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Appendix 1 Sample Passport/ID Authentication

## **5 Library Services**

The Library Services Policy addresses specific services provided by the Downers Grove Public Library.

### **5.1 Access to Library Materials**

All residents, regardless of age, race, national origins, gender, gender identity, sexual orientation, background, appearance, and/or social, housing, or economic status, receive free and equitable access to the collections of the Downers Grove Public Library. Staff facilitate access to the collection by responding to requests for information and assisting in locating library materials and information that meets the patrons' needs. The library affirms the right and responsibility of a parent or legal guardian to determine and monitor their own children's use of library materials and resources. The Board of Library Trustees and staff of the Downers Grove Public Library do not act "in loco parentis" (in the place of a parent) for any child.

### **5.2 Library Cards**

Library cards providing access to the materials and services of the Downers Grove Public Library will be issued to all borrowers eligible under the policies and guidelines set forth by the Board of Library Trustees, in accordance with Illinois law. Proof of residency is required at the time of application. Because some types of library cards do not expire, proof of residency is thereafter required periodically for verification purposes. Registration for cards for minor children require that a parent or legal guardian accept responsibility for monitoring the selection of items to be borrowed by their minor child and accept financial responsibility for all materials borrowed on their minor child's card.

#### **5.2.1 Resident Card**

A Resident Card will be issued without charge to any person who lives within the corporate boundaries of the Village of Downers Grove. A parent/guardian must sign the application for children 17 and under and provide proof of residency on the child's behalf. The Resident Card is valid as long as the person remains a resident within the corporate boundaries of the Village of Downers Grove. Resident Cards provide access to the full services of the Downers Grove Public Library and reciprocal borrowing privileges at other libraries.

#### **5.2.2 Temporary Resident Card**

A Temporary Resident Card will be issued without charge to residents who plan to live within the corporate boundaries of the Village of Downers Grove for less than one year. Residents who reside in hotels, motels, rooming houses, and other types of temporary housing and who do not have proof of long-term residency must show proof of short-term residency within the corporate boundaries of the Village of Downers Grove. Temporary Resident Cards provide access to the full services of the Downers Grove Public Library and reciprocal borrowing privileges at other libraries. The

Temporary Resident Card is valid for three months and may be renewed every three months upon proof of continued short-term residency.

Students living in student housing in schools located in Downers Grove will receive a Temporary Resident Card valid for the current school year. Proof of residency and enrollment are required.

### **5.2.3 Restricted Use Card**

A Restricted Use Card will be issued without charge to any person without a fixed address upon verification of temporary residence at a shelter within the corporate boundaries of the Village of Downers Grove. Additionally, a Restricted Use Card will be issued to teen users, ages 13-17, who reside within the corporate boundaries of the Village of Downers Grove who present a valid photo ID but do not have a parent or legal guardian present. Restricted Use Cards provide access to most services of the Downers Grove Public Library and a maximum checkout of two items at any time. Restricted Use Cards may not be used to check out equipment for at home use, may not be used to place holds, and do not have reciprocal borrowing privileges at other libraries. The Restricted Use Card is valid for one year and may be renewed upon verification of either continued temporary residence at a shelter within the corporate boundaries of the Village of Downers Grove or teen status.

### **5.2.4 Non-Resident Taxpayer Card**

Those who own property in the corporate boundaries of the Village of Downers Grove, but do not reside in Downers Grove, are eligible for a Non-Resident Taxpayer Card. The most recent property tax bill showing the owner's name and property address is required at the time of application. One Non-Resident Taxpayer Card will be issued per parcel of taxable land owned. Proof of home address is also required. Cards issued are valid for one year and may be renewed as long as eligibility continues. Non-Resident Taxpayer Cards provide access to the full services of the Downers Grove Public Library and reciprocal borrowing privileges at other libraries.

### **5.2.5 Business, Government, and Organization Card**

Businesses, governmental entities, and non-profit organizations located in the corporate boundaries of the Village of Downers Grove are eligible without charge for a Business, Government, and Organization Library Card. By submitting a business card, letterhead, or other documentation indicating ownership or management and accepting financial responsibility for all materials borrowed on a Business Library Card, the owner or manager may request cards for up to five employees. Proof of address, such as a current utility bill or property tax bill, is required at the time of application. The owner or manager of the business is responsible for notifying the library if a cardholder is no longer eligible for card use. Business, Government, and Organization Library Cards are valid for one year.

### **5.2.6 Non-Resident Fee Card**

Individuals or families who do not live within the corporate boundaries of the Village of Downers Grove and who are not eligible for service from another public library may purchase a Downers Grove Public Library Card. According to Illinois State Library Laws and Rules, Section 3050.25 Applying for a Non-Resident Library Card: “A non-resident shall apply for a Non-Resident Library Card at the closest public library. The factor for determining the closest public library shall be the residence of the non-resident. Non-residents shall apply at the participating public library in the school district in which the non-resident has his or her principal residence unless, due to the commonality of community interests, library services at another library that is physically closer may better serve the needs of the non-resident.” The fee is determined annually by the Board of Library Trustees according to the formula mandated by the Illinois law. This fee provides cards for all immediate family members residing in the same household. Cards are valid for one year after payment is received. No refunds will be issued for non-use. Payment plans may be available.

### **5.2.7 Staff Cards**

A Staff Card may be issued to staff members of the Downers Grove Public Library who reside outside the corporate boundaries of the Village of Downers Grove. The Staff Card will be canceled when the staff member leaves the library’s employment.

### **5.2.8 Reciprocal Borrowers**

Any person holding a valid library card from a library participating in the “Illinois Reciprocal Borrowing Program” will be granted reciprocal borrowing privileges at the Downers Grove Public Library.

## **5.3 Cardholder Responsibilities**

Cardholders are responsible for all materials borrowed on their cards and are expected to return the materials on time and in good condition. Parents or legal guardians are responsible for monitoring the selection of items to be borrowed by their minor children and are financially responsible for materials checked out on their minor children's cards. Cardholders are also responsible for materials checked out on their cards by other individuals. In order to protect and ensure library privileges, cardholders should notify the library immediately if their card is lost or stolen. Materials checked out on a card up to the time the card is reported lost or stolen are the responsibility of the cardholder. Cardholders are required to report a change in address, phone number, or email address.

## **5.4 Lending of Materials**

The library circulates materials in a variety of formats. Most library materials circulate for a three-week loan period and may be renewed for five additional loan periods unless another cardholder has requested the item or if their card is blocked. A vacation loan period of six weeks with no renewal may be available for materials that regularly check out for three weeks. Items with a two-week loan period include cameras, Anything

Emporium, Hot Reads, wireless hotspots, Rokus, and some items designated as “New.” Some two-week loan items may not be eligible for renewal. Items that are in-library use only include Media Lab Equipment, Microfiche, Microfilm, and Reference.

Downers Grove cardholders may have up to 199 items checked out on their cards at any one time. Reciprocal borrowers are governed by any lower limits set at their home libraries or SWAN. All library card types are subject to the same loan periods and fees. Library users may check out materials by presenting a library card, library card number, or valid photo ID with address on file.

### **5.5 Reciprocal Borrowing**

The Downers Grove Public Library will provide reciprocal borrowing privileges to patrons presenting a valid library card that qualifies for reciprocal borrowing privileges from another library. Reciprocal borrowers are subject to the responsibilities listed in Section 5.3. Cardholder Responsibilities. Borrowers from libraries not participating in the SWAN cooperative catalog who are using the Downers Grove Public Library for the first time will be limited to a maximum of five items checked out on their library card until staff is able to verify that the borrowers are in good standing at their home library. Reciprocal borrowing privileges will not be provided to any patron whose card has been stopped for outstanding fines or other obligations at another library.

### **5.6 Holds**

Cardholders from any SWAN member library may request any hold-able item owned by any SWAN library by placing a hold through the SWAN cooperative catalog. The hold may be placed by the cardholder directly or by staff.

### **5.7 Fines and Fees**

The Downers Grove Public Library does not charge fines for overdue items. Patrons will be sent notices regarding overdue items. A patron’s card will be blocked if one or more items is 21 days overdue or more. After an item is 42 days overdue, it is considered lost and the patron will be billed for the replacement cost.

Downers Grove cardholder accounts with outstanding bills on Downers Grove materials of \$50.00 or more may be sent to a material recovery agency. Service charges may be added to the bill. Accounts of reciprocal borrowers, both cardholders of other libraries borrowing Downers Grove materials or Downers Grove cardholders borrowing materials owned by other libraries, may be handled by SWAN and are subject to additional system fees.

Some services, including printing, photocopying, 3D printing, faxing, and out-of-state interlibrary loans, are available subject to a fee.

### **5.7.1 Lost or Damaged Materials**

Charges for lost or missing Downers Grove Public Library materials, other than equipment, will be the cost of the item as listed on the computer record minus the then applicable discount, if any, received from the library's vendor. Charges for lost or missing equipment will be the cost of the item as listed on the computer record. Charges for essential missing pieces in audiovisual materials will be the cost of the item minus the then applicable discount received from the library's vendor. Charges for a non-essential missing piece in audiovisual materials will be \$5.00. The library will not accept replacement copies in lieu of payment. The cost charged for a lost Downers Grove Public Library item will be refunded if the lost item is returned within 90 days. After 90 days, no refund is given.

### **5.8 Confidentiality of Circulation Records**

As required by the Illinois Library Confidentiality Act, the registration and circulation records of individual library patrons are confidential. No patron's registration or circulation records, relating to borrowing of library materials or use of library services, will be released to any individual or agency, except pursuant to a court order. Information about the identity of a suspect, witness, or victim may be released if law enforcement officers state that they have probable cause to believe that there is an imminent danger of physical harm to an individual.

Because of their financial responsibility, parents and legal guardians may be informed of overdue material borrowed on their minor child's library card.

### **5.9 Reference and Readers' Advisory**

Reference and readers' advisory services facilitate access to the library's collections and resources. Trained staff provide accurate information, materials, and answers to patrons' questions during all hours the library is open, within the limits imposed by available resources and the library's policies, practices, and guidelines. Reference and readers' advisory services provide answers to questions, regardless of their nature. No judgments are made about the nature of the question asked. All materials, across all formats, are available to all patrons, regardless of intended audience.

Inquiries are accepted in person, by telephone, by electronic means, and through the mail. Requests will generally be handled in the order in which they are received. Priority is given to in-person requests.

If the information needed is not available in the library, 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, chat session, 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.

In the instance of legal, medical, investment, or tax reference questions, staff may only guide the patron to the material available on the topic of interest and may not evaluate or interpret the information provided, nor define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. Patrons needing assistance beyond the materials and guidance provided will be advised to consult with a professional from the above listed fields for additional information or advice.

Another role of reference service is to educate patrons about the use of library resources. One-on-one instruction is offered, dependent upon staff availability and service desk time constraints. Classes on library resources may also be available.

Tutorial assistance (e.g., proofreading, editing, correcting, math computations, etc.) is outside the scope of reference service.

#### **5.9.1 Ethics and Standards**

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

The Downers Grove Public Library subscribes to the American Library Association's Code of Ethics and Core Values of Librarianship.

#### **5.9.2 Fees and Charges**

Most reference and readers' advisory questions can be answered without charge. Patrons will be charged the usual fees for printing from library computers when staff print from online resources on their behalf. Materials borrowed via interlibrary loan are subject to the fees listed in Section 5.10.5 Fees.

### **5.10 Interlibrary Loan (ILL)**

An interlibrary loan (ILL) is the process by which a library requests material from, or supplies material to, another library. The purpose of interlibrary loan is to obtain, upon request of a patron, material not available in the patron's local library. The interlibrary loan service of the Downers Grove Public Library obtains materials from other libraries for Downers Grove Public Library cardholders and provides other libraries with access to the collection of the Downers Grove Public Library.

### **5.10.1 Standards**

The Downers Grove Public Library complies with established ILL standards, including the Reaching Across Illinois Library System (RAILS) *Resource Sharing Policy*, *Illinois Library and Information Network (ILLINET) Interlibrary Loan Code*, *ILLINET Online Library Resource Sharing Code*, and the *National Interlibrary Loan Code for the United States*.

### **5.10.2 Eligibility**

Requests for SWAN library materials are accepted from any cardholder registered in SWAN. Requests for materials held by Non-SWAN libraries are accepted only from Downers Grove Public Library cardholders. The Downers Grove Public Library will supply materials to other libraries that have adopted the ILLINET Interlibrary Loan Code or a similar interlibrary loan code.

### **5.10.3 Requesting**

Requests for materials not available in the SWAN catalog may be initiated by cardholders in person, electronically, by mail, or by telephone. The library will accept up to 25 out-of-system interlibrary loan requests per month, per cardholder. As the requesting library, the Downers Grove Public Library honors the supplying library's conditions of loan, including special handling provisions. If an item is owned but not available for interlibrary loan from another library, staff will provide the name of the holding library to the patron. Staff cannot determine or guarantee when material will arrive in the library. The library does not request materials outside of North America. Copyright restrictions apply to the filling of all requests.

### **5.10.4 Supplying**

The Downers Grove Public Library accepts interlibrary loan requests from any library in North America. Requests will not be filled for new materials that have been in the collection for three months or less, video games, e-books, materials in special collections, microfilm, periodicals (other than photocopies of individual articles), and most reference books.

The library reserves the right to refuse to lend through interlibrary loan any material deemed new or in high demand. Some reference books may be loaned to other libraries for in-library use only. Copyright restrictions apply to the filling of all requests.

### **5.10.5 Fees**

Downers Grove cardholders will be charged a fee of \$5.00 for all interlibrary loan requests that are filled by out-of-state libraries within North America.

Out-of-state libraries that participate in LVIS (Libraries Very Interested in Sharing or libraries that do not charge for loans) will not be charged for interlibrary loans of materials from the Downers Grove Public Library's collection. Out-of-state libraries in



North America that do not participate in LVIS will be charged a fee of \$10.00 for the loan of library materials or for photocopies from the Downers Grove Public Library collection.

### **5.11 Public Internet Access**

The First Amendment of the United States Constitution, protecting the rights of citizens from governmental intrusion into what they see, hear, view, and read, applies to people accessing content on the Internet. The Downers Grove Public Board of Library Trustees has adopted the Library Bill of Rights and endorses an individual's right of access to information. With the exception of the public computers in the Kids Room, the library's public computers do not have filtering software.

The public computers in the Kids Room are filtered to limit access to known sexually explicit material. Even with filtering software in place, there can be no complete assurance about the appropriateness of Internet content for any particular age group.

Much of the library's computing equipment can be used to access the Internet. The library assumes responsibility only for the information contained on the websites of the Downers Grove Public Library.

The library reserves the right to suspend the use of its computers, equipment, and/or the library by anyone who uses library computing equipment, electronic devices, or network for an illegal purpose or for a purpose in violation of the standards outlined in the library's Code of Conduct, General Policy Section 2.9.

#### **5.11.1 Availability of Service**

Internet access is available on many of the computers located in the Adult & Teen Services Department and Kids Room. The Internet may be accessed on the public computers on a walk-up basis when they are not being used. The amount of computer time available to any patron may be limited by demand. Patrons can also access the Internet with their own computers through the library's wireless network. The public computers in the Kids Room have filters for adult content and social media. The library may adopt additional rules and/or operational guidelines for the use of the computers and/or public Internet access.

#### **5.11.2 Computer Help**

Staff will provide a limited amount of basic guidance to computer users; however, staff cannot provide in-depth instruction to patrons. One-on-one computer instruction is dependent upon staff availability and service desk time constraints. Classes may be available for patrons who have little or no experience using computers or who are interested in improving their computer skills.

## **5.12 Programming**

The Downers Grove Public Library offers programs for patrons of all ages that encourage attendees to discover, grow, play, and learn. Library programs support the organization's mission and Strategic Plan goals. Program development and scheduling is guided by relevance to community needs or interests, popular appeal, and suitability for a general audience. Presenters are chosen for their proven or unique expertise and public performance experience. Other factors influencing program offerings include availability of staff, budget, and space considerations.

Some programs may be restricted by age level, room capacity, minimum or maximum attendance requirements, or residency. The library's values of equal access for all and freedom to seek, receive, and share information extends to its programming by offering a broad spectrum of opinions, viewpoints, and ideas. However, presentation of a program or topic does not constitute an endorsement of that presenter, their policies, or their beliefs.

Presentations should be free of solicitations, sales pitches, or proselytizing. Booking a library meeting room does not constitute a library-sponsored program. Programs may be canceled for reasons such as severe weather, absence of the presenter, or low registration. Canceled programs are not automatically rescheduled.

## **5.13 Service to Special Populations, Schools, and Organizations**

Library tours, instruction, and special programs are available to groups of all ages. Priority for service is given to residents of the Village of Downers Grove, schools and organizations located in the Village of Downers Grove, and schools and organizations whose students or members are comprised of 60% or more Downers Grove residents. Within the constraints of public service responsibilities and available staff, library tours, instruction, and programs will be scheduled at the convenience of the organization.

## **5.14 Notary**

Notary service is available at no charge to patrons. The library cannot guarantee a Notary will be available, but patrons are encouraged to make an appointment. Notary services close 15 minutes before the library closes.

Patrons must present current, unexpired photo identification with a signature issued by a U.S. state or federal government. Examples include a Driver's License, State ID Card, or Passport. The document being notarized must be signed in front of the Notary and all people signing must be present.

If witnesses are required in addition to a Notary, patrons must provide their own witnesses. The library cannot provide witnesses and witnesses may not be solicited from other patrons using the library. In order to serve as a witness, the witness must

personally know the person whose document is being notarized and must be in possession of valid photo identification.

Library notaries are not permitted to communicate with a notary service patron through a translator.

Library staff who serve as a Notary will:

- follow the notary laws of the State of Illinois;
- not give professional advice on legal matters pertaining to notarizing documents; and
- reserve the right to refuse notary service if State requirements are not met.

Items Notary staff are unable to notarize:

- Real estate transactions, including mortgage-related documents
- Visa and immigration paperwork
- Documents from foreign governments
- Vital records, including birth, death, marriage, or divorce certificates and citizenship or naturalization certificates
- Military IDs
- Certified copies of identification
- I-9 Employment Eligibility Verification forms

Certified copies of vital records must be requested from the county clerk, local registrar, or state Department of Public Health/Vital Records.

While Notary staff cannot certify copies of identification, they can notarize a copy that has the information contained in Appendix 1 - Sample Passport/ID Authentication.

### **5.15 Meeting Rooms**

The Downers Grove Public Library meeting rooms support library functions, meetings, programs, and partnerships. When not being used for library functions, these rooms are available for use by community groups, organizations (both non-profit and ad-hoc), and businesses.

The meeting rooms are a limited public forum, in the legal and practical context. The library will not regulate the content of programs or meetings, but it may regulate activities in the limited public forum under the traditional rubrics of time, place, and manner. Presentation of a program or holding of a meeting does not constitute library endorsement of the views of the persons holding the meeting, program speakers, or other participants. Use of the meeting room and approval of individual meeting situations not described here will be determined by the Library Director or the Library Director's designee.

Individuals or groups presenting and attending meetings, programs, and events are subject to all library policies, rules, and regulations. The library reserves the right to suspend or revoke permission to use the meeting room for any violation of library policies, rules, or regulations. Inclusion of false information on the application form will result in automatic and immediate revocation of permission. Failure to comply with library policies, rules, and regulations (including this policy) will be grounds for suspension of meeting room privileges for up to one year.

#### **5.15.1 Reservations**

- I. Downers Grove Public Library cardholders over 18 years of age or groups that include Downers Grove Public Library cardholders over 18 years of age are eligible to reserve library meeting rooms.
- II. Reservations must be made at least three days in advance.
- III. Reservations are accepted on a first-come, first-served basis. The time of completion of the meeting room application and payment of applicable fees will determine priority among community users.
- IV. Reservations are restricted to two per month per group. This includes different subgroups of the same group. If the participants of a meeting are substantially the same as the participants of a subsequent meeting, this will count as the same group or subgroup.
- V. Reservations may be up to four hours long.
- VI. Reservations may be made up to six months in advance.
- VII. The maximum capacity of the meeting room is 100. When halved to make two separate rooms, each room's capacity is 50. Certain layouts of the room may reduce this number and maximum capacity is determined by the library in its sole discretion.
- VIII. A fee, based on the room reserved, is required.
- IX. Priority is given to the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation for use of meeting rooms.
- X. Library staff review each request for compliance with this policy after the reservation has been submitted online. The applicant will receive approval or denial of most requests within three business days.
- XI. Additional equipment may be available and must be requested at the time of reservation.
- XII. Reservations for musical programs or other noisy activities must book the full meeting room. Staff may define activities that are too noisy for a divided room booking.
- XIII. The library reserves the right to change, relocate, or cancel meeting room reservations.
- XIV. Meetings canceled by an individual or group at least seven days before the meeting will receive a full refund of any fees paid. No refund will be given for meetings canceled with less than seven days' notice. Notice must be given to the Administration Office.

### **5.15.2 Use**

- I. No admission charges, collections, tuition, sales, or other money-raising activities are permitted, except those sponsored by the library, Friends of the Downers Grove Public Library, or Downers Grove Public Library Foundation. All meetings must be open to the public.
- II. Permitted uses include educational, cultural, recreational, informational, religious, political, commercial, or other programs or meetings of interest to members of the community.
- III. Meeting rooms may not be used for private social gatherings, commercial purposes, sales, fundraising, marketing, or personal and/or financial gain, including presentations of products or services, or activities that disrupt the normal operations of the library or involve a threat to public safety.
- IV. Time limits are enforced. Meeting preparation and take down must be made within the approved reservation time period. Groups using the meeting rooms must end programs at least 15 minutes prior to the library's closing time, or at such other time as directed by staff.
- V. Room setup must be requested at the time of meeting room application. Several standard setups are available. Staff will not be made available to change the arrangement if a non-standard setup is required or if changes not on the application are requested. Groups are expected to rearrange the room to their own needs.
- VI. Refreshments that do not require on-site preparation or warming may be served, such as pizza, prepared sandwiches, and other similar refreshments. Refreshment supplies (cups, paper goods, coffee, tea, etc.) must be provided by the group. Alcoholic beverages are prohibited.
- VII. The library meeting room is physically accessible to people with disabilities. Users of meeting rooms are responsible for complying with the provisions of the Americans with Disabilities Act and all other Federal, State and local laws, ordinances, regulations, and directives.
- VIII. The booking cardholder is responsible for cleanup at the conclusion of a program or meeting. The library may charge an additional fee to a user who does not perform this responsibility.
- IX. Publicity for any event in the meeting rooms must include the disclaimer, "This event is not sponsored by the Downers Grove Public Library." The library's telephone number is not to be included in any news releases or flyers publicizing the event. The name, address, and phone number of the library may not be used as the address or headquarters for any group using the library for meeting purposes except the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation. No publicity will be done by the library for groups booking the meeting room.
- X. Non-library equipment, supplies, or personal effects cannot be stored or left in the meeting room before or after use.

- XI. The library may adopt additional rules and/or operational guidelines for the use of the meeting room.

### **5.15.3 Damages and Liability**

The library is not responsible for possessions left in a meeting room. Any individual, group, or organization using the meeting room shall be held responsible for damage to the meeting room, building, grounds, collections, or equipment caused by the group or organization, its members, or those attending its meeting. All individuals, groups, or organizations shall indemnify, defend, and hold harmless the library, its officers, agents, and employees from and against any and all claims, suits, actions of any kind relating to injuries or damage arising from any act or omission of the individual, group, or organization's use of the meeting room.

### **5.16 Conference Rooms**

The Downers Grove Public Library conference rooms support library functions, meetings, programs, and partnerships. When not being used for library functions, these rooms are available for use by individuals, community groups, organizations (both non-profit and ad-hoc), and businesses.

The conference rooms are not a public forum, in the legal and practical context. The presentation of a program or holding of a meeting does not constitute library endorsement of the views of the persons holding the meeting, program speakers, or other participants. Use of the conference rooms and approval of individual meeting situations not described here will be determined by the Library Director or the Library Director's designee.

Individuals or groups presenting and attending meetings, programs, and events are subject to all library policies, rules, and regulations. The library reserves the right to suspend or revoke permission to use a conference room for any violation of library policies, rules, or regulations. Inclusion of false information on the application form will result in automatic and immediate revocation of permission. Failure to comply with library policies, rules, and regulations (including this policy) will be grounds for suspension of conference room privileges for up to one year.

#### **5.16.1 Reservations**

- I. Downers Grove Public Library cardholders are eligible to reserve library conference rooms in advance.
- II. Reservations may be up to four hours long.
- III. Reservations are accepted on a first-come, first-served basis.
- IV. Reservations are restricted to two per month per user.
- V. Reservations may be made up to six months in advance.
- VI. The maximum capacity of Conference Room A is 16. The maximum capacity of Conference Room B is 10.

- VII. Priority is given to the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation for use of conference rooms.
- VIII. Library staff review each advance reservation for compliance with this policy after the reservation has been submitted online. The applicant will receive approval or denial of most requests within three business days.
- IX. The library reserves the right to change, relocate, or cancel conference room reservations.

#### **5.16.2 Use**

- I. No admission charges, collections, tuition, sales, or other money-raising activities are permitted, except those sponsored by the library, Friends of the Downers Grove Public Library, or Downers Grove Public Library Foundation.
- II. Permitted uses include educational, cultural, recreational, informational, religious, political, commercial, or other programs or meetings of interest to members of the community.
- III. Conference rooms may not be used for private social gatherings, commercial purposes, sales, fundraising, marketing, or personal and/or financial gain, including presentations of products or services, or activities that disrupt the normal operations of the library or involve a threat to public safety.
- IV. Time limits are enforced. Meeting preparation and take down must be made within the approved reservation time period. Groups using the conference rooms must end programs at least 15 minutes prior to the library's closing time, or at such other time as directed by staff.
- V. Each room is equipped with a table, chairs, and whiteboard.
- VI. Beverages in covered cups and limited refreshments, such as cookies or packaged snacks, are permitted. Alcoholic beverages are prohibited.
- VII. Conference rooms are not soundproof. Everyone is expected to show consideration for those using adjoining rooms. Loud or disruptive behavior will result in everyone being asked to leave the room and possibly the library.
- VIII. The conference rooms are physically accessible to people with disabilities. Users of conference rooms are responsible for complying with the provisions of the Americans with Disabilities Act and all other Federal, State and local laws, ordinances, regulations, and directives.
- IX. The booking cardholder is responsible for cleanup at the conclusion of a program or meeting. The library may charge an additional fee to a user who does not perform this responsibility.
- X. Publicity for any event in the conference rooms must include the disclaimer, "This event is not sponsored by the Downers Grove Public Library." The library's telephone number is not to be included in any news releases or flyers publicizing the event. The name, address, and phone number of the library may not be used as the address or headquarters for any group using the library for meeting purposes except the Friends of the Downers Grove

Public Library and Downers Grove Public Library Foundation. No publicity will be done by the library for groups booking the conference rooms.

- XI. Non-library equipment, supplies, or personal effects cannot be stored or left in the library before or after use.
- XII. The rooms are to be left as found. If there is damage to a room or equipment, the booking cardholder will be held responsible and will promptly compensate the library for repairs, cleaning, or loss.
- XIII. The library may adopt additional rules and/or operational guidelines for the use of the conference rooms.

## **5.17 Study Rooms**

The Downers Grove Public Library provides study rooms for use by individuals or small groups. Study rooms cannot be used for public meetings. Use of study rooms may not be publicly advertised. The library does not post meetings taking place in a study room.

### **5.17.1 Reservations**

- I. Downers Grove Public Library cardholders are eligible to reserve study rooms in advance.
- II. Reservations may be up to two hours long.
- III. Reservations are accepted on a first-come, first-served basis.
- IV. Reservations are restricted to two per week per user.
- V. The maximum capacity of study rooms varies from two to six.
- VI. Priority is given to the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation for use of study rooms.
- VII. The library reserves the right to change, relocate, or cancel study room reservations.

### **5.17.2 Use**

- I. Time limits are enforced. Individuals or groups are expected to vacate the room within the approved reservation time period. Individuals or groups using the study rooms must end at least 15 minutes prior to the library's closing time, or at such other time as directed by staff.
- II. Each room is equipped with a table, chairs, and whiteboard.
- III. Beverages in covered cups and limited refreshments, such as cookies or packaged snacks, are permitted. Alcoholic beverages are prohibited.
- IV. Study rooms are not soundproof. Everyone is expected to show consideration for those using adjoining rooms. Loud or disruptive behavior will result in everyone being asked to leave the room and possibly the library.
- V. Non-library equipment, supplies, or personal effects cannot be stored or left in study rooms before or after use.
- VI. The rooms are to be left as found. If there is damage to a room or equipment, the booking cardholder will be held responsible and will promptly compensate the library for repairs, cleaning, or loss.



- VII. Use of study rooms does not constitute library endorsement of the views of the people using these rooms.
- VIII. Those who do not comply with this policy may lose their access to the rooms.
- IX. The library may adopt additional rules and/or operational guidelines for the use of the study rooms.

## **5.18 Exhibits and Displays**

The Downers Grove Public Library hosts exhibits and displays within the library building to help provide cultural enrichment to the community. Staff is responsible for management of all exhibits and displays.

### **5.18.1 Kids Room Display Cases**

The library provides small exhibit cases in the entrance to the Kids Room where children exhibit their personal collections of books, toys, or other items. Staff develop rules and procedures for use of Kids Room Display Cases.

### **5.18.2 Gallery Spaces and Lobby Display Cases**

The library provides gallery spaces and lobby display cases suitable for the display of works of art. Exhibits in these spaces may promote library collections and services or may feature the work of local artists and arts organizations.

- The library is responsible for the selection of artists, as well as the hanging, labeling, and removal of all exhibits.
- There is no special security for artwork exhibits. The library is not responsible for loss of or damage to artwork on display.
- Individuals who are interested in purchasing artwork must contact the artist directly. The library provides contact information and may provide price lists.
- The library reserves the right to refuse to display any piece of artwork, the work of any artist, or the use of exhibit and display space to anyone whose exhibit is disruptive of library functions.
- Exhibits do not necessarily reflect the views of the library or the Board of Library Trustees.

## **5.19 Bulletin Boards**

Bulletin boards, administered and maintained by staff, promote awareness of services and events of interest to community members. Organizations based in Downers Grove will be given priority. Space permitting, promotion of services and events offered by commercial entities will be posted if they are of an artistic, cultural, educational, civic, or historical nature. A public bulletin board provides space for flyers advertising the activities of local educational, cultural, civic, and government groups. Advertisements of for-profit organizations and partisan political activities are not posted on the public bulletin board. A bulletin board for job seekers provides space for job ads.

- Under no circumstances may facilities be used to advertise or sell personal or commercial items or services (automobiles, used furniture, day care, house cleaning, tutoring, etc.) or for personal or commercial solicitation, fundraising, or recruitment. Promotions of fundraising by Downers Grove area non-profit organizations will be permitted.
- Magazines or newspaper format publications with advertisements are not generally available as handouts in the library.
- Postings from outside organizations are subject to the availability of space. Materials will not be returned to any organization or individual.
- Material that advocates the election of or the defeat of a ballot issue, referendum, or candidate for public office will not be displayed.
- Questionable items are referred to the Library Director or the Library Director's designee. The library reserves the right to make exceptions based on existing policy and will make final decisions regarding the availability and use of the facilities. Unapproved postings will be removed from the facilities.
- Specific time periods for postings cannot be guaranteed.
- The library accepts up to 50 copies of flyers for public distribution, within the same limits as postings on the bulletin boards.
- The library may adopt additional rules and/or operational guidelines for the use of the bulletin boards.

### **5.19.1 Disclaimers**

The library does not endorse or recommend any organization, business, or potential employer. The library explicitly makes no representations or guarantees about the accuracy of postings on bulletin boards. It is the responsibility of the patron to perform due diligence in researching and/or verifying information contained in any posting.

Employers and applicants are encouraged to perform their own due diligence when offering, applying for, or accepting private employment by requesting references or any other information needed to establish qualifications, credentials, and overall fit between employer and applicant.

Postings may contain links to third party sites. The library does not review materials or information posted on websites so linked, and therefore, the library disclaims any responsibility for the contents of such sites. Any such linking to a third party website should not be interpreted as a form of endorsement or recommendation.

### **5.20 Gaming Systems**

Gaming systems are available in Teen Central and the STEM Room. Use of gaming consoles ends 15 minutes prior to closing. The library will establish rules of use for the gaming systems in the library. Programming taking place in these areas takes precedence over open gaming.

### **5.21 Home Delivery Services**

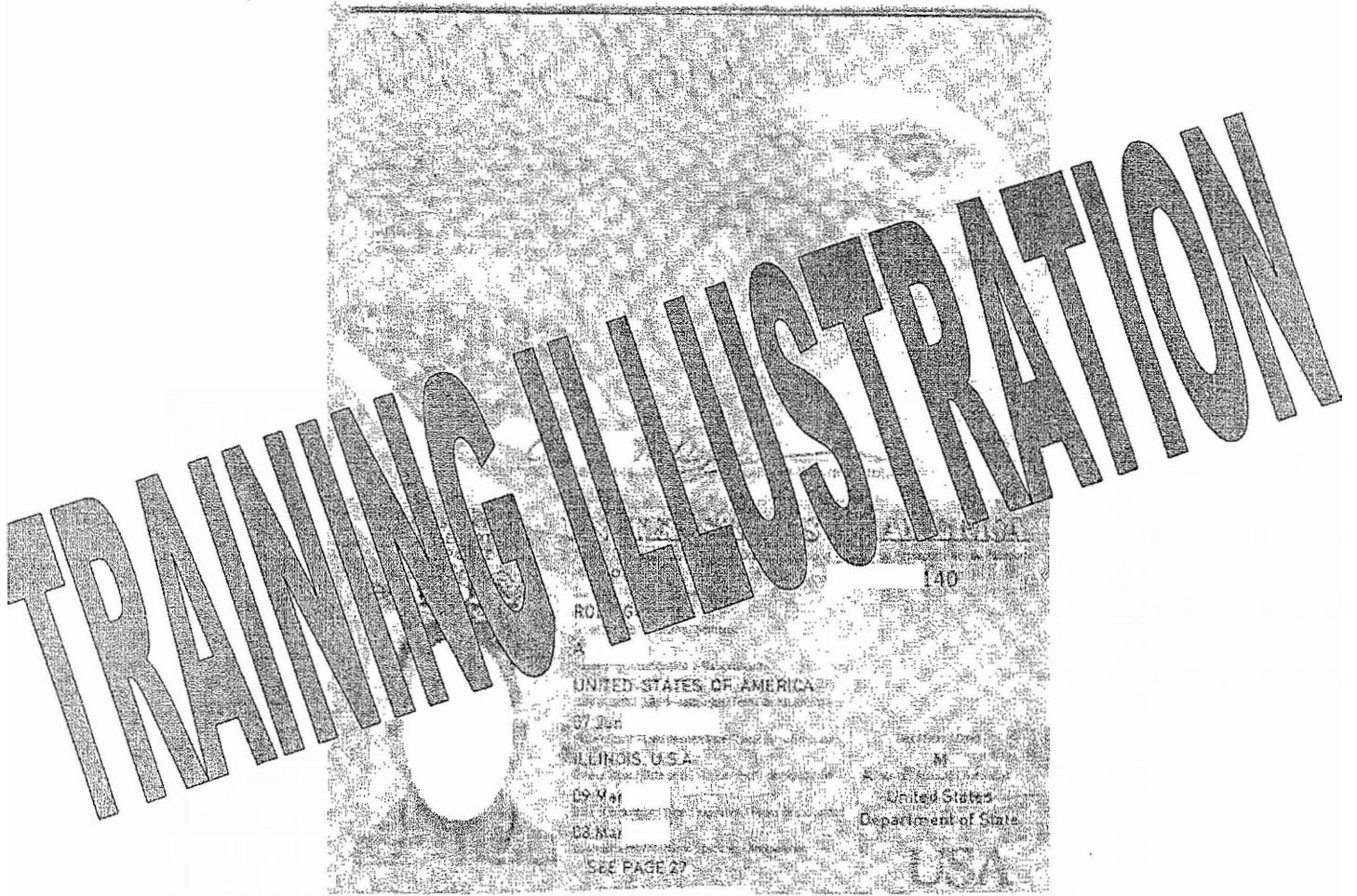
Downers Grove Public Library offers home delivery services to users residing in the Village of Downers Grove who are unable to visit the library. To qualify, the resident must be generally confined to one's residence either temporarily, due to illness or accident, or permanently, due to age, disability, or other mobility issues. The library is committed to ensuring that all patrons receiving home delivery services are treated with dignity, respect, and impartiality. In addition, the library is committed to ensuring that the staff and volunteers of the library are treated with dignity and respect and that they are safe while serving the public. Home delivery service users will not be charged overdue fines, but will be charged for borrowed items that are lost or damaged. The library may adopt additional rules and/or operational guidelines for home delivery services.

## Appendix 1 - Sample Passport/ID Authentication

I, John S. Doe, certify this to be a true and authentic copy of my \_\_\_\_\_

SIGNATURE: John S. Doe

(name of document)



STAMP NOTARY LANGUAGE HERE – SIGNER MUST CHOOSE WHICH STAMP TO USE