

HILLSIDE PUBLIC LIBRARY
Circulation/Public Service Guidelines
2007

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GENERAL POLICY STATEMENT

The Hillside Public Library is established and operated in compliance with the Illinois Compiled Statutes. The Hillside Public Library is in compliance with all other federal and state law that affect library operations, including the Americans with Disabilities Act, the Fair Labor Standards Act, the Bloodborne Pathogen Standard, the Illinois Accessibility Code, the Open Meetings Act, the Freedom of Information Act, the State Records Act, the Library Records Confidentiality Act, and the Drug Free Workplace Act.

The Hillside Public Library is governed by a Board of Trustees created and maintained in compliance with Chapter 75 of the Illinois Compiled Statutes. The Board has written bylaws that outline its purpose, operational procedures, and address conflict-of-interest issues. The Board reviews these bylaws in May of odd-numbered years. The Board of Trustees meets 10 times per year, on a regular monthly schedule and in compliance with the Open Meetings Act. Written or recorded minutes are kept of each meeting and, when passed, are available for public inspection and retained in compliance with the State Records Act. The Board of Trustees has exclusive control of all property owned by the library and of all expenditure of moneys collected, donated, or appropriated for the library fund.

The Board of Trustees has a board-approved mission statement, a long-range plan, a disaster prevention and recovery plan, and policies. The library is a member of an Illinois multitype library system and participates in resource sharing through interlibrary loan and reciprocal borrowing. The library provides access to ILLINET Online. The library participates in the Standards for the Services of Illinois Multitype Systems by fulfilling member library responsibilities. At least every ten years, the Board of Trustees determines if the physical facility is adequate to meet the needs of the community and conducts a study to determine if the library is providing collections and services appropriate to the community. If it is determined that the facility is inadequate or the services are not sufficient or appropriate to meet the needs of the community, the Board of Trustees takes steps to correct any problems. The Board of Trustees reviews policies at intervals not greater than three years.

INTELLECTUAL FREEDOM STATEMENT

The Hillside Public Library supports and affirms the principles stated in the Library Bill of Rights, the Free Access to Libraries for Minors, the Freedom to Read Statement, and the Freedom to View Statement, as adopted by the American Library Association.

The Hillside Public Library endeavors to build a collection of materials that represents varying point of view. The criteria for the selection of materials on controversial issues are the same as the criteria for any other material. Controversial materials have no distinguishing labels and are shelved in the general collection. The Library assures equal access to all library resources by patrons within the constraints of Illinois law. Patrons are free to select or reject for themselves any item in the collection. Individual or group prejudice about a particular item or type of material in the collection may not prohibit its use by others. Parents or legal guardians have the right and the responsibility to restrict the access of their children, and only their children, to library resources.

Parents or legal guardians who do not want their children to have access to certain library services, materials or facilities, should so advise their children. Librarians and library staff members cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child.

A. L. A. LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.

Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council.

A. L. A. STATEMENT OF PROFESSIONAL ETHICS

The Hillside Public Library subscribes to the ALA Statement of Professional Ethics which follows:

1. Librarians must provide the highest level of service through appropriate and usefully organized collections, equitable circulation and service policies, and skillful, accurate, unbiased, and courteous responses to all requests for assistance.
2. Librarians must resist all efforts by groups or individuals to censor library materials.
3. Librarians must protect each user's right to privacy with respect to information sought or received and materials consulted, borrowed, or acquired.
4. Librarians must adhere to the principles of due process and equality of opportunity in peer relationships and personnel actions.
5. Librarians must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of an institution or professional body.
6. Librarians must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues, or the employing institution.

BORROWING PRIVILEGES

LIBRARY CARDS:

Eligibility and Borrowing Requirements –

The Hillside Public Library is a tax-supported institution. This means that people who reside within the jurisdictional boundaries of the Village of Hillside pay taxes to support the library and therefore, need pay no additional fee to be eligible to obtain their first library card. Library cards are renewed every three years without additional fees, if the library cardholder continues to live within the community of Hillside and is a patron in good standing. There is a fee of \$3.00 to replace a damaged, destroyed, lost, or stolen library card.

An individual who owns property within the Village of Hillside but resides elsewhere is entitled, with the presentation of a tax bill bearing the individual's name, to one library card in the same name with limited and exclusive use to only that individual.

Adults who wish to register for a borrower's card must present two forms of identification; one must include a photo ID. Other possible sources of identification include utility bills, mail, voter's registration card or checks imprinted with the patron's name and address. When a new patron applies for a library card, he/she will be allowed to check out only 2 print items until residency has been officially verified. Verification

will occur when the new patron receives his/her card through the mail. When the patron returns to checkout materials, he/she will need to provide ID one last time.

(Approved October 9, 1996)

Lost, Stolen or Replaced Cards-

In order to renew an expired borrower's card or replace a lost, stolen, damaged, or destroyed card at the Hillside Public Library, the patron must bring one form of identification that shows name and address that contains a photo ID. Renewed or replaced cards will be presented to the patron at the time the replacement request is made.

Age Regulations-

There is no age limit or restriction on the issuance of a library card. Children under the age of 18 must have a parent's signature on any initial application for a library card. The Application must be completed with both the child and adult present in the library. Children may use the proof of residency provided by their parent.

(Approved July 12, 1995)

Borrowing Restrictions-

Parents or legal guardians have the right and the responsibility to restrict the access of their children, and only their children, to library resources. Parents or legal guardians who do not want their children to have access to certain library services, materials or facilities, should so advise their children. Librarians cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child. If the parent requests in person, the library staff can limit juvenile access to certain formats of materials and make note of the fact on the child's record.

Non-Resident Library Card Fee-

Individuals who reside beyond the official boundaries of the Village of Hillside in the area known as West Dale Gardens and who own no property within Hillside, may purchase a non-resident library card for \$220.00 which allows all family members at that address to have a library card for one year. Residents from any other unincorporated area must visit the library within the high school district that serves their residential area to purchase a non-resident card from that library.

(Approved October 17, 2007)

Transient Patrons-

The Hillside Public Library staff requires a \$25.00 refundable deposit of any individual who is a temporary resident of Hillside and who requests a short-term library card.

Transient patrons are entitled to check out no more than two (2) print items at a time. Audio-visual materials are not available to circulate to short-term patrons.

(Approved April 21, 2004)

LOAN POLICY-

Loan Periods-

The Hillside Public Library circulates materials in a variety of formats including books, magazines, recorded books, DVD and CD-ROM. The following terms of loan period are applicable as indicated:

	Reserves	Length of Loan	# Renewals
Books	5 days	2 weeks	2 times
CD-ROM	0	1 week	0
CD	5 days	2 weeks	2 times
DVD movies	0	2 days	0
VHS movies	0	2 days	0
Periodicals	5 days	2 weeks	2 times
Non-fiction DVD/VHS	5 days	1 week	2 times
Comic books	0	2 weeks	2 times
Recorded Books	5 days	2 weeks	2 times

The Hillside Public Library has established, in addition to the schedule for lost or damaged items, the following schedule of fines for overdue materials as well as fees for other services provided by the library.

Overdue Materials-

- Books - \$.10 per day, not to exceed the cost of the item
- Recorded Books - \$.10 per day, not to exceed the cost of the item
- Video/DVD movies - \$2.00 per day not to exceed \$25.00
- Video/DVD non-fiction - \$.10 per day not to exceed cost of the item
- CD - \$.10 per day, not to exceed the cost of the item
- Periodicals - \$.10 per day, not to exceed the cost of the item
- CD ROM - \$1.00 per day, not to exceed the cost of the item

Fees-

Copies - \$.10 per page black/white. \$.50 per page color. If enlargement or reduction is required by the patron, the per page fee applies to each step in that process. Enlargement and reduction are not an exact science and may take several pages.

Fax – transmission only - \$1.00 per page excluding the cover sheet. Faxes are sent only within the continental United States.

Computer printouts – \$.10 per page black/white. \$.25 per page color.. This fee applies to all material printed by library printers including, but not limited to, Internet downloads, CD-ROM product information, personal work, and graphics.

LOST AND/OR DAMAGED MATERIALS-

Materials borrowed from or through the Hillside Public Library are the responsibility of the library patron. Lost materials are charged according to the price listed in the computer plus a \$7.00 processing fee. These fees are the responsibility of any patron who borrows and loses any library material. In the case of children under the age of 18, it is the parents' responsibility to pay for lost or damaged items. Materials borrowed through interlibrary loan which are lost or damaged are charged to the patron according to the bill provided by the lending agency.

Fees for repair or missing parts follow:

Lost bar code = \$1.00

Lost video case = \$1.00

Lost CD inserts = \$5.00

Lost CD canvas case = \$5.00

Lost CD case = \$1.00

Repair of video = \$5.00

RECIPROCAL BORROWING-

As a reciprocal borrower, the Hillside resident identified on the library card may use his or her library card at another library to borrow materials. Those materials are the responsibility of the individual who borrows them and are subject to all of the fines, rules and regulations of the lending library. Often libraries limit the borrowing privileges of reciprocal borrowers so it is advised to learn of the local rules and procedures before selecting materials to checkout.

INTERLIBRARY LOAN-

When patrons want material that is not available within the Hillside Public Library, staff requests other library agencies to provide it. This is the process of interlibrary loan. Materials borrowed through interlibrary loan have a circulation period which is determined by the lending library, not the Hillside Public Library. The Hillside Public Library is pleased to be able to fill patron's requests, but request that patrons respect the date by which those materials must be returned to their home libraries. When the Hillside Public Library is habitually late in returning materials borrowed through interlibrary loan, the library can lose the privilege of borrowing materials through ILL for all patrons. It is crucial, therefore, that materials borrowed through interlibrary loan be returned in a timely manner. Habitual failure to do so may result in individual loss of the privilege in order to preserve the privilege for other library patrons.

INTERLIBRARY LOAN FEES-

In accordance with policy set by the Metropolitan Library System, the Hillside Public Library must charge a fee of \$3.00 for any search to retrieve a title outside the state of Illinois. This fee is charged before any search is undertaken and is non-refundable even if the search is unsuccessful. No search may be initiated until the fee has been paid.

(Approved September 8, 1998)

RESERVES-

Patrons may reserve materials which are not immediately available for patron use, but are in the collection of the Hillside Public Library. When the reserved materials are available to the patron who has placed the reserve, the library will notify the patron via phone or email. The specific title of the material will not be stated to anyone other than the library patron who placed the reserve. If the patron is not available by phone, a message will be left. The date of the message will be noted and the material will be held for the patron for a period of five days. After five days, the hold will be cleared and the item made available for the next patron who may be waiting or placed back into general circulation. In no circumstance will the library leave more than one message regarding a hold on a specific item. Relay of the message to the appropriate person in the household, and prompt retrieval of the material, are the responsibilities of the patron.

CONFIDENTIALITY OF PATRON RECORDS-

The Hillside Public Library is bound by the Illinois Library Records Confidentiality Act which states, "The registration and circulation records of a library are confidential information. Except pursuant to a court order, no person shall publish or make any information contained in such records available to the public." "Registration records" include any information a library requires a person to provide in order for that person to become eligible to borrow books and other materials. "Circulation records" include all information identifying the individual borrowing particular books or materials.

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

Significant Amendment to Library Records Confidentiality Act:

House Bill 237, Public Act 95-0040 effective 1/1/08, amended the Library Records Confidentiality Act, 75 ILCS 70/1. The amendment allows law enforcement officers, without a Court Order, to request information in emergency situations regarding the identity of suspects, witnesses, or victims where the officer believes there is imminent danger of physical harm.

The general rule under the Library Records Confidentiality Act remains the same, i.e., library registration or circulation records remain confidential and may not be released without a Court Order. P.A. 95-0040 makes an exception to the general rule provided:

1. A sworn law enforcement officer represents to the Library it is impractical to get a Court Order as a result of an emergency; and

2. The officer has probably cause to believe there is imminent danger of physical harm; and
3. The information requested is limited to identifying a suspect, witness or victim of a crime; and
4. The information requested does not include records reflecting materials borrowed, resources reviewed, or services used at the library.

Significantly, only information identifying a suspect, witness or victim of a crime may be disclosed to an officer without a Court Order. All other information remains confidential without a Court Order.

A library may require the requesting officer to sign a statement acknowledging receipt of the information. In addition, the Library may ask a Court to review whether the officer's request complied with the law. Libraries are protected from patron claims that disclosure under the law constituted a breach of confidentiality. Finally, the right of a patron to challenge the disclosure remains.

A sample form of request is provided at the end of this document.

DEPOSIT FOR SPECIAL MATERIALS-

Certain popular test guides may require a security deposit of \$15.00, which is refundable at the time the material is returned to the library.

BOOK RETURN DEPOSIT-

An after-hours book return deposit is located near the front entrance north of the display window for convenience of our patrons. It is locked when the library is open.

ACCIDENTS IN THE LIBRARY

Any injury on library property should be recorded on the Incident Report Form that accompanies this document. The Library Director will keep these reports on file in case of the need for further documentation.

CHARITABLE CONTRIBUTIONS

The Hillside Public Library Board of Trustees has determined that library funds are not to be used for charitable contributions. Taxpayers pay money to run the library and not to have their public funds funneled to outside organizations.

(Approved June 8, 1994)

CHECK WRITING

The Hillside Library will accept personal checks equal to the amount owed the library on the patron's record. If a check is returned for reason of 'NOT SUFFICIENT FUNDS,' any bank fees will be added to the patron's library account and that patron's card 'STOPPED' from any further activity until the discrepancy has been corrected by paying in CASH ONLY. The second time a check is returned for insufficient funds, the patron will lose check writing privileges at the library for a period of one year.

(Approved July 20, 2005)

COPYRIGHT RESTRICTIONS

The copyright laws of the United States (Title 17, United States Code) govern the reproduction, distribution, adaptation, public performance, and public display of protected material.

Under certain conditions, public libraries are authorized to lend, lease, or rent copies of computer programs and videotapes to patrons for nonprofit purposes. Any person who makes an unauthorized copy or adaptation of a computer program or videotape or redistributes the loaned copy or publicly performs or displays the computer program or videotape, except as permitted by Title 17 of the United States Code, may be liable for copyright infringement.

This institution reserves the right to refuse to fulfill a loan request if, in its judgment, fulfillment of the request would likely lead to violation of the copyright law.

DAY CARE PROVIDER REGULATIONS

The Hillside Public Library is pleased to present a variety of programs appropriate for children of all ages. The Library staff welcomes families as well as other governmental agencies and private groups to participate in regularly scheduled programs. Where necessary, due to size, the Library Staff will attempt to create outreach programs to supplement its usual program schedule and assure program access to all residents of Hillside.

Large groups of children from Day Care Providers present an unusual challenge to the Library Staff due to the size of the enrollment. At the discretion of Library Staff, an appropriate outreach program may be required to serve a large number of day care clients. When a Day Care Provider chooses to enroll her clients in a library program, the provider should be aware that for every five (5) children she enrolls in the same program, the provider needs to furnish an adult volunteer to help the library staff administer the

program. Large numbers of day care participants can threaten the potential number of private individuals who wish to attend the library's programs. When the day care provider provides a volunteer staff member, she supports the efforts of the community at large as well as provides quality time for her clients.

EXHIBITS, DISPLAYS, BULLETIN BOARDS

Occasionally, exhibits, displays and information notices from sources within the community may be allowed in the library. All exhibits, displays and information notices considered for space within the library must support the mission of the library and not cause disruption of the regular flow of library work and service. Normally, these items will remain in place for not longer than four weeks, with set up and removal being the responsibility of the exhibitor. Notices will be removed by library staff according to timeliness and expiration dates. The library can assume no liability for damage or loss relating to any exhibit or display set up for public viewing in the library and also can take no extraordinary measures to insure its safety.

Distribution of advertising material or political material to patrons or solicitation of money from patrons in the library for non-library activities is not permitted.

DISRUPTIVE BEHAVIOR

The Hillside Public Library facility is provided to meet the needs and desires of the community and is open to all residents to use library resources in a constructive manner and in such a way as not to deprive others of such use.

Any person abusing or violating proper behavior rules or engaging in unlawful conduct (See *Patron Code of Conduct*) may be barred from the library premises for specified periods of time at the discretion of the librarian in charge of the building. The librarian's decision to bar the patron may be appealed in writing within three (3) days to the library director or the director's designee whose decision shall be final.

Disruptive behavior is any behavior on library premises, which infringes on the rights of others using the library or is otherwise unlawful. Disruptive behavior also includes harassment of library employees, which results in an intimidating, hostile, or offensive employment environment or unreasonably interferes with an individual's employment. Disruptive persons will not be allowed to interfere with library service to others. If the situation continues, staff may request the disruptive person to leave and/or contact the local authorities for assistance. In the case of disruptive children, staff may request the parent and/or guardian to escort the child from the premises.

EQUIPMENT AND COMPUTER USE

The Library reserves the right to limit, refuse, and/or ban any patron from using the library equipment and computers. Use is limited to patrons in good standing, i.e., fines

less than \$5.00, all overdue materials have been returned, any lost materials have been paid for, and the patron has a current library card.

Anyone under the age of six must be accompanied, at the computer, by a parent or guardian while using library equipment or computers. Computers are available on a first come, first served basis. If no computer is open at the time a patron is ready, the patron will need to register at the sign-up station to initiate the waiting list. It is the patron's responsibility to check the sign-up screen and to be available when a workstation is open for use.

Computer use will be limited according to the number of patrons accessing the library's equipment. On a sliding scale, once the usage has reached 80% of the computers, network software will limit time periods to one hour. As usage lowers, the software will allow longer periods of time for individual access. However, the most time that will be allowed will be no more than 2 hours per day per patron.

FREEDOM OF INFORMATION REQUESTS

Many forms of library records or information are available to the public for inspection or photocopying. Likewise, many forms of information are protected, and cannot be released without a court order. In all cases of request for library records, please refer the patron to the Library Director. If the Library Director is unavailable, you may review the information in the Freedom of Information Guidelines that accompanies this document.

GIFTS & DONATIONS

The library accepts gifts of books and other materials without a commitment as to final disposition. Acceptability of conditional gifts will be subject to the approval of the Library Board of Trustees. The library will not appraise gifts donated to the library, but will provide a simple receipt signifying the quantity of materials donated.

Checks for monetary gifts to the library should be made out to the Hillside Public Library. If no specific purchase is designated by the donor, monetary gifts may be kept in a separate account and used exclusively for future library purchases subject to the approval of the Board of Trustees.

A suitable item will be purchased for general library circulation or reference in the name of anyone who wishes to donate the cost or in the name of another person as a memorial. An appropriate bookplate will be placed on or inside of each item so donated. A letter thanking the donor will be sent by the Library Director as well as a letter informing the individual or family member recognized by the donor.

HOURS OF OPERATION & DAYS CLOSED

The Hillside Public Library maintains consistent, posted hours of service during which all services of the library are available to patrons. Those hours are:

Monday	10:00 am – 9:00 pm
Tuesday	10:00 am – 9:00 pm
Wednesday	10:00 am – 9:00 pm
Thursday	10:00 am – 9:00 pm
Friday	10:00 am – 5:00 pm
Saturday	10:00 am – 5:00 pm
Sunday	Noon – 4:00 pm during the school year

The Library is closed on the following days:

New Year's Day	Labor Day
President's Day	Thanksgiving Day
Easter Sunday	Day after Thanksgiving
Mother's Day	Christmas Eve
Memorial Day	Christmas Day
July 4 th	New Year's Eve

When a holiday occurs on Sunday, the Library will be closed on both Sunday and the following Monday.

The book drop is available for the return of all material during the hours the library is closed. The book drop is located to the left of the front display window.

LIBRARY TELEPHONE USE

Library telephones are for business use only. The public can request the use of a library phone in the case of an emergency. The cost is always \$.25 per call. Students MAY NOT use the phone to call friends or study partners. Public phones exist within walking distance for that purpose. Library staff will allow the use of a library phone by a student who needs to call a parent for transportation IF that student is here near the time of closing...but not for the parent's or student's convenience at any other time of the day. Again, phone use in this case is charged at \$. 25 per call.

Obviously, on an individual basis, we will decide to allow a very young child to contact a parent at any time of the day.

LOCATING PATRONS IN THE BUILDING

Parents often call to ask if their child is at the library. Library staff has obliged this request in the past but due to staff's accumulating workload, this service is no longer feasible except in instances of emergency which may be determined on an individual basis. If staff can identify the student from the circulation desk, of course we can inform the parent of their presence. However, when the staff cannot see the student from the main desk, the parent should be informed that the staff cannot identify the student from their work space and is unable to leave their station.

In addition, the library telephones are not available for private conversations between patrons and other individuals. Public phones exist at both the Hillside Commons and at the 7 Eleven for this purpose.

NON-RESIDENT FEE FOR SUMMER PROGRAMS

In order to utilize local funds in the most efficient manner, non-resident families will be charged \$10.00 per child to participate in the Hillside Public Library Summer Reading Programs.

(Approved April 21, 2004)

OFFICE SUPPLIES

The library does not offer office supplies to its patrons. Scratch paper is available near the computers. Although patrons may use the library's pencils, scissors should not be loaned.

PHOTOCOPIERS

Two coin-operated copiers are available in the circulation area of the library. Copies cost ten cents each for black and white or fifty cents for full color. Staff is available to assist the public but are not able to do copying for the public or leave the circulation area for more than a moment. The LIBRARY DOES NOT GUARANTEE the quality of its copies and also does not reimburse the patron for copies made in error.

SERVICE TO PATRONS WITH DISABILITIES

The Hillside Public Library offers the same services to patrons with disabilities as to all other segments of the population. In addition to those services, the Hillside Public Library provides forms to enable patrons who are disabled access to Services to the Blind and Physically Handicapped. The library also offers home delivery to patrons with disabilities which prevent them from coming to the library, and welcomes service animals in the library.

Individuals with disabilities who require certain accommodations in order to observe and/or participate in library sponsored programs should contact the library one week prior to the event to allow the Hillside Public Library staff time to make reasonable accommodations.

SMOKING, EATING & DRINKING

Eating and drinking (excluding the drinking fountains) are not permitted in the public areas of the library. Limited refreshments for special occasions, with Board permission, may be served. Smoking is not permitted in ANY area of the library.

SOLICITATION AND SELLING IN THE LIBRARY

The Library Board seeks to provide a pleasant atmosphere for library patrons using this facility. Therefore, the following regulations have been adopted.

1. No organization or individual shall be permitted to solicit monetary donations within the library or place in the library any receptacle to solicit monetary donations.
2. No organization or individual shall be permitted to sell tickets of any kind, or ask library personnel to sell tickets of any kind, within the library.
3. No organization, business or individual shall be permitted to distribute advertising material or solicit information directly from patrons within the library.
4. No organization or individual shall be permitted to circulate a petition or solicit signatures from patrons or staff within the library.
5. Exceptions:
 - A. Library staff and volunteers may conduct surveys related to library business in any part of the library.
 - B. Friends of the Hillside Public Library may solicit donations and memberships in their organization.
 - C. Limited selling activity by library staff members to other library staff members is allowed in the staff lounge of the library. Such activities must be conducted during off-duty hours.
 - D. Library book sales and sales of other approved merchandise may be conducted by the library as long as the sale directly benefits the library. The Library will not engage in regular retail sales of merchandise.
 - E. Organizations authorized by the Village of Hillside may make presentations to city staff regarding donations or employee benefits.

THEFT OF LIBRARY MATERIALS

The Library reserves the right to inspect personal articles such as shopping bags, briefcases and purses if there is reasonable belief that an individual may be attempting to convert library resources to their own use without properly charging out these materials.

Bags will be searched only if the individual has refused to return to the Circulation Desk, and has left the building.

If the individual refuses to permit a search, staff will attempt to obtain a name and a description and auto license number. The incident should be reported to the Director as soon as possible for further disposition, which may include suspension of the individual's borrowing privileges, exclusion from the library, or notification of the police.

ACCIDENT/INCIDENT REPORT FORM

Date:

Names of staff members involved:

Name of Patron(s):

Patron's age, physical description, etc.:

Description of Incident:

Action(s) taken:

Parent Notification:

Phone Call (date, time):

Parent Notification Letter Sent (date sent):

Police Notification: (date, time)

Staff member completing report:

Date:

OFFICER'S REQUEST FOR CONFIDENTIAL LIBRARY INFORMATION

- A. This is a request under the Library Records Confidentiality Act, 75 ILCS 70/1 (copy attached) for information contained in the Library's registration and/or Circulation records.
- B. My request for information is limited to identifying a "suspect, witness, or victim of a crime."
- C As the basis for this request, I represent the following:
 - 1. I am a sworn law enforcement officer.
 - 2. As a result of an emergency where I believe there is imminent danger of Physical harm, it is impractical to secure a Court Order for the identification information.
- D. The information I request relates to the following: _____

(description of information sought)

Officer's signature

Officer's Agency/Department

Officer's printed name

Date signed

Officer's badge number

Time signed

.....
OFFICER'S ACKNOWLEDGEMENT

I acknowledge receipt from the Library of the information I requested.

Officer's signature

Date signed

.....
(Library Use Only)

Name(s) of Library Staff assisting with the information requested: _____

ADDITIONAL PATRON SERVICE POLICIES:*SEE:*

**COMPUTER & INTERNET ACCESS POLICY
FREEDOM OF INFORMATION GUIDELINES
HEALTH & SAFETY GUIDELINES AND PROCEDURES
MATERIALS SELECTION POLICY
MEETING ROOM POLICY
PATRON CODE OF CONDUCT
REFERENCE SERVICE POLICY
UNATTENDED CHILD POLICY**
