

ACCESS TO LIBRARY SERVICES

Adopted: October 1984

Revised: July 2020

All residents within the Winnebago Public Library District are eligible to apply for a free, two-year library card. Library cards are non-transferable. All items borrowed are the responsibility of the individual to whom the card is issued.

Youth (under age 18) registrations must be signed in person by a parent or guardian. Signatures indicate an acceptance of responsibility for:

- the youth's use of all library resources including access to the Internet
- supervision of the youth's choice of materials
- return of all materials when due
- all losses and damages to materials and equipment borrowed

Non-residents may purchase a one-year, non-resident card. Non-residents are defined as a person who reside outside the taxing area of a public library. The price of the non-resident card is determined by a formula standard to all public libraries in Illinois, which may change from year to year, and will vary from one library to another.

Patrons whose taxes go to other libraries are considered reciprocal borrowers. They will be issued a library card that will expire in one year from the date of issue. Such patrons will not be entitled to reserve material or request materials through interlibrary loans.

Library Card Registration and Responsibility

- At least two documents with acceptable proof of current residency and identification must be presented upon application for a card and may include, but are not limited to:
 - Photo Identification
 - Driver's License
 - State ID
 - Firearms ID
 - Non Photo Identification
 - Bill (current or last month's credit card or utility)
 - Auto Registration
 - Checkbook (with imprinted name and current address)
 - Driver's Permit
 - Lease
 - Recent Post Office-Forwarded Mailing Label
 - Mortgage
 - Voter's Registration Card
- Patrons must use their own card to check out materials.
- There is a \$1.00 fee for the replacement of lost cards which are not yet expired.

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- Minors less than 18 years old, with written parental permission, may check out R-rated or unrated materials.
- Due dates for materials requested through inter-library loan may vary. Books may be placed on reserve in the case of a school assignment where it is evident to the library director that several students may wish to study the same subject.
- Requested materials from our library will be held for the patron for four days after notification.

Length of Checkout for Library Materials

- 1 Week - DVD - 1 Renewal
- 2 Weeks – Multi Disc (3 or more) set/series –1 Renewal
- 2 Weeks - Materials classified by WPL as “NEW” (6 months) – No Renewal
- 3 Weeks - Books, Audio Books, Magazines, Music CD, STEM Kits – 1 Renewal

Limits of Checkout for Library Materials

- 5 Titles - DVD, Audio Books, STEM Kits
- 5 Titles - Materials classified by WPL as “NEW” materials
- Unlimited - Books, Magazines, Music CDs

The library maintains an outdoor bookdrop for our patrons' convenience. Items returned after the library is closed will be considered returned the next day. Materials returned in the book drop while the library is open are checked in on the same day. The bookdrop is not checked on Sundays or on holidays.

Renewals

Upon request, material may be renewed via a phone call or email.

STEM Kits

The primary purpose of the STEM (science, technology, engineering, math) kits is to provide education resources while exposing children to the STEM fields. STEM kits assist children in developing critical thinking and deductive reasoning skills. The library encourages kids of all ages to explore the STEM fields with a variety of STEM kits for checkout. Because of this, a limited number of items are available for checkout. Exceptions may be made at the discretion of the library administration.

- Kits are available at the service desk on a first-come, first-serve basis. To reserve a kit in advance, contact the library service desk.
- Borrowers must have their own active library card and be in good standing at time of checkout. Reciprocal cards may not check out kits.
- Library staff reserves the right to refuse service to anyone who abuses the kits or is repeatedly late in returning them.
- If a kit is lost, returned in parts, stolen, damaged, or otherwise not returned the patron will be responsible to pay, repair or replace the item. Users are required to report any problems experienced with the equipment during their borrowing period. The condition of the kit will be assessed before checkout and upon its return.

Interlibrary Loan

Interlibrary loan transactions, in which materials are made available from the Winnebago Public Library District to another library outside of the district (or vice versa), are an essential library service to patrons. The Winnebago Public Library District agrees to participate in interlibrary loan to and from other libraries. Certain types of materials may not be available through inter-library loan.

The Winnebago Public Library will lend all materials to other libraries through the interlibrary loan system with the exception of new, reference, and/or local history material. The loan period will be three weeks for all materials. Fines will not be charged for photocopies or other materials sent through interlibrary loan. Our library accepts responsibility for the safe return of borrowed material and agrees to pay for lost or damaged material. We agree to abide by the rules of the interlibrary loan code.

Reference and Readers' Advisory Services

Reference service and access to the reference collection are available to all library patrons within the jurisdictional boundaries of the library regardless of age, race, sex or social or economic status of the patron, or purpose of inquiry. The Winnebago Public Library adopts and adheres to the American Library Association's Code of Ethics. All patron requests and the answers they receive are held in strict confidence.

All staff providing reference service shall receive continuing education on a regular basis. Such training consists of workshops and classes conducted in-house, at other libraries, via webinars, or via other library organizations such as RAILS (Reaching Across Illinois Library Systems). A library assistant is available to handle reference requests during all hours in which the library is open. The use of several public access computers, including the On-Line Access Catalog (OPAC), and some on-line reference resources is available free of charge to all patrons.

Reference service is provided for all in-library and telephone requests as well as for those received by mail, fax, social media or email. Questions will be answered as quickly as circumstances allow. All requests/inquiries are treated with uniform diligence and thoroughness. All requests for information will receive an answer or status report within one working day.

Patrons with income tax, medical, legal, advanced technical or appraisal requests may have to be referred to professional sources. The library's liability insurance precludes answering in-depth questions. Such referrals are verified and/or mediated by library staff.

Homework/School Assignments

Homework is intended to be a learning experience for the student. Students with broad questions and research projects are frequent users of the library. With the assumption that learning to do research is part of the teacher assignments, we assist students in their searches, rather than providing specific answers for the project. The help provided is dependent on the nature and purpose of the assignment, the difficulty of the search, and the age and sophistication of the student. As appropriate, staff will assist students to find sources, instruct them in the use of the sources, and assist in the search. We suggest basic reference sources, indexes, bibliographies and sources in the general collection. We show students how to use all the suggested sources. When appropriate, books will be pulled and placed on in-house reserve to insure that adequate resources are available for all students.

Telephone Use

A telephone line is provided for library business. Personal calls should be kept at a minimum. Personal long-distance calls are not allowed. Patrons who visit the library take priority over the patron who telephones, faxes, messages via social media or emails, especially at times of heavy in-library use. In such cases, a return or contact may be necessary.

Telephone Requests

A maximum of three books, newspaper or magazine articles per phone call will be checked for availability, when the caller can provide information so that the item may be checked quickly. When the caller cannot provide adequate information, staff will encourage the caller to come to the library to be assisted in locating the specific item desired. Library staff will not read lengthy lists or long passages of statistics, technical medical or legal information to the caller. Staff will request that the caller visit the library personally to see or make copies of the information personally to ensure that accurate information is obtained.

Homework/School Assignments

In regard to homework and school assignments, if the inquiry is factual and can be answered quickly, the answer may be given by telephone. If an extensive search is required, the student is encouraged to visit the library, where assistance will be offered.

Loan of Reference Materials

Some reference materials may be checked out at the discretion of management. Materials may be checked out for up to one week to anyone with a Winnebago Public Library card in good standing. At the discretion of management, up to 5 reference items can be checked out at the same time, to the same patron.

Items in the local history collection will not be circulated.

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Advisory services is a patron-oriented service that promotes and encourages recreational reading. It is a service that offers advice, suggestions, recommendations, and selections to library users regarding authors, titles, and genres. It is a service that strives to respond to the recreational reading tastes of individual readers using the resources of the library to link readers and books. Providing advice and suggestions for recreational reading is an essential service in a public library.

Service is provided in a manner consistent with the Library Bill of Rights, the American Library Association Code of Ethics and copyright law. Service is provided by trained staff during all hours that the library is open. Inquiries are accepted in person, by telephone, digitally and through the mail. Priority is given to in-person requests, however, staff will complete a telephone question and/or message that is already in progress before attending to an in-person request. Answering questions has priority over other staff assignments.

If information appropriate to the patron's need is not available in the library, referral will be made to local regional resources, interlibrary loan, and/or other libraries. Staff will verify that the needed information is available from the source referral.

Limitations

- Information, particularly in the subject areas of law, medicine, consumer information, religion, politics, and personal finance/tax information, is presented without interpretation, advice, analysis, or personal recommendation.
- Staff will not engage in conversation or debate of a personal nature, including but not limited to religious or political beliefs, or their personal lives.
- Patrons may not request to work exclusively with a particular staff member.
- Staff set reasonable limits on the amount of time and level of response given to patron requests for information in order to ensure equal and fair access to services for all patrons.
- When it is not possible to answer a question by traditional means, staff may refer questions to another agency when appropriate.
- Patrons must comply with the Library Conduct policy when engaging in services.
- Staff do not provide editorial, typing, tutoring or translation services.

Staff Assistance to Patrons

Students with broad questions and research projects are frequent users of the library. With the assumption that learning to do research is part of the teacher assignments, we assist students in their searches, rather than providing specific answers for the project. We suggest basic reference sources, indexes, bibliographies and sources in the general collection. We show students how to use all the suggested sources. Where appropriate, books will be pulled and placed on in-house reserve to insure that adequate resources are available for all students.