

ACCESS TO LIBRARY SERVICES

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All residents within the Winnebago Public Library District are eligible to apply for a free, three-year library card which is non-transferable. All items borrowed are the responsibility of the individual to whom the card is issued. If a non-resident owns a business or property within the library district, they are eligible to apply for a free resident card as they are taxpayers who attain this privilege.

A non-resident is defined as "an individual residing in Illinois whose principal residence is not within the public library service area" [23 Ill. Adm. Code 3050.10]. Non-residents have the option to annually purchase a library card in order to obtain public library service. Non-residents are able to utilize services and apply for a library card for an annual fee which is determined by the board. Once non-resident cards are purchased, the card is recognized as a valid public library card and can be used at other public libraries.

Applying for a Non-Resident Library Card

A non-resident will apply for a non-resident card at the closest public library approximated by their current address. "Closest public library" means a participating public library that issues non-resident cards that meet the conditions of the law and will be determined by the location of the participating public library.

Intergovernmental Agreement - Student Library Cards

The Winnebago Public Library has an Intergovernmental Agreement (IGA) with the local school district to provide library cards for non-resident students. Students living outside the Winnebago district boundaries who are registered to attend the local school district or are homeschooled and who are not served by other local libraries, are eligible for a Winnebago Public Library card at no cost. The IGA agreement covers students only, not other household members.

Non-Resident Property Owner and Leasee

The non-resident fee shall not apply to a non-resident who, as an individual or as a partner, principal stockholder, or other joint owner, owns or leases property that is taxed for library service or is a senior administrative officer of a firm, business, or other corporation owning taxable property within the district, upon presentation of the most recent tax bill on that taxable property. [75 ILCS 5/4-7(12) and 75 ILCS 16/30-55.60(3)] The library card will accord the non-resident property owner or non-resident leasee cardholder all the services the issuing public library provides its residents, including reciprocal borrowing privileges.

Winnebago Library Board Policy Manual

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

Patrons whose taxes go to other libraries are considered reciprocal borrowers. They will be issued a library card that will expire at a time based on the home library expiration date.

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 or 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.
- 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 ten 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" (3 months) – No Renewal
- 3 Weeks – Telescopes, Microscopes – 1 Renewal (if there are no holds)
- 3 Weeks - Books, Audio Books, Magazines, Music CD, STEM Kits – 1 Renewal

Limits of Checkout for Library Materials

- Unlimited - Books, Magazines
- 5 Titles - DVD, Audio Books, Music CDs
- 5 Titles - Materials classified by WPL as “NEW” materials
- 2 – STEM Kits, Telescope*, Microscope*
*(limit of one scope of each variety but can check out both kinds)

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, email, or online using PrairieCat.

STEM Kits

The primary purpose of the STEM (science, technology, engineering, math) kits is to provide educational resources while exposing individuals to the STEM fields. STEM kits assist individuals in developing critical thinking and deductive reasoning skills. The library encourages people 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.
- Library staff reserve 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.

Telescope and Microscope Equipment – Lending Procedure

Use your library card to discover the universe. Telescopes and microscopes are available at the service desk for circulation. A patron in good standing and 16 years of age or older can check out this equipment. Borrowers will be asked to sign a lending agreement and show a valid driver’s license or other photo ID. Contact the service desk to reserve the equipment. Borrowers will have two days to pick it up before it will be made available to the next person. This equipment is eligible for one renewal if there are no holds. Borrowers are encouraged to use the equipment with friends, family members, classes and clubs. Staff will introduce you to the contents of the kit, review safety instructions, and have you sign a loan agreement.

The borrower is responsible for reading the instruction manual for proper care and use of the equipment. The borrower agrees by signing a lending agreement to assume all risks with use of the equipment and not to hold the library liable for any damages to the borrower or others as a result of use. Borrowers must return all items in good condition to the service desk. Damage and replacement charges will be assessed based on the cost of repair and/or replacement.

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 service to patrons. The library agrees to participate in interlibrary loans to and from other libraries. Certain types of materials may not be available through interlibrary loan.

The library will lend all materials to other libraries through the interlibrary loan system with the exception of new, reference, local history material and/or kits. 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 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 and 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 staff.

Homework/School Assignments and/or 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 assignment, 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

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 contact may be necessary.

Public Use of Library Telephone

Library telephones are for library business only. However, there are situations where the public is allowed to use library telephones. These situations include:

- Contacting parents or family members of patrons to inform them of injury or illness due to an emergency occurring in the library.
- Children calling to be picked up from the library or to inform parent/guardian of the child's location.

Patrons are reminded to ask an employee to use the library's telephone. Patron calls may only be made via the phone located at the circulation desk. All patron calls on the library telephone must be limited to no more than two minutes. If a patron presents a rare and extenuating situation, staff should bring that request to someone in management who will decide whether or not an exception should be made.

Cell Phone Usage in the Library

Cell phone use is prohibited in the library and should be turned off or set to "vibrate" when entering the building. The vestibule area may be used to make short, quiet phone calls. Loud or extended conversations should be taken outside the library building. The staff will ask patrons to leave the library if the patron does not comply with this policy.

Loan of Reference Materials

At the discretion of management, up to five reference materials may be checked out for up to one week to anyone with a Winnebago Public Library card in good standing.

Items in the local history collection will not be circulated.

Readers' Advisory Service

Readers' advisory service is one of the most important functions of the library and covers a wide range of services including research assistance, homework help, computer assistance, bibliographic verification, inter-library loan assistance, and referral services. This policy is designed to ensure that all patrons receive the highest possible level of this service.

Goals

The goal of readers' advisory service is to provide accurate answers to patrons' questions by trained staff during all hours of operation of the library.

- To provide materials and services to meet users' needs for timely, accurate, and useful information.
- To provide trained staff to assist patrons and to facilitate access to the library's collections and cooperative resources.
- To assist patrons in the use of information resources, library materials, and in the development of research strategies in multiple formats.
- To provide readers' advisory service in multiple formats.
- To provide efficient referral and effective follow through including interlibrary loan, resource sharing, and supplementary information services.
- To keep the community informed about the services and resources available and encourage their use.

Ethics and Standards

Advisory service shall be provided to all users on an equal, nondiscriminatory and nonjudgmental basis. All requests are treated confidentially, courteously, and without regard to age, race, national origins, gender, sexual orientation, background, appearance social or economic status of personal view of the patron making the inquiry. Names of users and the transactions which occur between users and the staff are confidential and except as may be required by law, not discussed outside a professional context.

Service is provided in a manner consistent with the Library Bill of Rights, the American Library Association Code of Ethics and copyright law.

Availability of Service

The library provides information and readers' advisory service to any patron requesting it, regardless of residency. Readers' advisory service is provided by trained staff during all hours that the library is open. Inquiries for information and readers' advisory service are accepted in person, by telephone, through the mail, and digitally. If information appropriate to the patron's need is not available in the library, a referral will be made to local or regional resources. Staff will verify that the needed information is available from the source referral.

Whenever possible, answers to questions will be provided during the patron's visit or telephone call. Staff will attempt to answer a question within a patron's required deadline. If necessary, staff will inform the patron that a longer response time is needed or that assistance should be sought from another library or agency.

Providing Service

Staff will use available sources of information to answer questions. This includes but is not limited to books, periodicals, electronic databases, the Internet, and government agencies. Citations to sources of information will be given when questions are answered. The producers of a resource, not the library, are responsible for resource accuracy.

Staff will provide sources of information, not interpretation. Staff will not offer legal, medical, or tax advice or provide opinions, advice, or interpretation of information beyond the scope of their training in library reference work. Staff will not provide the following kinds of assistance, which is deemed to be beyond the scope of the library's service responsibilities such as:

1. Critiquing or editing patron documents, including resumes for job seekers;
2. Completing forms (including online forms) for patrons, or assisting patrons in completing such forms;
3. Solving or troubleshooting problems with patron's personal computers or other electronic devices. (In such instances, staff is permitted to assist by attempting to locate relevant instructions and similar kinds of information for patrons); and
4. Translations will not be provided except in response to a patron's request for reference service when the patron does not speak English. This will only be provided if a person on staff with appropriate expertise is available. For all other transactions, staff will refer patrons to other appropriate resources to obtain information regarding translators.

Questions will be referred to another agency, when appropriate. Staff will guide people doing extensive research or compiling large amounts of information to appropriate sources. Reading and interpretation of materials is the patron's responsibility.

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 beliefs or political positions, or from their personal viewpoints.
- Patrons may not request to work exclusively with a particular staff member.
- Staff will 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.