standing or at the discretion of the Director.

## **E. Computer and Internet Use**

The information previously contained in this section has been moved to the **Computer, Internet, and Electronic Resources Use Policy**, which is maintained as a separate document and may be revised independently of the Services Policy.

## **F. Service to Patrons With Disabilities**

The Morris Area Public Library offers the same services to patrons with disabilities as to all other segments of the population. In addition to those services, the Morris Area Public Library acts as facilitator between the patron and Services to the Blind and Physically Handicapped, offers home delivery to patrons with disabilities which prevent them from coming to the Library, and welcomes service animals in the Library.

### **Service Animal Policy**

1. Policy Statement: In accordance with the Americans with Disabilities Act (ADA), service animals are welcomed and permitted in all facilities. Per ADA, service animals are dogs or miniature horses

individually trained to do work or perform tasks for an individual with a disability. For details, please see ADA requirements for service animals. No other animals are permitted.

2. Definition and Scope: In regards to a miniature horse, they generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds. Per ADA, size and weight can be factors in determining if the Library is able to accommodate this type of service animal.
3. Behavioral Guidelines: Service animals must be in physical proximity with their handler and under handler control at all times. They may not be left unattended. Service animals must not display disruptive behavior such as barking and growling. Service animal handlers are responsible for any upkeep or clean-up of the animal. Staff may ask a person to remove from the Library any animal including a service animal, when that animal's behavior poses a direct threat to the health and safety of others, as in accordance with ADA guidelines.

### **Sensory Room Policy**

1. Policy Statement: The Sensory Room of the Library is for use by small groups limited to five people in total. The purpose of this room is to provide a space away from the possibly noisy environment of the rest of the Youth Services Department. Use of this room should be consistent with the objective of the Library, which is to provide a suitable environment for learning for all ages.
2. Scope and Definition: Use of the Sensory Room will be arranged at the Circulation Desk. The Sensory Room will be used as it becomes available on a first come, first served basis. A waiting list will be kept if the room is occupied. No advance registration will be taken. The Sensory Room may be used for one hour. When the one-hour time limit expires, the room will revert to a first-in-first-out policy as administered by Library staff. A valid photo ID must be presented for an individual using the Sensory Room (or their legal guardian).
3. The Sensory Room will be limited to the current Fire Code occupancy requirements. No extra chairs will be allowed. A caretaker must be present at all times with patron(s) using the Sensory Room. Activities in the Sensory Room should not materially or substantially interfere with the proper functions of the Library. Prohibited activities include: causing excessive noise, creating safety hazards or security risks, and creating other disturbances that violate the Library Patron Behavior Policy. The Library may also deny access to the Sensory Room to individuals that have failed to follow the rules and regulations for the room's use. See the procedures posted in the Sensory Room and in the Appendix N for more information.
4. All individuals are responsible for the condition of the room and should return furniture to the original arrangement. Patrons of the room are responsible for any repair costs for any damage to the room incurred during its use.

## **G. Faxing and Copying Services**

Fees will be charged for use of the Library fax machine and copy machines. The fee schedule will be posted at the circulation desk.

## **H. Notary Service**

The information previously contained in this section has been moved to the **Notary Services Policy**, which is maintained as a separate document and may be revised independently of the Services Policy.

## **I. Proctoring Service**

### **Policy Statement**

The Morris Area Public Library will proctor online and written exams for free for residents of Grundy County who provide a current, valid form of ID. Proctoring may be provided for a fee for individuals residing outside Grundy County.

### Scope and Definition

1. Online testing may be done via a Library computer or the student's personal laptop. The Library will not download software onto Library computers that is not compatible with the Library's network. The Library cannot guarantee that technical problems will not occur when using the Library's network or its computers.
2. The Library is not responsible for deadlines set by the institution.
3. The Library will not retain copies of the completed exams.
4. The Library does not guarantee the name of an individual proctor; any designated staff may act as the proctor.
5. The designated staff proctoring an exam will verify identification of the student.
6. Exams will be conducted within immediate sight of the circulation desk, but the proctor will also be assisting other Library users and will not sit with the student.
7. The Library agrees to provide a reasonably quiet space for students to undertake the exam.
8. The proctor will not be responsible for timing an exam.
9. The proctor will not grade any exam.
10. The student should contact the Library 24 hours prior to the scheduled exam date to be sure the exam has arrived. This applies to both written and online tests.
11. Exams are administered by appointment only during normal business hours.
12. All students must complete an exam proctoring application. Applications for proctoring must be submitted at least seven days in advance of the anticipated exam appointment date.
13. The student must make arrangements with the school to have written tests sent to the Library. Appointments will not be scheduled and/or given final approval until the Library receives the exam materials.
14. Appointments may be scheduled by the director/designated staff member(s). The staff member scheduling the exam appointment is responsible for informing all staff working at the time of the appointment so that they are prepared for the student. Exams that have not been taken will be stored in the Library director's office.
15. The Library is not responsible for exams sent without prior arrangements and/or notification. Prior proctoring arrangements with an institution or a student do not indicate an ongoing partnership; the student and/or institution must verify with the Library all future arrangements on a case-by-case basis.
16. The Library reserves the right to cancel or reschedule exams.
17. Students are responsible for notifying the Library as soon as possible if they are unable to keep a scheduled proctoring appointment. Anyone who schedules an appointment and does not show up may forfeit the opportunity to have future exams proctored.
18. Exams that have not been taken within two weeks of receipt at the Library will be mailed back, blank, to the school or agency, unless the student has contacted the Library within those two weeks to set up a testing date that extends beyond the two week period. Students are responsible for any fees associated with returning exams back to their school or agency.
19. Tests to be returned by mail must be accompanied by a postage-paid envelope.
20. Students are not allowed to mail their own tests back.