

# McHenry Public Library District

## Public Policy and Procedures Manual

Adopted 3/19/2013

(Various additions/deletions per individual policies dated per board meeting  
approved 11/21/2019 – ongoing)

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# Introduction

This policy manual describes the McHenry Public Library District's (*hereafter referred to as MPLD or Library*) philosophy of service, and details methods of doing business so that all staff provide equal and fair service and perform tasks in the same manner. The purpose of this policy manual is four-fold:

- 1) to document and detail various decisions of the MPLD Board of Trustees (*hereafter referred to as the Library Board*) as they relate to a codified policy manual and to the ILCS 75;
- 2) to document, interpret, and extend broad Library Board policies into a narrower scope needed for daily activities;
- 3) to effectively standardize practices and provide a means of dispersing equity and consistency in terms of providing both services and collections to customers and;
- 4) to translate those various policies into day-to-day activities, tasks and procedures and detail, in step-by-step fashion, the “who, what, when, where, why and how” they are to be accomplished.

## Review and Revision

These policies are not set in stone and are under constant revision and refinement. The Executive Director, Department Heads, and the Library Board will review this manual comprehensively at least every two (2) years (from the date of adoption). However, specific policies may be reviewed and revised whenever necessary throughout the year because of new laws, public concerns, and the addition of new collections and services.

## Mission, Philosophy and General Service Objectives

***The mission of the MPLD is a welcoming place that "enriches the quality of individual and community life through responsive Library services that promote lifelong learning opportunities and diverse interests." (2019)***

To meet that mission, staff provides a wide depth and diversity of collections, services and programs in both physical and electronic forms that are available on and off-site. An integral part of that mission involves purchasing physical collections; assembling, preserving, organizing and marketing print and non-print collections, and providing free access to those collections, as well as to providing ancillary and complementary information services related to those collections that meet the diverse educational, cultural, informational and recreational needs of the community. The Library Board recognizes that a public Library provides a strong foundation for a democratic republic and thus directs Library staff to provide all services and collections that promotes that mission and seeks to provide an enlightened citizenship regardless of age, sex, creed, culture, social or economic background, or physical/mental abilities and disabilities. The MPLD Board reaffirms its endorsement of the American Library Association's (ALA) Library Bill of Rights, the Freedom to Read, Freedom to View and all other Intellectual Freedom Statements endorsed by the ALA as well as the Privacy Act. (See appendices). The general goals of the MPLD are expressed in the Mission Statement and the Strategic Plan of Service (see appendices).

# Equity, Diversity, and Inclusion Statement

(Approved 08/16/2022)

## A Statement from the Library Board of Trustees

The McHenry Public Library District, through its collections, services, programs, and policies, aspires to be an equitable, diverse, inclusive community resource that strives to meet the needs of all community members. We are committed to ensuring that every library patron, visitor, volunteer, MPLD staff and Board member is welcomed to a comfortable, safe and supportive Library by being treated with respect and dignity.

Discrimination, bigotry, and racism will not be tolerated. The Board and staff are dedicated to fostering a culture based on open, respectful experiences that allow us all to learn about and value one another as individuals with different perspectives and backgrounds. This statement is an extension of our Mission Statement and informs all that we do, enriching our work and helping us enhance all the communities we serve.

# Statement on Censorship from the Library Board of Trustees

(Approved 01/16/2024)

## A Statement from the Library Board of Trustees

The McHenry Public Library District is committed to representing the diverse viewpoints of the community, as reflected through its Mission and Equity, Diversity, and Inclusion statements and Materials Selection Guidelines. The McHenry Public Library District is dedicated to safeguarding the intellectual freedom of its users and will not tolerate censorship of its materials. The library's collection will not be influenced by any group or individual with partisan agendas. Moreover, the library will not withdraw any items from its collection merely because certain individuals or groups object to the material or its contents.

# Materials Selection Policy

## General Policy on Selection

In the selection of books and other materials, the MPLD recognizes its obligation as a public institution serving the needs of a large group of people with varied backgrounds, interests, points of view and purposes. Materials selection should conform to the interests and needs of the community without being restricted by them.

The Material Selection Policy was drafted to support the Library's Mission Statement and to serve the service responses that the library has identified as most appropriate for its role in the community. The Library's Mission Statement and documents outlining adopted roles are included in the appendix.

## Types of Materials Collected

The Library collects print, non-print, and electronic materials. The print materials include, but are not limited to books, periodicals (magazines and newspapers), pamphlets, and microforms. Non-print materials include, but are not limited to videocassettes, DVDs, audiocassettes, compact discs, CD-ROM products, on-line databases and microcomputer software. Electronic resources include, but are not limited to digital music, films, and audio books, as well as subscription access to databases. The types of library materials collected are dictated by:

- Patron demand for new formats
- Anticipation of future demand for new formats
- Equipment and media obsolescence cost of purchase and of processing
- Durability of media for multiple uses
- The depth and breadth of popular titles available in a new format.

## Selection Practices

Qualified library staff members are assigned selection areas and assigned a budget to purchase materials for their areas. Items for purchase are identified through:

- Reviews in professional journals
- Retrospective bibliographies from reputable sources
- Publishers' advertisements and catalogs
- Presentations by publishers' representatives and vendors
- Patron requests
- Recommendation of colleagues

Patron requests are ordered if the item meets the criteria used for selection. All purchases are subject to the constraints of the materials budget.

## General Selection Criteria

The question that selectors must ask and the criteria they use in choosing or not choosing items for the collection include, but are not limited to:

Does the collection need this item to serve the public?

- Relevance to local life styles and interests
- Usefulness for students in local schools and colleges
- Gaps discovered while doing reference and readers' advisory work
- Representative of a special or balancing point of view
- Ability to strengthen developing or weak areas of the current collection

Would this item interest the library users?

- Patron requests
- Circulation data
- Current popularity or newsworthiness
- Items of local interest, including works by local authors and performers

Will this item be used enough to justify owning it rather than obtaining the item through interlibrary loan?

Are there physical limitations to the item under consideration?

- Physical quality of construction and/or appearance
- Physical limitations of the library building and shelving equipment
- Appropriateness of available format for local users

Does the intellectual quality of the item warrant purchasing?

- Favorable critical reviews
- Awards for excellence
- Inclusion on standard or recommended lists
- Renown or popularity of the creators of an item
- Reputation as a classic of its type
- Currency of the information contained in an item

Can we afford this item?

- Purchase price
- Repair cost
- Item is a set of many essential irreplaceable parts
- Cost is high relative to likelihood of theft or damage
- Ordering one item obliges a series of purchases

Duplicate copies of popular materials may be ordered if the selector or collection manager feels that the interest and future usage warrants doing so. Once the anticipated interest ends, the multiple copies should be evaluated for de-selection. If long-term demand can be expected to be steady, then duplicate copies may be put into storage to replace the circulating copy when it has worn out.

Popularity in one format may justify buying the work in other formats including film, videotape, large print, paperbacks, audiocassettes, compact discs, CD-ROM products, on-line databases and microcomputer software.

## Specific Selection Criteria

In each area of the collection, the criteria listed under General Selection Criteria are to be applied, as they are appropriate.

The Library maintains circulation statistics on segments of the collection and uses this information in determining which areas should be strengthened. Comparing the collection to lists of recommended books or to the collections of comparable libraries are methods used to analyze the collection for further development.

## Textbooks

Although the Library seeks to support local school curricula, the Library does not purchase the textbooks for local schools and colleges. Schools may leave a repository collection of textbooks, which will be treated as a special reserve collection to help students doing homework. A book will not necessarily be excluded for purchase because it is a textbook as long as it meets other selection guidelines.

## Foreign Languages

In addition to foreign language dictionaries and learning aids, the Library will collect works in a non-English language when there is an established community in the district that speaks that language. The intent of such a collection is to make necessary and current information accessible, to provide entertainment, and to help improve literacy in the native language with the goal of making literacy in English easier. The Library collects aids to learning English as a Second Language aimed at general non-English-speaking students and also aimed at students from the local non-English-speaking community. Requests for items in languages that do not represent a significant local community of speakers are generally filled through interlibrary loan and are not purchased. When the demand for materials in a specific language increases, the library will evaluate beginning a collection in that language.

Although library staff selects for all other library collection areas, the library may choose to subscribe to a selection service for non-English materials when there are no staff members who can effectively select for that collection. The service must be able to adapt their choices to our local community based on requests from the library and the materials provided must conform to the library's other selection criteria.

## Genealogy and Local History

Selection for the Library's Genealogy and Local History Collection is intended to support beginning level research. The collection includes major published source materials required for independent research in genealogy. All informational works on the city, township, and county of McHenry are purchased. Works on the counties bordering McHenry County in both Illinois and Wisconsin are extensively purchased. General genealogical reference works for Illinois counties, the state of Illinois, and the entire United States are purchased. The library also purchases handbooks on how to do genealogy research for this collection and some of these handbooks are also purchased for the circulating collection.

The collection is not an archive and does not contain manuscript documents. The Library does maintain a collection of newspaper clippings and of photographs associated with local history, but does not act to increase the size of this collection.

The Library purchased the core of its genealogy collection from a private individual and at the same time agreed to house and interfile part of the McHenry County, Illinois Genealogy Society (MCIGS) collection with its own collection. The agreement with MCIGS was made with the understanding that the library would focus on Illinois genealogy materials while the Society would collect materials on other geographic regions, such as US states and foreign countries.

The Library has also entered into an agreement with the British Interest Group of Wisconsin and Illinois to accept their collection as a special collection housed within the Genealogy and Local History Collection.

## Periodicals

The Library's current periodical titles are selected on the basis of popularity and browsability since the information available in older issues can be accessed through full-text, indexed online databases.

When possible, periodicals are ordered and maintained through a subscription agency. Exceptions are ordered directly from the publisher. Periodical subscriptions are reviewed once a year when the subscription payment for the following year is due. Suggestions for new titles or for discontinuing current subscriptions that are no longer of interest are considered at that time.

In addition to the general selection criteria, the following criteria are preferred:

- Is the periodical indexed?
- Is the format appropriate for our collections?

Is the periodical available from other libraries subject to the restrictions of copyright law?

## Standing Orders

Materials that are published as a series may be placed on standing order if they are either so popular that the library cannot risk missing an issue or they contain information that must be current to be useful to the public. A standing order may be set up so that not every newly updated issue is sent, either because of the cost involved in buying every issue or because

the information does not require such frequent updating. Standing orders will be reviewed regularly and reconsidered for purchase if the character of the serial publication changes so that it might no longer meet selection criteria.

### Microforms

Microfilm or microfiche may be purchased when the original documents are not otherwise available, would be too bulky to store easily, or are not used often but are of permanent interest. Generally, the library's microform collection is used for genealogy and local history research.

### Library workstation Software, CD-ROMs and Gaming Platforms

The collection development committee is responsible for keeping informed of new technologies and making recommendations to the director and the library board for cost effective implementation of technologies that enhance access to information and entertainment for area residents. Selection criteria specific to PC software, CD-ROM products, and gaming platforms include the following:

- Compatibility with commonly used hardware
- Topics that benefit from multimedia presentation
- Licensing restrictions for use in more than one computer
- Ease of use

Some PC software, CD-ROMs, and gaming platforms may be limited to in-library use due to licensing restrictions or other considerations.

### On-Line Databases (citation and full-text)

The Library provides access to on-line databases through its web page. Whenever it is affordable, the library will provide remote access to these databases so that patrons can conveniently access them from their homes as well as at the library.

Selection criteria specific to on-line databases include:

- Ease in searching
- Remote access in addition to access in the library
- Ability for multiple users
- Cost relative to likely use

## Audiovisual (AV) Materials

The size and shape of packaging or the number of independent parts of audiovisual materials may be considered in the selection process as well as determining what medium is the predominant for circulation/cataloging. In certain cases, an item will or will not be purchased due to ancillary media, i.e. books containing CD music or multiple CD-ROMs.

## The De-Selection or "Weeding" Process

A commitment to the quality of the collection requires that the collection be weeded regularly of items that no longer meet the criteria for selection. The weeding process also identifies items that need to be replaced due to poor condition. Items are weeded regarding the following criteria:

- Lack of currency of information
- Inaccuracy or no longer relevant due to changes in the field
- Loss of public interest in a subject or the creators of an item
- Damage or wear through use

When an item is withdrawn, the appropriate selector will determine whether a replacement copy should be purchased. If the item is removed because it is out of date, the selector is responsible for identifying more current titles in the subject area to replace the withdrawn items. Any staff member may pull damaged or worn items for selectors to consider withdrawing from the collection. Selectors are responsible for identifying items to withdraw for reasons other than physical condition.

If there are duplicate copies of titles that requires only one copy and the selector anticipates long-term use and difficulty in replacement or repurchase of that title, then duplicates will be put into storage instead of being withdrawn.

## Donations and Gifts

1. The decision to include gift materials in the Library collection shall be based on the following considerations:
  - The materials must meet the Library's selection policy standards
  - The physical condition should be good to excellent
  - The items donated should meet the needs and/or demands of patrons

Library staff will evaluate all donated items. If an item is not needed or is not appropriate for the collection, the selector will decide on how to dispose of it.

2. Monetary gifts may be designated for the purchase of particular materials at the request of the donor and with the approval of the Director and the Board of Library Trustees. All unrestricted monetary gifts shall be deposited in a memorial or gift fund under the direction of the Board of Library Trustees.
3. These gifts shall be appropriately acknowledged but acknowledgment will not state an estimate of value.
4. The Board shall recognize with a memorial to the Library the death of a current board or staff member, his/her spouse, child or parent. In addition, the Board shall acknowledge "retired" Board members with ten or more years of service. If books or other objects are purchased, they should be appropriately marked.
5. Materials given by individuals, groups or organizations and specified to be kept together as a separate collection will not be accepted.

# Local Creator Collection Policy

(approved 05/16/2023)

The McHenry Public Library District strives to recognize the creative efforts of local patrons by including their works in the collection. These materials may be aimed at adult or youth audiences.

## Donation Guidelines

- Local creators are residents of the McHenry Public Library District and the municipalities that fall within the Library district boundaries.
- Materials donated to the Local Creator Collection will be evaluated by the appropriate selector, using the same selection and retention guidelines as set forth in our Material Selection Policy.
- If a donated work is accepted for the Local Creator Collection, the Library will use its discretion in contacting the creator for library-sponsored programming.
- Materials selected for inclusion in our Local Creator Collection will be marked with a special Local Creator bookplate acknowledging the donation, and will have a searchable local subject heading in our catalog.
- If the selector for the Local History Collection considers the donated item relevant to local history, it may be shelved in the Local History Collection.
- The Library will not accept pamphlets, spiral bound or loose leaf items, textbooks, or workbooks.
- When an creator makes their donation in person, and the Library declines to add an item, the staff will inform the donor and hold the work for thirty (30) days for the donor to pick it up. If the item is not picked up in thirty days, the donated item becomes the property of the McHenry Public Library and will be disposed of as the Library chooses.
- Unsolicited works received by mail will not be returned.
- The Library will retain only one copy of each title unless demand requires multiple copies.



## Local Creator Collection Donation Form

The McHenry Public Library District offers a small display area for its Local Creator Collection. This collection is intended to give new and emerging creators an opportunity to be read by their friends and neighbors. Please read the Donation Guidelines.

**Please complete and submit the following when donating your work for consideration for our Local Creator Collection:**

### CREATOR'S INFORMATION

- Creator's Name and Pen Name if applicable:
- Creator's Current Address (Your address must be in the McHenry Public Library District or a municipality that we serve):
- Phone Number:
- E-Mail:

### ITEM INFORMATION

- Title:
- ISBN/Publication Date/Publisher:
- Has your work been reviewed? (If yes, attach reviews, publicity materials, creator websites, or other information if your work has been reviewed, etc. )
- If your work is accepted, would you be interested in being involved in library-sponsored programming?

## Reconsideration of Library Materials and Displays

(adopted 03/17/2015, revised 01/17/2023)

The McHenry Public Library District endeavors through its Mission and Equity, Diversity, and Inclusion statements and Selection Guidelines to build a collection representing the diverse viewpoints of the community. The choice of materials by a patron is an individual matter. The Library's selection guidelines do not guarantee that each item purchased for the Library's collection is suitable for every person who may choose to interact with it. A patron can reject materials for themselves and for their child; however, they cannot be allowed to restrict access to the material for others. Since all political, religious, and social opinions should be represented in a public library, no group or individual will be permitted to impose a partisan emphasis upon the library's collection.

The Library does not endorse the opinions expressed in its materials.

Any cardholder of the McHenry Public Library District has the right to question the inclusion or exclusion of any item in the collection or a display. If a cardholder questions an item or a display, the manager of the department or the Director of Public Services will discuss the concern with the patron. If the matter is not resolved, the patron may formally request reconsideration by completing and submitting a Reconsideration of Materials and Displays Form. This form may be obtained from any of the Library's service desks or through the Library's website. In that instance, the following procedure is followed:

- The Executive Director and appropriate staff shall meet and carefully review the materials under reconsideration and decide on the retention or relocation of the item(s).
- The Executive Director shall notify the patron originating the reconsideration request of the decision in writing.
- If the patron is not satisfied with the decision, they may appeal to the Library Board by contacting the Executive Director, requesting the item be placed on an upcoming Library Board meeting agenda.
- The Board will review the materials in question, the Reconsideration of Materials and Displays form, and the findings of staff reviewing the request.
- The Board of Trustees will make a decision that shall be final.
- No reconsideration request on the same title or materials will be considered for 12 months following a Board decision.

Until a decision is reached, materials and resources that are being reviewed in a formal request for reconsideration will not be removed or restricted.



**McHENRY PUBLIC  
LIBRARY DISTRICT**

WISDOM • KNOWLEDGE • DREAMS

Request for Reconsideration of  
Library Materials and Displays Form

**PATRON INFORMATION**

**Name** \_\_\_\_\_ **Date** \_\_\_\_\_

**Address** \_\_\_\_\_ **City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Phone** \_\_\_\_\_ **email** \_\_\_\_\_

Do you represent: \_\_\_ **Yourself** \_\_\_ **An Organization** \_\_\_\_\_  
(Name)

**ITEM INFORMATION**

**Title** \_\_\_\_\_

**Author/Performer** \_\_\_\_\_

\_\_\_ **Book**      \_\_\_ **Periodical**      \_\_\_ **Display**      \_\_\_ **Other**  
\_\_\_ **Video**      \_\_\_ **Audio**  
\_\_\_ **Videogame**      \_\_\_ **Digital Media**      (explain) \_\_\_\_\_

1. To what in the material or display do you object? (Please be specific; cite pages, scenes, etc.)
  
  
  
  
  
  
  
  
  
  
2. What do you feel might be the result of reading, viewing, or listening to this material or display?

3. For what age group would you recommend this material or display?
4. What did you appreciate about the material or display?
5. Did you read, listen, or view the entire work? \_\_\_\_\_  
If not, what parts did you read/ listen to/view?
6. Please list any review of this title that you have heard or read.
7. What do you believe is the theme of this material or display?
8. Did you read the McHenry Public Library District's Library Materials Selection policy?  
\_\_\_\_\_ **Yes**                      \_\_\_\_\_ **No**
9. What action, if any, do you request be taken regarding this policy?

10. In its place, what material of equal quality would you recommend that would convey a valuable picture and perspective of the subject treated? Please provide the author, title, date of publication, and publisher.

Please return this form to the Questions Desk or e-mail the Executive Director at [director@mchenrylibrary.org](mailto:director@mchenrylibrary.org).

The McHenry Public Library District Board and staff appreciate your interest. The Executive Director will contact you following a review of your comments.

You may appeal the Executive Director's response to the Board of Trustees at a regularly scheduled meeting. However, until a decision is reached, no removal or restriction shall occur. The final authority for removing or restricting an item rests with the Board of Trustees.

Signature of Requestor\_\_\_\_\_

**For Staff Use Only**

Received By \_\_\_\_\_

Date\_\_\_\_\_

# Public Policies and Procedures

## Physical Facilities/Equipment Use Policies

(revised 11/19/2019)

(These basic policies reflect the pride the community has in the Library building, facilities and equipment. The policies also promote equitable use for all citizens while concurrently promoting a safe and secure environment for all Library users). The Library Board accepts the responsibility of providing building facilities that will enable the Library to meet its basic service objectives and comply with the Americans with Disabilities Act (ADA). The Library Board entrusts the maintenance and interpretation of these policies to the Executive Director. Not all collections, facilities or equipment will be available to the public at all times. These objectives include, but are not restricted to, the following: housing an organized collection of print/non-print resources, access to patron quiet areas, tables/seating areas, computer access, public meeting rooms for nonprofit/profit organizations, and equipment use. The policy also covers use and abuse of the facilities.

# Hours of Operation and Closing the Library

(created 04/1/2007, revised 11/19/2019)

The MPLD makes every reasonable effort to maintain its advertised, normal hours of operation. Historically, the Library has been open 68 hours per week under the following schedule:

**Monday – Thursday – 9:00 a.m. – 9:00 p.m.**

**Friday, Saturday – 9:00 a.m – 5:00 p.m.**

**Sunday – 12:00 p.m. (noon) – 4:00 p.m.**

Additionally, it is a common practice of the Library to close early and/or be closed for the entire day on the following holidays: (Note that Board action is required at the beginning of each calendar year to establish closed holidays)

New Year's Eve, New Year's Eve Day, Easter Sunday, memorial Day, July 3<sup>rd</sup> (early close) + July 4<sup>th</sup>, labor Day, Thanksgiving Eve (early close) + Thanksgiving Day, Christmas Eve + Christmas Day.

The Library reserves the right to make temporary and/or permanent changes in the hours of operation and temporary closings relative to patron use patterns/demands, inclement weather, natural and man-made disasters, utility outages/problems, other public safety incidents and staff education days. Occasionally, inclement weather dictates that the Library close in the interest of staff and public safety. Additionally, there may also be other non-weather related conditions when it is in the best interest of public safety to close the Library. Through Library board/administrative action, the Library may close on a scheduled basis for continuing education activities, designed to provide better service to the public. Closure of the Library will always be advertised in advance via on premise signage, radio, newspaper and community TV PSAs.

## *Guidelines and Practices for Implementation*

The decision to close the Library is made by the Executive Director or other appropriate staff in conjunction with the approval of the Board President or other Board Member. The Executive Director or the senior staff member in charge of the building will contact

department managers or another contact from each department if the Library will close. Department managers will contact the staff they supervise. Whenever possible, the Executive Director or other designated staff will contact **Star 105.5 Radio** as well as the **Emergency Closing Center** ([www.emergencyclosings.com](http://www.emergencyclosings.com)) and place an announcement that the Library is closed. An announcement will also be placed on the Library's voice mail/answering machine as well as on the Library website ([www.mchenrylibrary.org](http://www.mchenrylibrary.org)). The Executive Director is responsible for evaluating and revising procedures for informing staff and the public about emergency closings. In the event of an emergency closing that involves closing early or emergency evacuation, staff will make every effort to contact a minor patron's parent or legal guardian. If the parent or legal guardian is not available, staff will work with local police to ensure the minor's safety.

# Community Information – Distribution And Posting Policy

(adopted 09/20/2022)

To fulfill its role as a source for community information, the McHenry Public Library District (MPLD) provides designated bulletin boards and literature rack space in the library for individuals and groups in the community to display community, cultural, and educational information and to announce events and services that are of general and current interest. To be considered for posting, eligible materials should be brought to the Circulation Desk and follow these guidelines.

- Only civic groups, service clubs, nonprofit organizations, educational institutions, and governmental units promoting events are acceptable sponsors of eligible materials for posting. Preference will be given to organizations in the MPLD service area.
- Display of community information does not imply Library endorsement.
- Material that advocates or promotes a partisan or sectarian position on any issue may not be displayed or distributed at the Library.
- Solicitations, petitions, commercial promotions, or private events, such as garage sales, are not eligible for display.
- Items posted must not violate any federal, state, or local laws.
- The Library cannot accept responsibility for preserving or protecting materials posted or distributed.
- Due to space limitations, material size and the number of copies may be limited.
- Advertised events should occur within 30 days. Notices advertising dated activities will be removed as soon as the event is over. Notices about services or events with no end date will be regularly evaluated for timeliness and community needs. Once materials are removed, they are discarded.
- Items left or posted without approval will be removed and discarded.
- Digital displays on televisions inside the Library and the outdoor sign are for Library use only.
- Designated Staff shall review materials submitted for distribution or posting and make available that which complies with this policy. The Library reserves the right to accept or reject any submitted posting materials.
- Failure to comply with these rules may result in denial of future posting privileges.
- Appeals concerning unaccepted materials may be made to the Public Services Manager or the Executive Director.

## Displays and Exhibits

(adopted 02/02/2002)

The use of the Library's facilities for displays and/or exhibits by individuals or organizations is a privilege subject to the availability of designated display space. Each Dept. Head has the discretion over their respective areas and approves displays in coordination with the Public Relations Manager. The person offering the display must complete a Display Form where the display items are detailed, a monetary value placed on them (supplemental insurance rider must be placed on displays over \$10,000) and a display time limit prearranged. The Library's liability insurance covers a degree of loss; however, display donors should make their own insurance coverage provisions, realizing that the Library is a public building and cannot guarantee theft/loss or vandalism. The Library will not display any business/commercial promotional items or items that promote one political candidate or political issue or promote a specific religion over another. The Library reserves the right to deny any display requests and places Library program displays as a priority.

(policy does not cover community bulletin boards)

# Informational Table Policy

(adopted 09/20/2022)

Local not-for-profit organizations engaged in educational, cultural, intellectual, civic, or charitable activities may request table space in the Library's lobby to interact with visitors and provide information about the organization's services.

To be considered:

- The primary purpose is to raise awareness of services and resources that are available to all community members without additional fees, credits, or contracts.
- Tabling must be informational and not intended for recruitment purposes.
- Tabling must abide by the Library Code of Conduct, including no selling, soliciting, or fundraising.

Only one organization may have a table at any given time. Organizations are permitted a maximum of four (4) table events a year. The organization must use the table provided by the Library. The table will be located in the Library's lobby unless determined otherwise by the Library.

Current elected politicians or their representatives also may request a table to provide information and constituent services under the same restrictions listed above. The space may not be used for campaigning.

By allowing organizations to have an informational table in the library does not imply that the organization nor their views are sponsored, co-sponsored, or endorsed by the Library.

## Parking and Use of Parking Lot

(adopted 02/19/2002, revised 09/15/2019)

Parking is provided for the convenience of patrons using the Library during regular Library hours. Parking lot use during closed hours is limited to Library-related business such as meeting room usage, book-drop and Wi-Fi access. Patrons must observe all parking regulations posted by the Library and/or the City of McHenry. Vehicles in violation of parking regulations are subject to ticketing and parking fines from the City of McHenry Police and possible towing at the owner's expense.

- Parking after hours and/or overnight is prohibited. Vehicles left in the Library parking lot after closing may be considered abandoned vehicles and may be towed at the owner's expense.
- The use of the Library parking lot as a staging or storage area for any vehicle(s) is prohibited. Drivers of such vehicles will be asked to remove the vehicle from the lot.
- In the case of vehicle trouble, patrons can arrange to leave the vehicle overnight for towing/repair but patrons must speak to the Person-In-Charge for permission.
- The Library is not responsible for theft or damage to or from vehicles.
- Patrons using the Library's parking lot must conform to all Library policies and parking lot signage, including the Patron Behavior Policy.

# Meeting Room Use Policy

(revised 03/2011)

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**Policy** The McHenry Public Library District (the "Library") offers the use of its Meeting Rooms and Conference Room as a limited public forum primarily for the purpose of providing space for library-sponsored programs and meetings and secondarily for civic, informational, cultural and educational purposes. When the rooms are not being used by the Library or library-affiliated groups (like the Friends of the Library), they will be available for use by outside community groups and organizations. The following guidelines and procedures apply to all non-library-sponsored meetings and programs.

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## General Use Guidelines

Permission to use the meeting or conference room(s) does not in any way constitute an endorsement of the groups' policies and beliefs. The Library reserves the right to supersede other meetings in the event of a room conflict and to cancel any scheduled meeting if circumstances warrant, such as in the case of an emergency closing. Persons listed on the Meeting Room Reservation Request Form will be contacted by telephone. It is the organization's responsibility to contact members/public to inform them of the meeting cancellation.

## Non-Eligible Groups

- Groups creating excessive noise that would disrupt Library service
- Private parties/social events
- Meetings involving youth under the age of 18 without adult supervision
- Gambling or any illegal activities or sales presentations for general marketing purposes
- Non-library-sponsored events where money is changing hands. With the exception of Library activities, programs are prohibited if there is a charge for admission, if a collection is taken or if sales transactions are made.

## Rooms Available/Capacities/Equipment Provided

- The Library offers two (2) Meeting Rooms that can be combined into one large room, and one (1) smaller Conference Room.
- In addition to tables and chairs, certain A/V equipment is available for use free of charge as outlined below.
- The group or person reserving a Meeting Room is responsible for providing a qualified operator for any requested equipment. Instruction on operating the library's equipment is required prior to the meeting/program. Library staff members are not available to operate equipment for outside groups during the meeting or program.

Room Name/Number	Capacity	A/V Equipment Provided
Meeting Room East/135	40 using chairs only	Wifi; overhead wireless projector; remote-controlled, wall-mounted screen; dry-erase board
Meeting Room West/136	40 using chairs only	Wifi; overhead wireless projector; remote-controlled, wall-mounted screen; dry-erase board
Conference Room/124	(12 people if used as a computer lab/classroom or boardroom style	Wifi; overhead wireless projector; remote-controlled, wall-mounted screen; dry-erase board

Attendance at a meeting may not exceed the maximum number of people certified by the Fire Protection District as the occupancy limit for the room.

## Room Use Fees

Not-for-profit organizations	\$10 per event/room
For-profit businesses/depositions:	\$25 per event/room

## Reservation Guidelines and Procedures

- Requests can be made via hard copy or through the Library's website ([www.mchenrylibrary.org](http://www.mchenrylibrary.org)) using an electronic room reservation system (see

instructions on next page).

- Patrons wishing to use the public Meeting Rooms or Conference Room must complete a Meeting Room Reservation Request Form, available at the Checkout Desk or on the Library's website ([www.mchenrylibrary.org](http://www.mchenrylibrary.org)). The Library must receive a completed Meeting Room Reservation Request Form and payment for any room use fees before the reservation is approved/accepted.
- A member of the Circulation staff approves all Meeting Room requests based on room availability and profit/nonprofit status. If necessary, the Library Director may approve certain room reservation requests.
- Groups and individuals are limited to one meeting room reservation per month.
- Reservations must be made at least 7 days prior to the requested meeting date.
- Reservations may be made up to two months in advance. Reservations for the next calendar year may be made beginning September 1st.
- Cancellations should be made as promptly as possible. The Library will only refund meeting room fees if the cancellation is made at least one week prior to the scheduled activity.

#### To Make an Online Reservation:

1. Go to [www.mchenrylibrary.org](http://www.mchenrylibrary.org) and click on the Public Meeting Rooms link.
2. After reading and accepting the Library's Meeting Room Policy, you'll be directed to the current month's room availability calendar. The default view is by month, but reservations can only be made in the "Day" view.
3. The "Day" tab displays openings for the current day along with a choice of meeting rooms on the left. Hovering over the meeting room options will show capacity and available equipment. Also, choosing different meeting rooms will show different available times.

4. Choose the appropriate size meeting room before selecting the desired time.
5. Available times on the selected day will say "Open". Check the appropriate boxes for the meeting time desired and then select "Continue" at the bottom of the screen.
6. Next, fill in the reservation form (Name, address, telephone and email along with room setup information).
7. Select "Review Request" to review the information entered and then select "Submit Request." (To enter another request, select "Another Request" or choose "Home" to return to the Library's homepage.)
8. A submission email will be sent to the room requester. A confirmation or denial email will be sent within 3 business days.
9. You can cancel an online reservation with your confirmation number using the online system.

### Rules of Meeting Room Use

1. Any organization or group using the Meeting Rooms shall indemnify and hold harmless the McHenry Public Library District for any and all accidents that may be sustained on the premises resulting from the negligence of the group using the meeting room.
2. Refreshments are limited to securely covered beverages.
3. The Library maintains a drug free, alcohol free and smoke free environment. Individuals or groups using the Meeting Rooms are expected to uphold this policy.
4. The Meeting Rooms are only available to outside groups during regular Library hours, beginning 30 minutes after the Library is open to the public. Groups must vacate the room 30 minutes before regular closing times. Requestor must be at least 18 years of age.

5. The Library does not provide porter service to carry supplies or materials.
6. No equipment, materials or supplies may be stored at the Library.
7. Groups using the Meeting Rooms may not use the Library as the organization's mailing address.
8. Groups using the Meeting Rooms are responsible for any damage to Library furnishings, equipment or materials as outlined below:

Carpet cleaning/stains:	\$50.00
Other damage as reported:	Actual repair cost

9. The Library is not responsible for loss, theft or damage of property to any individuals or groups using the Meeting Room. This includes damage to materials such as DVDs, CDs or removable storage devices ("flash drives") when played on library-owned equipment.
10. In the event the Executive Director or the Library Board determines that police protection is needed to ensure the safety of the group or other Library patrons, they shall inform the group that all security costs and/or damage to Library property are at the expense of the group reserving the Library Meeting Room.

The MPLD complies, to the best of its ability, with the regulations governing the Americans with Disabilities Act (ADA). All meetings and programs held in the library public rooms are open to the general public. Any organizations or individuals using the facilities of the MPLD are expected to comply with any and all ADA regulations. As such, groups choosing to use these public rooms may be held responsible for providing sign language interpreters, information in large print format, providing enhanced amplification or other reasonable requests for ADA accommodation.



Name of Organization: \_\_\_\_\_

Organization Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Contact's Cell Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Contact's Email address: \_\_\_\_\_

Date(s) of Meeting: \_\_\_\_\_

Time needed: From: \_\_\_\_\_ To: \_\_\_\_\_ Anticipated Attendance: \_\_\_\_\_

Purpose of Meeting: \_\_\_\_\_

**Room Requested:** Meeting Room East (max. 40 people) \_\_\_\_\_

***Meeting Room West (max. 40 people)*** \_\_\_\_\_

***Combined East & West (max. 80 people)*** \_\_\_\_\_

Conference Room \_\_\_\_\_  
(12 people w/tables & chairs)

**Equipment Needed:**

DVD Player \_\_\_\_\_

Wireless Ceiling Projector \_\_\_\_\_

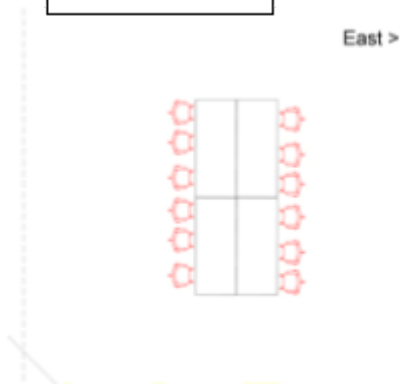
Motorized Wall Screen \_\_\_\_\_

Laptop Computer (Windows PC) \_\_\_\_\_

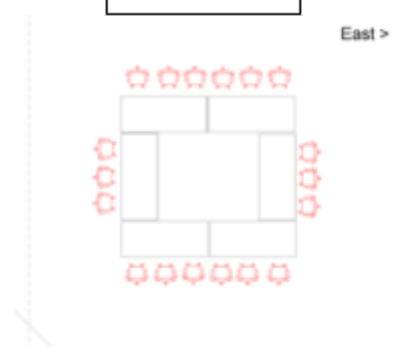
Podium for laptop/speaking \_\_\_\_\_

## Room Setups:

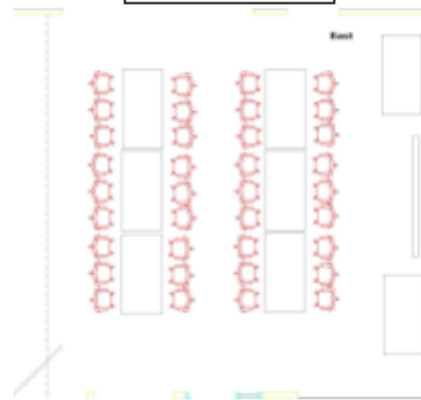
Closed Square



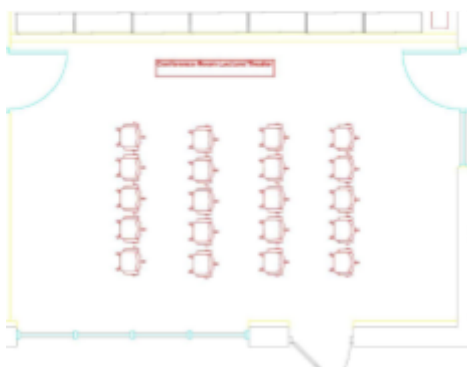
Open Square



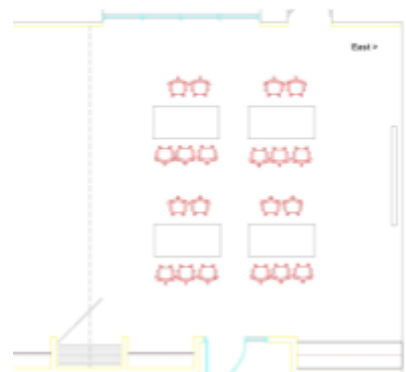
Craft Large



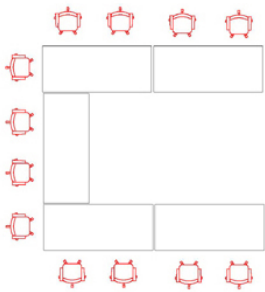
Lecture/Theater



Craft Small

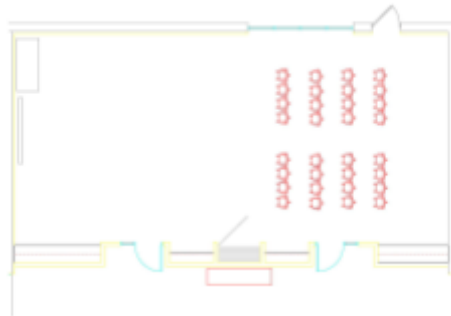


U-Shaped

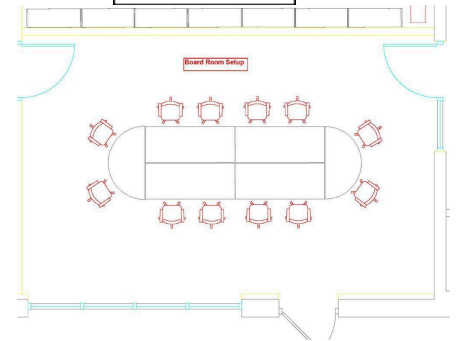


East >

Special Event



Boardroom



**Indicate Room Setup:**

**Meeting Room East  
(choose from list below)**

- ☐ Classroom
- ☐ Closed Square
- ☐ Craft Small
- ☐ Craft Large
- ☐ Lecture/Theater
- ☐ Open Square
- ☐ U-Shaped

**Meeting Room West  
(choose from list below)**

- ☐ Classroom
- ☐ Closed Square
- ☐ Craft Small
- ☐ Craft Large
- ☐ Lecture/Theater
- ☐ Open Square
- ☐ U-Shaped

**Both Meeting Rooms East & West Conference Room/Computer Lab**

(choose from list below)

- |  |  |
|--|--|
| <input type="checkbox"/> Classroom       | <input type="checkbox"/> Board Room      |
| <input type="checkbox"/> Closed Square   | <input type="checkbox"/> Classroom       |
| <input type="checkbox"/> Craft Small     | <input type="checkbox"/> Lecture/Theater |
| <input type="checkbox"/> Craft Large     |  |
| <input type="checkbox"/> Lecture/Theater |  |
| <input type="checkbox"/> Open Square     |  |
| <input type="checkbox"/> U-Shaped        |  |

☐ Special Event

**Fees:**

\_\_\_\_\_ Not-for-profit organization                      \$10.00 per event/room\*  
\_\_\_\_\_ For-profit businesses and depositions              \$25.00 "

\* if booking both Meeting Rooms East & West, fee is \$20.

Fee received: \_\_\_\_\_ Date: \_\_\_\_\_ Check Number: \_\_\_\_\_ By: \_\_\_\_\_

Form received by: \_\_\_\_\_ Date verified: \_\_\_\_\_ Today's Date: \_\_\_\_\_  
                                 staff initials    staff initials

**(Meeting room fees will only be refunded if cancellation is made at least 1 week prior to the scheduled use date)**

**APPLICANT'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

(Applicant has read/agrees to all Library policies/procedures governing use of Meeting Room(s))

\_\_\_\_\_ **Group representative has been trained on Library equipment (staff initial)**

APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

## Tutoring Policy – Facilities Use of Study Rooms and Main Area

The Library maintains three (3) small study rooms for tutoring purposes. These study rooms are available free-of-charge to any individual (s) - limited to a group of 4 or less. Each room is available on a walk-in request basis only but pre-scheduling anytime during that day is permitted. Use per patron/group is limited to 2 hours per day. Groups are expected to exhibit 'quiet study' behavior while using the room. The Library is a public building containing seating to accommodate both leisure reading and study. This area must serve the entire community as well as providing space for the staff to conduct various programs such as story hours, children's crafts, classroom/school visits and free Library-sponsored tutoring. In order to provide equitable use of Library facilities, it is important that staff police and regulate the area so that no one person (or persons) is monopolizing the area or collections without the expressed consent/knowledge of Library staff. It is recognized that many professional people use the Library for study and/or work and that this use is encouraged and recognized as an important component of public Library use. However, when the predominant nature of the Library use for any individual is "in place/in lieu of an office" (e.g. tutoring, business interviews, receiving/making telephone calls, message center requests, monopolizing tables/chairs/library workstations and Library collections/resources) and that if an individual is making a profit from the use of the facilities, the staff will give them a card outlining the Meeting Room policy and fee structure as well as donation suggestions.

## Business/Tutor Use of MPLD Facilities Notice

The Library Board and the staff of the McHenry Public District Library are pleased that you have chosen the Library as a place to conduct business. However, we are a public funded entity who must respond to the informational needs of the entire community and do not always have the space, seating capacity or collection resources available to fulfill that obligation plus meet our own programming needs. Therefore, we would ask that you consider one of the following alternatives in Library use: **1) consider a donation to the Library trust fund; 2) consider scheduling (booking) either the Library Meeting Room or the study room for your use.** Nonprofit organizations may use the room for \$10 or \$25 (depending on 501 c3 category) per use; businesses \$50 per use (includes individuals conducting business). The Meeting Room use policy/fee schedule and a Meeting Room Scheduling Form can be obtained by asking staff at the circulation/adult services desks.

## Use of Copier

(no policy in force as of 04/2008)

## Use of FAX Machine

The Library maintains a 'send' only fax machine that is owned/operated by a third party company. Using the fax requires a credit card and prices are set by that company for all local/national/international calls. While staff may be involved in assisting patrons in using the fax; ultimately, a call to the operator unit must be made to resolve billing/sending issues. The library does maintain a fax that is intended for use by Library staff to perform job-related tasks. Access to the fax machine number should be restricted to prevent unsolicited transmissions. All faxed transmissions must comply with Copyright law. The fax machine is not available for public use to either receive or transmit information for personal or professional use. Unauthorized use of the Library fax machine is expressly prohibited. Continued disregard for this policy may result in a fee of \$5 per page received.

The Library will not charge patrons for faxed copies of periodicals articles or other information that is received or transmitted in response to an ILL (interlibrary loan) or reference request unless a charge is assessed by the lending institution.

If a patron has a fax machine at home or work the Library staff will honor a request to have requested information transmitted to their personal fax machine. However, such requests are limited to transmission of 10 pages or fewer. Reference staff should be aware of the confidential nature of any reference transaction and should not fax information without the patron's permission.

## Test Proctoring Policy and Guidelines for Service

(created 06/21/2019)

Only adult MPLD patrons with a valid library card may use this proctoring service. Alternatively, the patron can purchase an "Enhanced Library Card" so they can use the proctoring service. On the day(s) the patron has their test, they must bring their valid library card and a photo ID. Adults who are enrolled in high-school, college or other classes that require them to have tests/papers, etc. proctored should contact the Adult Services Dept. to schedule an appointment to setup the proctoring event(s) at least 1 week before the event. Tests will be scheduled according to staff availability. Test proctoring is highly specific relative to the educational institution's rules, their portal/access to tests, the Library's method of accessing the educational institution's test portal and equipment (i.e. computer/laptop/software/connection) needed to access the portal/test. Normally, test proctoring is done using the Library's wired computers but exceptions can be made relative to need as long as approved by the educational institution. Portal access via wireless Internet is sometimes less viable and less secure and is also dependent upon software/hardware. The patron is responsible for making an appointment prior to the first test and submitting all needed materials to the institution and the proctor a minimum of 1 week before the exam. It is the patron's responsibility to ensure that all materials are sent and have been received by the Library and a proctoring event has been scheduled. It is also the responsibility of the patron to ensure that the Library's equipment, wif-fi and/or wired Internet access is sufficient and can access the educational institutions' website/portal prior to the first test. Software will not be installed to suit the needs of an individual test taker and the institution may not allow the student to access their portal via wif-fi due to security concerns. The Library cannot guarantee that the same proctor will be available for multiple tests for one student if required. In most instances, an email, text or letter is sent to the proctor with a specific code to enter to start the test sequence – especially relative to timed-tests, so the proctor will use their specific MPLD email to receive that code. There also may be instances where the student (patron) must sit in a specific location (i.e. study room, specific computer, etc.) so that the proctor can observe them directly. The proctor cannot be required to sit in a study room while the student takes a test.

Test results may be faxed or emailed for free but the student must provide a self-addressed, stamped envelope if they are required to return a test via regular U.S. Mail. Blank tests in print

form cannot be mailed directly to the proctor at the Library – they will not be accepted unless prior arrangements have been made with the Library/proctor.

## Use of Microform Reader/Printers

(no policy in force as of 04/2008)

# Bicycles, Scooters, Skates (including Heelys) and Skateboards Policy

(created 02/19/2002, revised 2013)

The use of bicycles, skates, scooters and skateboards is regulated use on library grounds but they cannot be used in the building. The only exemption is for disabled/elderly patrons who require electric motorized carts/scooters for mobility. Bicycles and scooters should be secured with bike locks/chains to the bicycle rack provided for patron convenience. The Library is not responsible for theft of or damage to bicycles and scooters parked in the bicycle rack or on Library grounds. The police may be called if these items are left unattended and are not placed correctly in the bike rack. Patrons may bring skateboards into the building as long as they are not hazards to patrons/staff as they move about the Library, otherwise patrons will be subject to Rules for Patron Disruptive Behavior (see pp. 23-24).

- Scooters (fold-up) and skateboards may be brought into the Library building for security/safety as long as they are kept out of walking/traffic patterns. Otherwise the patron will be subject to Disruptive Behavior rules.
- Bicycles and scooters must be parked/secured (lock/chain) in the bicycle rack.
- Skates and heelys must be removed and street shoes worn inside the Library building.
- Anyone wearing skates or heelys inside the Library will be asked to leave. If they refuse to do so, staff will contact the police.
- Bicycles and scooters should be secured (locked) in Library-provided bicycle rack. In the event of a reported theft, the manager in charge of the building will contact the police and provide a place for the victim and the police to meet.

## Cell Phone Use by Library Patrons

(created 4/15/2008; revised 02/16/2021)

The Library Board recognizes that cell phones are an integral part of modern society and, therefore, allowed within the Library environment. In order to maintain the library as a place for recreational reading and quiet study, all users should follow some proper etiquette and safety/privacy rules (see Patron Behavior Policy) when using electronic devices in the Library.

Patrons may use cell phones in the main room of the library if used in a quiet, discreet manner and the operator silences notifications/set to vibrate, and makes all calls brief (less than 2 minutes) using a low voice. Longer calls should be made in the unrestricted areas such as the front Vending/Lounge area, on the outside grounds of the Library, or in one of the study rooms if available. This policy respects cell phone technology and public noise issues as well as addressing privacy concerns and the polite consideration of others in a public place. Please note that others can overhear personal calls in the Library.

# Criminal Acts Against Library Property

(created 02/19/2002)

The Library will prosecute any criminal acts against Library property. Criminal acts include, but are not limited to, unauthorized entry, theft of Library property or vandalism. Any staff member observing a criminal act or a suspected criminal act should take the following action:

## Guidelines for Implementation

Call the police as soon as possible and then notify the Executive Director, Assistant Director or the senior staff member in charge of the building using regular # or 911 as emergency dictates.

Be careful not to touch anything that may provide evidence or information for the police. As needed, to the degree of law, all Library staff shall assist the police with any investigation and contact the Library Board President or other board members. The Executive Director, Assistant Director or Building Manager shall complete an Accident/Incident report that includes a full description of the damage to Library property. Whenever possible, staff should take photographs of the scene, taking care not to disturb any evidence.

The Executive Director, Assistant Director or designated senior staff member shall contact the Library's insurance agent and complete appropriate paperwork. The Executive Director shall inform the Board President of any criminal action who will help determine appropriate legal action. If the Executive Director is unable to contact the Board President, the Library's legal counsel and other board members will be consulted to assist in determining appropriate legal action.

## Food Allergies and Library Programs

(Library sponsored programs only)

(created 04/15/2008)

The MPLD Board and staff recognize that food and snacks play important parts in Library sponsored programs and also recognize that potentially dangerous food allergies in children are on the rise. Therefore, sign-ups/enrollment for all children's programming that will involve the serving of food/snacks/drinks will include a line for the parent/legal guardian to state known allergies/medical problems along with emergency contact information. Furthermore, 48 hours before any program in which food/drink is served, the menu and ingredients will be posted at the YPS desk and made available on our webpage ([www.mchenryLibrary.org](http://www.mchenryLibrary.org)). However, these measures may include not knowingly serving foods that are likely to cause severe allergic reactions. Also, the Library will not monitor food brought in by outside groups. If a situation arises where a food item could pose a threat to a person with food allergies, the Library will try to find an alternative. Foods/drink and snacks can be of two types: pre-processed/manufactured and home-baked/made. The MPLD staff acknowledges that the reaction of individuals to food allergies may result in serious medical conditions and will make every reasonable attempt to monitor groups of children for food allergies avoidance/symptoms if/when they occur. However, ultimate responsibility for monitoring minors with food allergies rests with the parent, guardian or custodial caregiver. Adult programs also may involve refreshments and similar attempts will be made to post menus/ingredients for food served at Library programs in the same manner as for children's programs. However, it is recognized that adults should have more knowledge and control over their medical conditions and behavior regarding food allergies.

## Food and Beverages in the Library

No food or open beverages are permitted inside the Library. Containers with snap-on lids and screw-top lids are permitted. Patrons who eat inside the Library will be asked to leave the building to finish their food and to dispose of any garbage. Snacks may be brought into the Meeting Room (see Meeting Room policy for specifics).

# Home Delivery Policy

(approved 12/17/2024)

## Purpose

The McHenry Public Library District (MPLD) Home Delivery Service is designed to provide access to library materials for adult patrons who are unable to visit the library either for a short-term, long-term, or permanent reason. This policy ensures equitable access while protecting the interests of the library and its patrons.

## Eligibility

1. Patrons must reside within the library's service area, be eligible for a full resident card, and maintain good standing. P.O. Boxes will not be accepted.
  - a. New service applicants without a library card may acquire one through the Outreach Coordinator, where they will verify residency during the first delivery.
2. The patron must be unable to visit the library regularly due to age, disability, injury, illness, or other mobility problems.
  - a. Being banned or otherwise blocked from the library is not a qualification.
3. By participating in this service, the patron agrees to this policy, the Patron Behavior policy, and acknowledges liability for borrowed materials and MPLD circulation policies.
4. This service may be requested via phone, email, or the library's website. At the first delivery, an application will be completed and signed.

## Service Guidelines

1. Once eligibility has been verified, the Outreach Coordinator will maintain communication for delivery schedule, item requests, and readers' advisory.
2. Library staff or volunteers will deliver materials to the patron's residence at a pre-scheduled time. Confirmation will be made ahead of time.
  - a. Contactless delivery is available upon request.
    - i. The library is not responsible for items damaged or lost due to weather, theft, or other outcomes from contactless delivery.
  - b. A caregiver may be designated to manage the receipt or return of items.
3. A maximum of 15 items can be borrowed at a time.
  - a. High-demand items (e.g., new releases, video games, or other collections) may be subject to limits or restrictions.
  - b. Any items and format that are loanable to cardholders but do not require a waiver may be loaned through this service.

4. Due to staffing restrictions, deliveries are scheduled based on departmental needs. On a case-by-case basis, missed or subsequent deliveries may be scheduled between the Outreach Coordinator and Home Delivery patron.
5. Items are loaned until the next delivery date, with renewals allowed unless items are on hold for other patrons. Library staff will pick up materials at the next scheduled delivery.
6. Outreach staff are not authorized to provide other errands or household tasks for patrons. A technology appointment to assist with e-library and digital resources during home delivery may be requested in advance and is subject to staff availability.

#### Patron Guidelines

1. Items received via this service may not be loaned to others.
2. The residence must be safe for staff to complete deliveries (e.g.: pets– other than service animals– being confined at all times, snow and ice removed or minimally present, no illegal activity in the residence or surrounding area).
3. Patrons receiving service and all other persons present during service must abide by the Patron Behavior Policy.

#### Fines and Fees

1. Fine Forgiveness:
  - a. No late fees will be charged for items borrowed through the Home Delivery service.
  - b. If items are picked up or returned to the library through means other than the Home Delivery service, this fine-free policy may not apply.
2. Liability for Damaged or Lost Items:
  - a. Patrons are responsible for maintaining the condition of library materials.
  - b. Replacement fees may be assessed for items considered lost or damaged.
3. Extenuating Circumstances:
  - a. The library may waive or reduce fees for lost or damaged items in extenuating circumstances, such as natural disasters, hospitalizations, or other emergencies as a one-time courtesy with proof of circumstance.

#### Termination of Service

The library reserves the right to suspend or terminate home delivery service for:

1. Repeated loss or damage to library materials,
2. Violating the patron behavior policy or failure to provide a safe environment,
3. Providing false or misleading information to gain service access, or
4. Any other reason deemed necessary by the library.

# Non-Discrimination and Anti-Harassment (Public) Policy

(Created 02/19/2002; Revised 12/19/2017,04/15/2025 )

McHenry Public Library District (MPLD) is committed to maintaining a work environment that is free of all forms of discrimination and harassment, including sexual harassment, which are all illegal under the Illinois Human Rights Act (IHRA) and Title VII of the U.S. Civil Rights Act of 1964 (Title VII). In keeping with this commitment, MPLD will not tolerate discrimination or harassment by anyone, including any supervisor, employee, vendor, customer, consultant, contractor, board member, or patron of the Library. Conduct prohibited by this policy is unacceptable on MPLD property and in any MPLD-related setting outside the Library's property, such as during Library-sponsored offsite events.

This policy's purpose is to establish a positive atmosphere. Violating the prohibited conduct outlined in this policy shall apply to personnel employed by the Library and to patrons using library services. Should a library patron engage in discrimination or harassment of any kind when visiting the library or using library services, the library will follow our Patron Behavior Policy.

## **Discrimination**

Discrimination consists of employment actions taken against an individual based on an actual or perceived characteristic protected by law, such as sex, race (and traits associated with race including but not limited to hair texture and protective hairstyles), color, ancestry, national origin, citizenship status, work authorization status, religion, age, disability, marital status, sexual orientation, gender identity, pregnancy, military or veteran status, genetic information, order of protection status, reproductive health decisions, family responsibilities or any other category protected by applicable law. In other words, discrimination occurs when an individual is treated differently or unequally because the individual is a member or perceived member of a protected group.

## **Harassment**

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's actual or perceived protected status, such as race (and traits associated with race including but not limited to hair texture and protective hairstyles), color, ancestry, national origin, citizenship status, work authorization status, religion, sex, pregnancy, sexual orientation, gender identity, age, disability, marital status, military or veteran status, genetic information, order of protection status, reproductive health decisions, family responsibilities, or

any other category protected by applicable law. MPLD will not tolerate harassing conduct that affects tangible job benefits, interferes unreasonably with an employee's work performance, or creates an intimidating, hostile, or offensive working environment. The conduct forbidden by this policy specifically includes but is not limited to (a) epithets, slurs, negative stereotypes, or intimidating acts that are based on a person's protected status and (b) written or graphic material circulated within or posted within the workplace that shows hostility toward a person because of their actual or perceived protected status.

### **Sexual Harassment**

Sexual harassment, as defined by the IHRA, consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:

- Submission to such conduct is made either explicitly or implicitly a term or condition of a person's employment;
- Submission to or refusal to engage in such conduct is used as the basis for any employment decisions affecting such individual or
- Such conduct has the purpose or effect of substantially interfering with an employee's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment, as defined above, may include, but is not limited to:

- Uninvited sex-oriented verbal "kidding" or demeaning sexual innuendoes, leers, gestures, teasing, sexually explicit or obscene jokes, remarks or questions of a sexual nature
- Graphic or suggestive comments about an individual's dress or body;
- Displaying sexually explicit objects, photographs, writings, or drawings;
- Unwelcome touching, such as patting, pinching, or constant brushing against another's body or

- Suggesting or demanding sexual involvement of another individual, whether or not such suggestion or demand is accompanied by implicit or explicit threats concerning one's employment status or similar personal concerns.

For the purposes of this Policy, the phrase "working environment" is not limited to the physical location where an employee is assigned to perform their duties, and the prohibition of harassment does not require an employment relationship.

Even if two or more individuals are engaging in consensual conduct, such conduct could constitute harassment of or discrimination against another individual who witnesses or overhears the conduct and is adversely affected by it.

Sexual harassment prohibited by this policy includes verbal, electronic, written, or physical conduct. As used above, the terms intimidating, hostile, or offensive include conduct that has the effect of humiliation, embarrassment, or discomfort.

### **Reporting Procedure**

Everyone is responsible to help ensure that harassment and discrimination do not occur and are not tolerated. An individual who believes that they have been subjected to sexual or other types of harassment or discrimination, or who has witnessed harassment or discrimination, should immediately submit a complaint as follows:

**Trustees:** Complaints by an elected/appointed Library Trustee against another elected/appointed Library Trustee shall be submitted to the Director. The Director shall, in consultation with legal counsel for the MPLD, ensure that an independent review is conducted regarding such allegations.

**Contractors:** Any non-employee who observes or believes that they are being subjected to or are the object of harassment or discrimination is urged to report such conduct to the Library Director for investigation immediately. If the offending person is the Library Director, the report should be made to the HR Generalist.

**Library Patrons & Guests:** MPLD patrons and guests who experience harassment from another patron or guest on library property may either inform a Library Staff member or contact the police. Library employees who receive a patron's complaint will complete an

incident report to notify the Library Administration of the complaint. If the library patron experiences harassment from a library staff member, the patron will ask to speak with the person in charge (PiC) or notify the Library Director.

**Library Employees:** Any employee who observes or believes that they are being subjected to or are the object of harassment or discrimination by a trustee, contractor, library patron, or guest will then complete an incident form to notify the Library Administration of the complaint.

### **Investigation Procedure**

The HR Generalist or the Executive Director shall promptly investigate all complaints and make all reasonable efforts to resolve the matter informally. These efforts may include but are not limited to, convening conferences with the complainant and/or the accused harasser/discriminator to discuss the complaint and the results of the investigation. The right to confidentiality, both of the complainant and of the accused, will be respected consistent with MPLD's legal obligations and with the necessity to investigate allegations of misconduct and to take corrective action when this conduct has occurred.

A substantiated complaint against an employee will subject the individual to disciplinary action, up to and including termination. MPLD will also take appropriate action to address a substantiated complaint of discrimination or harassment by a third party or non-employee. If an investigation results in a finding that the complainant falsely accused another of harassment or discrimination knowingly or in a malicious manner, the complainant will be subject to appropriate discipline, up to and including the possibility of termination.

### **Retaliation Prohibited**

Reporting harassment or discrimination or participating in an investigation will not reflect adversely upon an individual's status or affect future employment. Any form of retaliation against an individual who reports harassment or discrimination or participates in an investigation is strictly prohibited by the Illinois Human Rights Act, the Illinois State Officials and Employees Act, the Illinois Whistleblower Act, Title VII of the Civil Rights Act of 1964, and Employer policy. Any individual who retaliates against another for exercising their rights under this policy shall be subject to discipline, up to and including termination. MPLD will also take appropriate action to address a third party or non-employee who engages in retaliation.

## **Annual Training**

The Library will provide annual sexual harassment prevention training for all employees in accordance with Illinois law. All employees shall annually take the Sexual Harassment Prevention Training course developed by the Illinois Department of Human Rights or other competent vendor meeting the training requirements as set by law. The HR Generalist shall maintain evidence of annual completion of the required training.

## **Resolution Outside MPLD**

The purpose of this policy is to establish prompt, thorough, and effective procedures for responding to every complaint and incident so that problems can be identified and remedied internally. However, an individual has the right to contact the Illinois Department of Human Rights (IDHR) and/or the Equal Employment Opportunity Commission (EEOC) about filing a formal complaint. Contact information is as follows:

### Illinois Department of Human Rights (IDHR)

- Chicago: 312-814-6200 or 800-662-3942; TTY: 866-740-3953
- Springfield: 217-785-5100; TTY: 866-740-3953
- Marion: 618-993-7463; TTY: 866-740-3953

### Illinois Human Rights Commission (IHRC)

- Chicago: 312-814-6269; TTY: 312-814-4760
- Springfield: 217-785-4350; TTY: 217-557-1500

### United States Equal Employment Opportunity Commission (EEOC)

- Chicago: 800-669-4000; TTY: 800-869-8001

# Patron Behavior Policy

(revised 03/27/2018)

The Library Board gives the authority and responsibility to the MPLD staff for maintaining an environment that ensures the Library is a safe and inviting place for all persons. Patrons are expected to behave in a quiet, respectful manner, being mindful of the privacy of others and to not engage in disruptive or abusive behavior. Any behavior that disrupts normal Library activities, staff or other patrons, or results in damage to personal property, personal injury, library fixtures, etc. will not be tolerated.

The Library usually operates on a 3-strike policy: staff will provide a verbal warning first, citing the nature of the behavior to the patron, asking them to cease/desist that behavior; a second warning of the same may take place. If a 3<sup>rd</sup> warning is required for the same behavior, the patron will be asked to leave the Library for the remainder of the day. If the patron does not leave when asked to do so by staff, they will be considered to be trespassing and staff will contact the McHenry Police for assistance, escorting the patron from the Library. Note that signs in the Library designate proper, expected patron behavior (see example of sign below). Also the Library has a Sexual Harassment and Anti-Harassment Policy in its Staff Policies (refer to Staff Policy Manual) which extends to patrons as well.

## ***Examples of Disruptive Behavior Include, but are not limited to the following:***

- **Abuse of library equipment, furnishings, or materials**
- **Animals in the library — only certified service animals are allowed**
- **Bullying/disrespectful behavior towards other patrons or staff**
- **Unwelcomed physical contact with other patrons or staff**
- **Extended and loud conversations with others or on cell phones**
- **Using offensive/abusive language and obscenities – including obscene gestures**
- **Playing music or videos without headphones or excessive volume from headphones**
- **Eating in the library (except in designated eating areas)**
- **Not wearing shirts or shoes**
- **Of course, illegal activities (i.e. stealing, graffiti, drug use/sales, vandalism of library, staffs' or patrons' property) will result in immediate expulsion from the library.**

If a minor's (under age 18) behavior is disruptive, the minor will first be approached by a staff member and asked to cease the cited behavior. If the staff warning is disregarded, that staff

member will make an attempt to locate the child's parent or guardian within the Library (see Unattended Minor Policy). The parent or guardian will then be asked to monitor the minor's behavior for the duration of their library visit. If the parent/guardian refuses and/or the minor's disruptive behavior continues, both parties will be asked to leave and the police may be called to enforce the policy. Signs notifying disruptive behavior are posted throughout the Library so that patrons can be aware of unacceptable behavior and the consequences (see sample suspension letters in Appendices).

# Security Cameras in Library

(created 12/16/2014; revised 11/19/2019)

"The McHenry Public Library is a welcoming place that enriches library services..." To complete this mission, the Library must offer a welcoming, open atmosphere and provide a quiet, comfortable and safe environment where people can use library facilities and collections for intended purposes to the maximum extent possible.

The Library employs a number of in building/on site security cameras in various locations needed to provide peace of mind to library users and staff by discouraging violations of the Library's Rules of Conduct, to assist library staff in preventing the occurrence of any violations, and when necessary, to provide law enforcement assistance in prosecuting criminal activity. The purpose of this policy is to establish guidelines for the placement and use of video security cameras, as well as the access and retrieval of recorded video images at the McHenry Public Library. the quality of individual and community life through responsive.

## Purpose, Use and Areas of Security

A number of cameras are installed at various indoor and outdoor library locations on an as needed basis. Cameras are positioned to provide security footage at optimum locations where potential property loss or security issues might occur. Each camera operates independently and starts recording on motion detect (without sound), so maximum DVR recording length may vary from position to position. Also color/BW footage varies as to light intensity. Some images can be focused, enlarged and/or enhanced and stills produced. Camera activity will not be randomly checked unless there are substantiated questions of illegal/objectionable activity by patrons or staff or in the case of camera maintenance/repair. Access to the archived footage in pursuit of documented incidents of criminal activity or violation of the Library's Rules of Conduct is restricted to designated staff: Executive and Assistant Director or their designate, Board President and/or Library Attorney. Access is also allowed by police when pursuant to a subpoena, court order, or when otherwise required by law or under current FOIA laws. Designated staff as described above may have access to real-time monitors. Images will be viewed on desktop monitors by designated staff only as well as on designated staff's portable devices, when applicable.

## Retention, Disposal and Destruction of Recordings

Camera footage is stored digitally on secure DVRs. Normally, all security cameras initiate recording on motion-sense. Normal recording retention period is 20-days with automatic recording over themselves at the start of the 20-day period but individual camera recording time varies greatly depending upon motion/activity in the camera viewable area (See Additional Guidelines). Copies of recordings for specific instances may be made at the request of law enforcement or others (with the authorization of restricted staff) and placed on thumb drives or on recordable DVDs, to be supplied to the requesting party. In no instance will a video security file be emailed to any other party unless required to by law, court action or valid FOIA request. In situations involving banned-and-barred patrons, stored still images may be shared with staff. Shared images may remain posted in restricted staff areas for the duration of the banning period. After the banning period ends, these images are discarded/shredded.

## Notice of Security

Clearly visible signs denoting "security cameras on premise" will be posted at Library entrances informing the public that digital security cameras (not surveillance cameras) are in use. The MPLD will maintain an accurate diagram of camera locations.

## Access to Security Footage, Incident Reports and Charges for Access/Copies

Any/All requests to view or cut/edit footage by law enforcement, insurance companies or persons will be referred to the Executive Director. As a normal course of events, upon evidence of a crime and at the request of law enforcement, video footage/stills will be provided at no cost. All other requests will be reviewed for validity by the Executive Director and charges for access, staff time in location/editing/duplication will be charged to the inquiring entity according to their request. All requests for security camera footage will be documented/logged through completion of an MPLD incident report that will be filed and kept as an accurate record of use in accordance with the Illinois Archives accepted retention schedule. All incident reports are housed in the Executive Director's office.

## Additional Guidelines

- Because security cameras are not constantly monitored, staff and public should take appropriate precautions for their safety and for the security of personal property. The McHenry Public Library is not responsible for loss of property or personal injury.
- Cameras may be installed in public spaces where individuals lack a reasonable expectation of privacy. Examples include common areas of the library such as entrances, book stacks, public seating areas, hallways, stairways, delivery areas and parking lots.
- Cameras are purposely installed to only focus on library property – internal building and external property. Some portions of public roadways and sidewalks may be in partial view.
- Cameras will not be installed in areas of the Library where individuals have a reasonable expectation of privacy, such as in restrooms.
- Cameras have not and will not be installed for the purpose of monitoring staff performance.
- Images will typically be stored for an average period of 20 days. As new images are recorded, the oldest images will be automatically deleted. The length of time varies depending on the camera's memory, recording length and site activity.
- Staff and patron safety is the first priority in any threatening situation. The protection of Library property is of secondary importance.

## FOIA Requests Regarding Camera Footage/Stills/Enhanced Photos

Security camera footage, like most other administrative documents in the library, can be considered public materials and are therefore accessible through a specific incident FOIA request. However, the MPLD FOIA Officer can deny a specific request if it can be proven that the request violates a federal or Illinois state law or regulation such as under 7(1)a - unwarranted invasion of personal privacy 5 ILCS 140/7(1)(a) or the Family Educational Rights & Privacy Act (FERPA). Furthermore, a FOIA request for video footage can be denied if that request is overly burdensome for staff to identify, capture, edit and/or redact that information.

# Service Animals

(created 10/15/2019)

The MPLD welcomes Service Animals and they are permitted in any area of the Library where members of the public are permitted. In order to comply with the Americans with Disabilities Act (ADA) and ILCS law (PA 097-0956; 775 ILCS 30), it is the policy of MPLD that Service Animals assisting individuals (i.e. handlers) with disabilities are permitted in all facilities, programs and activities where employees or members of the community are normally allowed access, except where the presence or behavior of the animal may compromise the health or safety of the animal or others, or fundamentally alter the nature of the program or activity. Trainers are also permitted to accompany Service Animals in training in the Library.

Service Animals are legally defined as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities, including but not limited to physical, sensory, psychiatric, intellectual or other mental disabilities. The work or task that the Service Animal has been trained to provide must be directly related to the person's disability. Examples of such work or tasks include, but are not limited to the following: guiding blind and deaf persons, pulling a wheelchair, altering and protecting seizure-prone persons, reminding persons with mental illnesses to take prescribed medication, calming persons with PTSD during an anxiety attack or performing other guidance and awareness duties.

While the Library occasionally presents educational programs that feature animals, members of the public may only enter the Library with an animal if it is a Service Animal that requires accommodation under ADA.

The Service Animal must be trained to take a specific action to assist the person with a disability. Emotional support, therapy, comfort, or pets/companion animals do not qualify as Service Animals under the ADA. If it is not obvious that the animal brought into the Library is a Service Animal, a staff member may ask the following questions:

- 1) Is the dog/minature horse a Service Animal required because of a disability?
- 2) What specific work or task has the Service Animal been trained to perform?

A staff member attempting to ascertain whether a dog/minature horse is a Service Animal may not ask about the nature of a person's disability.

By ADA stipulation, Service Animals must be under the immediate control of their handlers at all times. Therefore, Service Animals that are not housebroken, bark, uncontrolled or otherwise disruptive will be required to leave the Library. When there is a legitimate reason to remove a Service Animal, the staff will offer [the owner] an opportunity to obtain Library materials or services without the animal's presence or seek other mutually acceptable alternatives.

Animals, regardless of purpose, may never be left unattended on library grounds. Service animals are not allowed on library furniture or fixtures and must remain on the floor or be carried (as appropriate) by their handlers at all times. Misrepresenting an animal as a service animal is a violation of the Library's Patron Behavior Policy and may result in suspension of library privileges.

- MPLD accepts no responsibility for the care of Service Animals including cleaning up waste from the Service Animal unless the handler is physically unable to perform the task.
- MPLD accepts no liability for injury to any Service Animal, or injury to the handler/partner, whether caused by the animal, its handler/partner, another patron or animal, the physical condition of the Library or under any other circumstance.
- MPLD accepts no liability for damage or injury to others caused by a Service Animal.
- MPLD accepts no liability for any injuries or property damage to the Service Animal, its handler/partner or others resulting from the MPLD's failure to enforce this policy or to supervise a Service Animal.

For more information about Service Animals, the ADA, or requests for reasonable accommodations, please contact the Library's ADA Compliance Officer.

## Smoke-free Environment

(approved 02/19/2002; revised 11/18/2014, 08/20/2024)

The McHenry Public Library District (MPLD) maintains a smoke-free environment and is committed to protecting the safety and welfare of its patrons and visitors.

Therefore, smoking is not permitted on the Library's entire premises, including in the library building, courtyards, sidewalks, and parking areas, except in designated areas. This policy applies equally to cigarettes, tobacco, smokeless tobacco, and/or herbal products of any kind, as well as e-cigarettes, vaporizers, and other electronic smoking devices.

Patrons may smoke in their personal vehicles, but smoke, smoking residue, and remains must be contained within the vehicles.

The only designated smoking area is on the south side of the building at the end of the parking lot or in a personal vehicle. No one may smoke along any pathway or walkway leading to or from the designated smoking area, and smokers and users of tobacco products must dispose of the remains in the proper containers.

# Social Media Policy; Library-Sponsored

(created 04/20/2021)

The McHenry Public Library District (MPLD) uses various social media platforms to present matters of interest to MPLD patrons and others. The following is intended to inform the public of the Library's policy for posting comments and other information on all MPLD social media pages.

We welcome posts and comments from our patrons and others interested in engaging with MPLD. However, our social media pages are not intended to be public forums, and the comments and discussions that take place on these pages will be moderated by MPLD for compliance with this policy and for compliance with a specific social media platform's terms of use. The posts and comments expressed on these pages do not necessarily reflect the opinions of MPLD.

MPLD reserves the right to remove any comments, photographs, links, or posts that it deems to be inappropriate, including:

- Posts containing personal attacks, insults, profanity, obscenity, threatening language, or harassment;
- Posts that discriminate against specific individuals or groups on the basis of race, religion, national origin, or any other unlawful reason;
- Spam and commercial posts;
- Content that violates a copyright, trademark, or any other law;
- Private, personal information about an individual, group, or entity published without consent of that individual, group, or entity;
- Comments that are not relevant to the original topic, and
- Content in support of or opposition to political campaigns or ballot measures.

The MPLD Executive Director or their designee reserves the right to deny access to any/all of our social media pages for any individual who violates this policy or applicable laws, at any time and without prior notice. Further, MPLD reserves the right to amend this policy at any time, without notice.

Please be advised that content or posts on MPLD social media pages that relate to MPLD business may be a public record subject to disclosure under the Freedom of Information Act (FOIA) and retention under state records retention laws.

## Solicitation Policy

Solicitation is defined as a “written or oral request for money from a person when another person has sought no request.” No soliciting by businesses, nonprofit organizations or individuals is permitted on Library property without the expressed written consent of the Executive Director. Any individual soliciting on Library property will be asked to stop their efforts. The Director or other designated staff will call the police for assistance if the solicitation continues. Library vendors with an appointment to see staff are an exception to this policy. On occasion, the Library may participate/partner or collaborate in a fundraising event that is directly or indirectly Library related. Such collaboration will be posted on the public Library bulletin board with the benefits of that partnership outlined. The Executive Director will determine any exceptions to the “no solicitation” policy.

The MPLD has a policy in place (see Meeting Room policy, pp 14-18) that provides for not-for-profit organizations and profit business to use the Meeting Room on an advance scheduled, fee-based basis. Nonprofit use is \$10 and businesses are \$25 per room, per instance. In no way does the Library endorse any tutoring activities or meetings by providing a venue for these activities to individuals, not-for-profit organizations or businesses unless the Library actively sponsors the activity/program.

# Disposal of Surplus Property Policy

(Adopted 02/15/2022)

Library property (i.e., print and non-print materials, equipment, supplies, and/or any personal property), which in the judgment of the Library Director, as agent for the Board, is no longer necessary or useful for library purposes, may be disposed of in the following manner:

1. Books and non-print materials from the library's collection, or gift materials, may be; discarded, given to other local libraries in need or to local agencies which serve McHenry, or sold, by the McHenry Public Library District Friends of the Library in their book sales, or authorize a trade of such property for the purchase of other property ;
2. Whenever possible, items deemed unusable or unsalable should be disposed of in an ecologically friendly manner.
3. Any computer equipment, regardless of value, may be traded in on new equipment or recycled if no longer in working order. Hard drives shall be erased, removing and uninstalling licensed software and personal information. Any other technology may be disposed of following the same guidelines as personal property.
4. Any other personal property having an individual current market value of less than \$250 may, at the discretion of the Library Director, be discarded, turned in on new equipment, donated, or made available for sale.
5. In the case of individual surplus items having a current market value of more than \$250 but less than \$1,000, the Board may authorize a trade-in of such items on new equipment or sale of such items in accordance with the provisions of the Illinois Library Act.
6. Any personal property having a unit value of more than \$1,000 will be displayed at the Library and public notice of its availability and the date and terms of the proposed sale shall be posted.
7. Personal property of any value may be sold or donated to any tax-supported library or to any other library system operating under the terms of Illinois Library Act 75 ILSC 10/16, under such terms or conditions the Board may determine.
8. No favoritism shall be shown to library employees, members of the Board of Library Trustees or members of their immediate families on the offering of unusable and unsaleable property or who make bids on or purchase any library item declared surplus.

## Unattended Children

(Note: This policy operates in concert with the **Library Behavior** and **Internet Use Policies**)

Parents, guardians and caregivers who are supervising minors using Library services are expected to be active partners in creating appropriate library experiences for children by monitoring and controlling behavior and assisting children under their care in choosing/using materials and in using Library facilities. Children under the age of 10 must be under the direct supervision/control of a parent or other caregiver who is 18 years or older. While in the Library, children aged 10 and under must not be left unattended or the police/family services will be called. Additionally, parents, legal guardians or caregivers are also responsible for ensuring that minors who using the Library without parental supervision and are under legal driving age/driving restrictions are provided with transportation home prior to the end of the Library's service hours. The police will be called to assume custody of any unattended minors 15-minutes after the Library closes.

## Internet/Library Computer Access – Public

(created 10/15/2002; revised 03/15/2005; revised 07/17/2019)

The McHenry Public Library District (MPLD or the Library) offers free, publicly accessible computers (to include desktop computers, laptops, Chromebooks, Macbooks and tablets) and Internet access as one of its service goals and seeks to provide equitable and fair access for all patrons. Providing public access also helps fulfill the Library's role as a free access information provider as outlined in its Material Selection Policy, and is in accord with the Library's endorsement of ALA's *Library Bill of Rights* and the *Freedom to Read Statement*. Each time a patron uses a Library computer/Internet access, s/he essentially enters into an agreement to conform to the rules and regulations of computer use/Internet access.

MPLD reserves the right to limit/restrict access regarding the number of available library computers and Internet Access by several methods if necessary:

- by demand and available bandwidth
- by cardholder type, restrictions placed by parent/guardian, fine/fee limits
- limiting a patron's computer and/or Internet session lengths

Additionally, patrons may be restricted/banned from the computer and/or Internet use due to abuse of access policies/procedures or content access on an individual basis.

### *Internet Access, Filtering, and Content Validity*

The Library upholds and affirms the right of each individual to have access to constitutionally protected material, regardless of age but concurrently affirms the right and responsibility of parents to determine and monitor their children's use of library materials/services. The Library does place third-party content filtering hardware/software on computers to help block objectionable sites. If a patron is blocked from a site needed for doing valid homework or research, staff will assist them in gaining access to those sites. Ultimately, parents have the sole responsibility for allowing, teaching, guiding and monitoring their minor children's use of computers and/or Internet.

Information and resources available on the Internet enhance those already available in the Library. The content, accuracy/validity, and currency of the resources available through the Internet are the responsibility of their originators or producers, and the Library cannot guarantee the quality of information that it has not produced and published on its web pages. Library staff will help users evaluate information found on the Internet but ultimately

patrons must use their own discretion when accessing the Internet and using information obtained from it.

## Basic Rules Governing Internet Access

**In order to provide equitable and fair access to all users, the Library enacts the following rules for patrons using the Internet-accessible library computers. Noncompliance with these rules will result in termination/restriction/suspension of library computer access for a period of time to be determined by policy and staff.**

- Only one person on a library computer at a time; except for parental guidance.
- Patrons will treat library computers/equipment with respect.
- Access to all library computers is available on a first-come, first-served basis. Patrons will not obstruct access to adjacent computers or otherwise deny access to others.
- Patrons will respect the privacy of other users.
- Patrons will not engage in any illegal activities while using any computers and/or Internet access.
- Patrons will refrain from using computers/Internet for any purpose which results in discomfort or harassment of other users.
- According to Illinois Compiled Statutes (720 ILCS 5/11-20.1), patrons accessing child pornography or [obscene] materials over the Internet are subject to immediate suspension of computer and/or Internet access and possible prosecution.
- Patrons will not damage, add, delete or modify installed hardware or software.
- Youth under age 18 will only have access to filtered Internet stations unless accompanied by a parent or legal guardian and based on availability.
- Patrons over age 18 (proof of age required) may request unfiltered Internet access. The Library reserves the right to limit this service to one Internet-accessible computer.
- The Library is not responsible for damage to patron's equipment or loss of data, direct or indirect, resulting from a patron's use of the Internet or computer.
- Patrons who use the library's Internet access to engage in transactions that involve the disclosure of personal information and/or the transfer of money, do so at their own risk.
- Staff shall not conduct business for library patrons.

Files are deleted automatically from each computer and should be saved on the patron's portable media or printed out prior to ending the session on the computer. However, patrons

should be proactive in deleting personal files saved/ downloaded to the computer themselves during their session as a matter of course.

## Use of Laptops/Wireless Internet Access

The Library provides wireless Internet access during normal Library hours of service. These services are bound by the same rules and guidelines governing the use of traditional Library Internet and computer usage.

### Additional Laptop Use Guidelines:

- The Library has designed the wireless network or “hotspot” to reduce chances of “hacking,” and ensure data privacy and virus security. However, risks still exist with any wireless network. For that reason, patrons expressly agree that they knowingly assume such risk, and further agree to hold McHenry Public Library District harmless from any claim or loss arising out of or related to hacking or other unauthorized use of or access to computers and data accessing the Library's wireless network. *Library staff will not change/modify any setting on patrons' personal laptops.*
- The Library cannot guarantee that an individual's computer will be able to access the wireless network. The MPLD encourages the installation of up-to-date virus protection software and accepts no responsibility for any software downloaded and/or installed, an e-mail opened, or sites accessed while using the wireless network connection. Any damage to equipment or data from viruses, plug-ins or other Internet-borne programs is the sole responsibility of the patron.

## Wireless Access Agreement: (ULA – User Licensing Agreement)

The Wireless Access Service is a free public service provided by the Library. Your access to the Service is completely at the discretion of the Library, and this access may be blocked, suspended, or terminated at any time for any reason including, but not limited to, violation of this Agreement, actions that may lead to liability for the MPLD, citizens of McHenry, disruption of access to other Users or networks, and violation of applicable laws or regulations. The Library may revise this Agreement at any time. You must accept this Agreement each time you use the Service and it is your responsibility to review it for any changes each time. At the

present time, the ULA (User Licensing Agreement) does not populate when a user logs onto the Service because of software/hardware issues with various equipment (cell phones, Apple laptops, IPads, etc.), so acceptance of the Service is implied.

### Acceptable Use of the Service

The Library supports the free flow of information and ideas over the Internet. Your access to the Service is conditioned on legal and appropriate use of the Service. Your use of the Service and any activities conducted online through the Service shall not violate any applicable law or regulation or the rights of the MPLD or any third party.

The use of the Service for the following activities is prohibited:

Spamming and Invasion of Privacy Sending of unsolicited bulk and/or commercial messages over the Internet using the Service or using the Service for activities that invade another's' privacy. Intellectual Property Right Violations Engaging in any activity that infringes or misappropriates the intellectual property rights of others, including, but not limited to, patents, copyrights, trademarks, service marks, trade secrets, or any other proprietary right of any third party. Obscene or Indecent Speech or Materials Using the Library's WiFi network to advertise, solicit, transmit, store, post, display, or otherwise make available obscene or indecent images or other materials. The Library will notify and fully cooperate with law enforcement if it becomes aware of any use of the Service in any connection with child pornography or the solicitation of sex with minors. Defamatory or Abusive Language Using the Service to transmit, post, upload, or otherwise making available defamatory, harassing, abusive, or threatening material or language that encourages bodily harm, destruction of property or harasses another. Forging of Headers. Forging or misrepresenting message headers, whether in whole or in part to mask the originator of the message.

### Hacking

Accessing illegally or without authorization computers, accounts, equipment or networks belonging to another party, or attempting to penetrate security measures of another system. This includes any activity that may be used as a precursor to an attempted system penetration, including, but not limited to, port scans, stealth scans, or other information gathering activity. Distribution of Internet Viruses, Trojan Horses, or Other Destructive Activities Distributing information regarding the creation of and sending Internet viruses, worms, Trojan Horses, pinging, flooding, mail-bombing, or denial of service attacks or like matters. Also, activities that disrupt the use of or interfere with the ability of others to effectively use the

Node or any connected network, system, service, or equipment. Facilitating a Violation of this Agreement of Use Advertising, transmitting, or otherwise making available any software product, product, or service that is designed to violate this Agreement, which includes the facilitation of the means to spam, initiation of ping, flooding, mail-bombing, denial of service attacks, and piracy of software.

### Export Control Violations

The transfer of technology, software, or other materials in violation of applicable export laws and regulations, including but not limited to the U.S. Export Administration Regulations and Executive Orders. Other Illegal Activities Using the Service in violation of applicable local, state and federal laws and regulations, including, but not limited to, advertising, transmitting, or otherwise making available Ponzi schemes, pyramid schemes, fraudulently charging credit cards, pirating software, or making fraudulent offers to sell or buy products, items, or services.

### Resale

The sale, transfer, or rental of the Service to customers, clients or other third parties, either directly or as part of a service or product created for resale. Agent to Receive Notification of Copyright Infringement Claims The Digital Millennium Copyright Act of 1998 (the "DMCA") provides recourse for copyright owners who believe that material posted on Internet sites infringes their rights under U.S. copyright law. If you believe in good faith that items, information or other materials made available by and hosted on the Service infringes your copyright, you (or your agent) may send the Library's Designated Agent a notice requesting that the item, information or material be removed, or access to it blocked. You can contact the McHenry Public Library District at (815) 385-0036.

### Disclaimer

You acknowledge (i) that the Service may not be uninterrupted or error-free; (ii) that viruses or other harmful applications may travel through the Service; (iii) that McHenry Public Library District does not guarantee the security of the Service and that unauthorized third parties may access your computer or files or otherwise monitor your connection; (iv) that the McHenry Public Library District's ability to provide the Service without charge is based on the limited warranty, disclaimer and limitation of liability specified in this Section and it would require a substantial charge if any of these provisions were unenforceable. THE SERVICE AND ANY PRODUCTS OR SERVICES PROVIDED ON OR IN CONNECTION WITH THE SERVICE ARE

PROVIDED ON AN "AS IS", "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND. ALL WARRANTIES, CONDITIONS, REPRESENTATIONS, INDEMNITIES AND GUARANTEES WITH RESPECT TO THE CONTENT OR SERVICE AND THE OPERATION, CAPACITY, SPEED, FUNCTIONALITY, QUALIFICATIONS, OR CAPABILITIES OF THE SERVICES, GOODS OR PERSONNEL RESOURCES PROVIDED HEREUNDER, WHETHER EXPRESS OR IMPLIED, ARISING BY LAW, CUSTOM, PRIOR ORAL OR WRITTEN STATEMENTS BY McHenry Public Library District, OR OTHERWISE (INCLUDING, BUT NOT LIMITED TO ANY WARRANTY OF SATISFACTORY QUALITY, MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT) ARE HEREBY OVERRIDDEN, EXCLUDED AND DISCLAIMED. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

### No Consequential Damages

UNDER NO CIRCUMSTANCES WILL THE McHenry Public Library District, ITS SUPPLIERS OR LICENSORS, OR THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, AND AFFILIATES BE LIABLE FOR CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES OR LOST PROFITS, WHETHER FORESEEABLE OR UNFORESEEABLE, BASED ON CLAIMS OF CUSTOMER, ITS APPOINTEES OR ITS OR THEIR CUSTOMERS (INCLUDING, BUT NOT LIMITED TO, UNAUTHORIZED ACCESS, DAMAGE, OR THEFT OF YOUR SYSTEM OR DATA, CLAIMS FOR LOSS OF GOODWILL, CLAIMS FOR LOSS OF DATA, USE OF OR RELIANCE ON THE SERVICE, STOPPAGE OF OTHER WORK OR IMPAIRMENT OF OTHER ASSETS, OR DAMAGE CAUSED TO EQUIPMENT OR PROGRAMS FROM ANY VIRUS OR OTHER HARMFUL APPLICATION), ARISING OUT OF BREACH OR FAILURE OF EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, MISREPRESENTATION, NEGLIGENCE, STRICT LIABILITY IN TORT OR OTHERWISE. IN NO EVENT WILL THE AGGREGATE LIABILITY THAT THE McHenry Public Library District MAY INCUR IN ANY ACTION OR PROCEEDING EXCEED \$1. THE LIMITATIONS, EXCLUSIONS AND DISCLAIMERS SET FORTH IN THIS SECTION WILL NOT APPLY ONLY IF AND TO THE EXTENT THAT THE LAW OR A COURT OF COMPETENT JURISDICTION REQUIRES LIABILITY UNDER APPLICABLE LAW BEYOND AND DESPITE THESE LIMITATIONS, EXCLUSIONS AND DISCLAIMERS.

### Attorney's Fees

In the event of any legal action to enforce the terms of this agreement, each party shall bear its own attorney's fees and costs. Governing Law This agreement shall be governed, interpreted and construed according to the laws of the State of Illinois.

### Venue

Venue for any legal action by any party to this agreement to interpret, construe or enforce this agreement shall be in a court of competent jurisdiction in and for McHenry, Illinois.

### Indemnity

You agree to indemnify and hold harmless McHenry Public Library District, its and their suppliers and licensors, officers, directors, employees, agents and affiliates from any claim, liability, loss, damage, cost, or expense (including without limitation reasonable attorney's fees) arising out of or related to your use of the Service, any materials downloaded or uploaded through the Service, any actions taken by you in connection with your use of the Service, any violation of any third party's rights, or a violation of law or regulation, or any breach of this agreement. This Section will not be construed to limit or exclude any other claims or remedies that the Library may assert under this Agreement or by law.

### Interpretation

This Agreement shall not be construed as creating a partnership, joint venture, agency relationship or granting a franchise between the parties. Except as otherwise provided above, any waiver, amendment or other modification of this Agreement will not be effective unless in writing and signed by the party against whom enforcement is sought. If any provision of this Agreement is held to be unenforceable, in whole or in part, such holding will not affect the validity of the other provisions of this Agreement. McHenry Public Library District's performance of this Agreement is subject to existing laws and legal process, and nothing contained in this Agreement shall waive or impede the Library's right to comply with law enforcement requests or requirements relating to your use of this Service or information provided to or gathered by the Library with respect to such use. This Agreement constitutes the complete and entire statement of all terms, conditions and representations of the agreement between you and the McHenry Public Library District with respect to its subject matter and supersedes all prior writings or understanding.

## Americans with Disabilities Act (ADA) Compliance

(created 06/02/1997; revised 10/15/2019)

The MPLD complies with the Americans with Disabilities Act (ADA) of 1990 as amended and offers alternative reasonable compliance to meet its requirements. Accordingly, the Library makes reasonable accommodations in library policies, practices and procedures as well as offering equipment when necessary to avoid discrimination on the basis of disability, unless a fundamental alteration in a Library program would result; and operates its services, programs and activities so that, when viewed in their entirety, are readily accessible to and usable by individuals with disabilities. The Library provides equal access to persons with disabilities, including those individuals who use Service Animals

Any person needing an accommodation for a disability in order to access the benefits of the Library's services, programs or activities or attend a meeting under the ADA should contact the Library's ADA Compliance Officer or any member of the Library staff via email or by using the main Library phone number. It is recommended that they contact the Library not less than five (5) working days prior to the meeting/event.

Any person who believes that the MPLD has discriminated against them due to a disability may file a written complaint with the MPLD (via U.S. Mail) ADA Compliance Officer within sixty (60) days of the alleged occurrence. The complaint must provide information about the alleged discrimination, including the date, location, persons involved and other particulars. The complaint must include the complainant's full name, address, telephone number and alternate contact information (if applicable) as well as a description of a proposed resolution to the matter.

## Fines & Fees Payments and Refunds, see also Materials Loan Periods and Fines Schedule

Library staff will not issue cash refunds over \$50 to any patron on the following days/situations: official bank holidays, any open day after 5 p.m. and, any weekend. This is because the library doesn't keep sufficient cash-on-hand for security reasons and doesn't want to deplete the cash in the register for 1 transaction. Any refunds over the \$50 maximum amount, will be issued as a check mailed to the patron.

# Freedom of Information Act Requests (FOIA)

(Created 02/18/2002, updated 07/19/2022, 07/18/2023, 07/16/2024, 07/15/2025, 01/20/2026)

The McHenry Public Library District (the "MPLD" or "Library") permits access to as well as inspection and copying of public records in accordance with the Illinois Freedom of Information Act, hereinafter referred to as the "Act" or "FOIA" (5 ILCS 140/1 et seq.). In accordance with the Act, the following practices and procedures are provided and established by the Library.

The Executive Director is designated to act as the Library's Freedom of Information Officer, to receive requests submitted under the Act, ensure timely responses to requests, and issue responses under the Act, except in instances where records are furnished immediately. In the event that the Executive Director is not available, they will designate a Deputy FOIA Officer to whom such requests are to be made.

## Illinois Freedom of Information Act (FOIA)

- I. A brief description of our public body is as follows:
  - A. Our purpose is to provide materials and services for the recreational, social, informational, and educational needs of the community.  
Our mission statement: "The McHenry Public Library District enriches community life through responsive library services that meet diverse informational and recreational needs.
  - B. An organizational chart and strategic plan can be obtained through our website (<http://www.mchenrylibrary.org>) or by contacting the FOIA Officer.
  - C. The total amount of our operating budget for FY 25/26 is: \$6,452,350.00 including reserve funds
    1. Funding sources include property taxes, developer and annexation fees, state and federal grants, fines, charges, service fees, and donations.
    2. Tax levies are:
      - a) Corporate purposes (for general operating expenditures)
  - D. The office is located at this address: 809 Front St. McHenry, IL 60050
  - E. We have approximately the following number of persons employed
    1. Full-time 19
    2. Part-Time 29
  - F. The following organization exercises control over our policies and procedure: *The McHenry Public Library District Board of Library Trustees* which typically meets monthly on the third Tuesday of each month, 7:00 p.m., at the Library.
  - G. Its members are: Charles T. Reilly, President; Bud Alexander, Vice President; Monica Leccese, Secretary; Terry Weingart, Treasurer; Victor Jimenez Carrillo, James O'Hagan, and Vickie Schutze.
  - H. The following organization operates in an advisory and support capacity regarding our operation: (RAILS) *Reaching Across Illinois Libraries System*. The Library also receives grants from RAILS when applicable and appropriate.

- I. We are required to report and be answerable for our operations to:  
*The Illinois State Library, Springfield, Illinois. Its members are: State Librarian, Alexi Giannoulis, (Secretary of State), Director of State Library, and various other staff.*
- II. You may request the information and the records available to the public in the following manner:
  - A. Requests for all records must be in writing and submitted to the attention of the FOIA Officer by mail, facsimile or e-mail, or delivery during regular business hours of the Business Offices of the Library.
  - B. Your request should be directed to the following individual:
    1. Freedom of Information Officer  
McHenry Public Library District  
809 Front Street  
McHenry, IL 60050  
Email: FOIA@mchenrylibrary.org  
FAX: 815-385-7085
  - C. Records requests must be submitted in writing. Oral requests will not be processed. Individuals who make oral requests will be directed to submit their request in writing. A request form is available for those who prefer to use it, though it is not required.
  - D. A written request should include the requester's name, address, the date, and daytime telephone number so that the Library can contact the requester if it has any questions.
  - E. The Library is not required to open attached files or hyperlinks to view FOIA requests. If a request requires opening such files or links, we must notify the requester within 5 business days that the entire request must appear in the body of the electronic submission.
  - F. You must indicate whether you have a "commercial purpose" in your request.
  - G. The Library may ask requesters to verify that they are an actual person or organization if there is a reasonable belief that the request was submitted by automated means within 5 days of submission. FOIA requests may be denied if verification is not provided within 30 days of the verification request.
  - H. You must specify the records requested to be disclosed for inspection or to be copied. If you desire that any records be certified, you must specify which ones.
  - I. To reimburse us our actual costs for reproducing and certifying (if requested) the records, you will be charged the following fees:
    1. There is a \$1.00 charge for each certification of records.  
(No charges for non-commercial requests)
    2. There is no charge for the first twenty (20) pages of black and white text, either letter or legal size
    3. There is a \$.15 per page charge for copied records in excess of 20 pages. The actual copying cost of color and other sized copies will be charged.
  - J. If the records are kept in electronic format, you may request a specific format, and *if feasible*, they will be so provided, but if not, they will be provided either in the electronic format in which they are kept (and you would be required to pay the actual cost of the medium only, i.e., CD-R, flash drive, etc.) or in paper, as you select.

- K.** The office will respond to a written request within five (5) working days or sooner if possible. An extension of an additional five (5) working days may be necessary to respond properly. The office will respond to a request for records to be used for a commercial purpose within 21 working days after receipt.
- L.** Retrieval and copying of records is limited only to employees of the Library designated by the FOIA Officer.
- M.** Inspection of records shall only be permitted by appointment, in the presence of an employee of the Library designated by the FOIA Officer, during regular business hours.
- N.** When a request is made to inspect or copy a public record that contains information that is exempt from disclosure under Section 7 of the Act but also contains information that is not exempt from disclosure, the Library may elect to redact the information that is exempt. The Library shall make the remaining information available for inspection and copying.
- O.** The place and times where the records will be available are as follows:
- P.** McHenry Public Library District  
9:00 a.m. – 5:00 p.m., Monday - Friday,  
except closed holidays as advertised.

**III.** Certain types of information maintained by us are exempt from inspection and copying. However, the following types or categories of records are maintained under our control:

- A.** Monthly Financial Statements
- B.** Treasurer's Reports
- C.** Annual Receipts and Disbursements
- D.** Budget and Appropriation Ordinances
- E.** Levy Ordinances
- F.** Annual Audits
- G.** Minutes of the Board of Library Trustees
- H.** Library Policies, including Materials Selection
- I.** Adopted Ordinances and Resolutions of the Board
- J.** Annual Reports to the Illinois State Library

# Freedom of Information Act Request Form



## McHenry Public Library District Freedom of Information Act (FOIA) Request

Please return this form to any public services desk or fax it to (815) 385-7085.

Requestor's Name (or business, if applicable)		Date of Request	
Street Address		Certification Requested ____ Yes ____ No Email:	
City	State	Zip	Phone
<b>Description of Records Requested:</b> <hr/> <hr/> <hr/>			
Is the reason for this request a "commercial purpose" as defined in the Act? ____ Yes ____ No			
<b>Library Response (Requestor does not fill in below this line)</b>			
<b>APPROVED</b>	( ) The documents requested are enclosed.		
	( ) You may inspect the records at _____ on the date of _____.		
	( ) The documents will be made available upon payment of copying costs of \$ _____.		
	( ) For "commercial requests" only: the estimated time of when the documents will be available is _____, at the prepaid cost stated above.		
<b>DENIED</b>	( ) The request creates an undue burden on the public body in accordance with Section 3(g) of the Act, and we are unable to negotiate a reasonable request.		
	( ) The materials requested are exempt under Section 7 of the Act for the following reasons: _____		
	Individual(s) and title that determined request to be denied: _____		
	In the event of a denial, you have the right to seek review by the Public Access Counselor at 217-558-0486 or 500 S. Second St. Springfield IL 62705, or you have the right to judicial review under Section 11 of the Act.		
	( ) Request delayed, for the following reasons (in accordance with Section 3(e) of the Act): _____		
You will be notified by the date of _____ as to the action taken on your request.			
FOIA Officer Signature		Date of Reply	

## Reference and Reader's Advisory Policy

(created 01/15/2019)

McHenry Public Library District welcomes and encourages all patrons to use its services and facilities. Reference and reader's advisory service is a primary function of the McHenry Public

Library District. This policy is designed to ensure that all patrons receive the highest possible level of service.

## Goal

The goal of reference and reader's advisory service is to provide accurate, timely answers to patron questions by trained staff members during all hours that the McHenry Public Library is open.

## Providing Service

McHenry Public Library District provides reference and readers' advisory assistance to any patron requesting it, regardless of residency. Patrons may receive service in person, by telephone or electronically. Reference and reader's advisory services are offered by staff in our building as well as through community outreach and school visits.

Requests are handled in the order staff receive them. Priority of service is given to patrons on site. When other patrons are waiting, staff may have to limit the initial amount of time spent serving an individual patron but follow-up attention will be given. Questions received via telephone, email or other electronic means will be answered in a timely manner.

McHenry Public Library District staff strives to provide complete, accurate answers to all questions. Simple requests are usually answered fully and quickly. Complex questions may require follow up at a later time or an appointment for individual assistance. When questions cannot be answered fully with the available resources, staff provides referrals to experts, organizations, and other authorities.

## Reference

When answering patron questions, reference staff will cite the resource(s) being used. The producers of that resource, not the library itself, are responsible for the resource's accuracy.

McHenry Public Library District staff provides instruction in effective use of resources which may include individual instruction, the creation of guides and instruction sheets, or assistance through tours and group presentations.

McHenry Public Library District staff may assist as they are able in helping patrons with computer applications or electronic reading/listening devices and may refer patrons to appropriate books, online tutorials and guides, or classes for further assistance. When assisting patrons with computer resources, staff will not enter personal information for patrons.

## Reader's Advisory

McHenry Public Library District staff promotes and encourages recreational reading by offering advice, suggestions, recommendations, and selections to library users regarding authors, titles, and genres.

McHenry Public Library District staff responds to the recreational reading tastes of individual readers by using the resources of the library to link readers and books. The reading tastes of library patrons are taken seriously and without judgment. Library staff will suggest materials without personal bias.

Staff is aware of the importance of accuracy in reader's advisory service and relies on information sources of demonstrated currency and authority.

In order to satisfy the informational and recreational needs of McHenry Public Library District patrons, library staff maintains a well-rounded collection of both fiction and nonfiction titles.

## Ethics and Standards

The needs of library patrons are treated with respect. Names of patrons and the transactions which occur between patrons and the staff are confidential and not discussed outside a professional context. Staff does not discriminate based on age, gender, race, sexual

preference, disability, or appearance in providing reference or reader's advisory services. Service is provided in a manner consistent with the Library Bill of Rights, the American Library Association Code of Ethics, and copyright law.

## Limitations

In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest.

The staff may not:

- evaluate or interpret the information provided
- define the meaning of terms
- offer investment advice
- select income tax forms
- serve as a surrogate for a professional in any of the fields listed above
- critique or edit patron documents
- complete forms for patrons
- attempt to fix patrons' personal devices

If all materials within the library are beyond the understanding of the patron, the patron will be advised to consult with his or her professional from the above listed fields for additional information or advice.

The following services are restricted to McHenry Public Library District cardholders:

- Remote access to databases
- Museum passes
- Electronic equipment
- Electronic resources
- Interlibrary Loan requests outside the CCS consortium holdings

Most other services are available to non-card holders. Available services are subject to change.

## Mature Rated Video Games

The MPLD chooses to follow the Safe Games Illinois Act in restricting the access of Mature (M) rated video games to minor patrons under 17-years of age. An M-Rated video game means that the content is designed for people over the age of 17; it's equivalent to an R-rating for a movie. For more information about game ratings and how they are determined, visit the Entertainment Software Ratings Board's website ([www.ersb.org](http://www.ersb.org)). Video game manufacturers place the rating in numerous places on the games' packaging and discs. The library also places a rating browser on the spine of each game so patrons can make informed decisions about the video games they are borrowing. In practice however, if the parent/legal guardian gives permission for the M-rated item to be checked out on the minor's card, staff will complete the transaction but only on a case-by-case basis.

# Photography and Video Policy

(created 3/19/2013; updated 08/16/2022)

The library has a significant interest in maintaining an environment that allows patrons to freely access library information and resources. This significant interest requires the library to maintain policies that protect the privacy of its patrons and staff members and ensures their freedom from harassment, intimidation, and threats to their safety and well-being. In order to provide appropriate safeguards against such behavior and enforce policies and procedures addressing that behavior when it occurs, the library has adopted the following policy regarding the taking of photographs or videos inside the library building.

Permission is not required for taking photographs, videos, or live streams in public areas of the Library building for personal, non-commercial use if no tripods, lights, or other specialized equipment is used. Under no circumstances may the public or members of the media take photographs, video recordings, or live streams without the express permission of any Library patrons or staff who would be prominently included within the composition. Capturing the identifiable likeness of individuals or their computer screens, books, documents, or other materials and registration and circulation records is not permitted without their consent.

However, there may be Library locations and/or exhibition areas where taking photographs or videos is restricted and prohibited (i.e., restrooms, rooms reserved for nursing, child care areas, museums, artifacts, and archival materials). In addition, taking photographs or videos of or in areas reserved for staff is also prohibited unless consent is given by the Library Director to do so.

If tripods, lights, or other specialized equipment are to be used, requests must be made to the Director at least 24 hours in advance.

Persons taking photographs and/or videos shall not (i) compromise a patron or staff member's right to privacy, (ii) harass, intimidate, or threaten a patron or staff member, or (iii) block the Library aisles, walkways, stairwells, doors, or exits. In all instances, the Library reserves the right to cease photography or filming if it results in disruption of the ordinary Library environment or operations.

## Exterior Photography and Videos

Taking photographs and videos outside of the Library building and/or of the Library grounds does not require permission. However, the activity may not impede the ingress or egress of patrons or staff to or from Library buildings or grounds.

## Commercial Photography and Videos

The Library may permit its facilities for the taking of commercial photographs or videos if the project does not interfere with the mission of the Library and is in accordance with the rest of this policy. The Library will charge a fee to offset costs incurred by the Library to provide access to the facility, and prior permission must be sought at least one week in advance.

## Photography and Videos of Materials and Resources

The Library permits the taking of photographs and videos of its publicly available collections. However, patrons are solely responsible for obtaining consent or other permission when taking photographs or videos of copyrighted materials.

## Photography and Videos of Programs and Events

Photographing, filming, and audio recording of Library programs is permitted provided that permission has been granted in advance by the presenter or the owner of any copyrighted material.

## Library Photography, Videos, and Recording

The Library may take photos, videos, live stream and/or audio recordings at the Library and during Library events to use in its printed publicity materials, on its website, and on social media sites. The Library reserves the right to document its services and the public's use of the Library building and grounds. These photographs, videos, and audio recordings may be copied, displayed, televised, and published (including on any Library website and social media site). Any individual that does not wish the Library to use a photograph or video of them or their child should inform a Library staff member prior to or while such photographs are being taken. All images are used solely to promote Library programs and services, and none of the images are used to generate a profit or for other commercial purposes.

## Library Board Meetings

Pursuant to Section 120/2.05 of the Illinois Open Meetings Act (5 ILCS 120/1 et seq.), any person may record the proceedings of the Library Board and other meetings required by the Act to be open to the public. The recordings may be made by tape, film, or other means and shall not disrupt the meeting or create a safety hazard.

## Liability

Persons involved in taking photographs or videos shall be held responsible for willful or accidental damage to the Library building, grounds, collections, or furniture caused by the individual or group.

They also have the sole responsibility for obtaining all necessary releases and permissions required by law from persons who can be identified in any photographs or video or for copyrighted materials. The Library undertakes no responsibility for obtaining these releases or permissions.

## Failure To Comply

The Library reserves the right to ask any individual or group violating this policy to cease the taking of photographs or videos, put away their equipment, and/or leave the Library.

In order to reduce distractions and protect the rights of Library patrons and staff, and to promote safety, photographing and filming in the Library are restricted as set forth in this policy. The Library Director is authorized to act accordingly, including limiting photography or filming by individuals whose activities interfere with Library environment or operations, adversely affect public safety or cause public disturbances. The Library Board of Trustees may modify, amend or supplement this policy, as it deems necessary and appropriate.

## Public Relations and Publicity Statement

(The Preface, website, brochures, PR Dept. – no policy in effect as of 4/08)

## Talking Books

Blind and physically handicapped residents of the MPLD [who are cardholders in good standing] may be eligible to receive free talking book services through the Heartland Talking Book Center located in the DuPage Library System. This is a federally funded program with regional offices throughout the Chicago metropolitan area. Information about this program/service can be obtained from the MPLD Reference Services staff

# Library Card, Overdues, Fines and Use Policies

## Library Card Policy

(approved 03/19/2013, revised 01/21/2025)

Library cards issued by the McHenry Public Library District (MPLD) represent a binding contract between the Library and the cardholder, including the parent/guardian of a minor cardholder. The cardholder is responsible for all materials borrowed or accessed using the card, regardless of who uses it, and for any associated fines or fees and agrees to the library's policies relating to library card use. MPLD reserves the right to deny borrowing privileges to any cardholder.

### Library Card Application and Renewal Requirements

To apply for, renew, or replace a library card, applicants must provide identification verifying their identity and residency. A photo ID with the current address is preferred. If the address on the photo ID is not up to date, a second form of identification showing the current address is required. Additional requirements may vary based on the type of card for which the applicant qualifies. When renewing a card, the account must be in good standing.

To maintain up-to-date account information, cards have expiration dates, which vary by card type and start from the issue date. Expired patron records are purged regularly following consortial procedures.

### Examples of Acceptable Forms of ID:

- Current utility bill, credit card, or bank statement
- Imprinted checks
- Mail postmarked within the last 30 days
- Passport
- Property tax bill or lease paperwork
- School identification card for high school students
- Valid driver's license or state identification card
- Voter registration card

**For Young Adults (Ages 14-17):**

Young adults can register and sign for a library card by presenting their own acceptable forms of ID and a copy of their parent or legal guardian's current photo ID.

**For Children Under 14:**

Children must be accompanied by a parent or legal guardian, who will sign the library card and application for their child, indicating responsibility for any lost, damaged, or overdue items.

When completing a library card application, MPLD will collect the following information from the applicant:

- Name
- Address
- Birthdate
- E-mail address and/or phone number
- Signature of the applicant, parent, or legal guardian

## **Card Types**

**Resident Card**

- All residents who permanently reside within MPLD boundaries are eligible for a library card. Children aged 17 and under who reside outside the MPLD boundaries may obtain a Resident Card when one parent resides within the boundaries. Children of shared legal guardianship may have up to two MPLD cards based on the permanent addresses of their respective parents or guardians.
- Valid for two (2) years, provided the cardholder continues to reside within MPLD boundaries.
- Access to all available services and materials at MPLD.

**Non-Resident Taxpayer Card**

- Patrons living outside MPLD boundaries but who, as an individual or as a partner, principal stockholder, or other joint owner, owns or leases property within the district are eligible for a library card. Photo identification and proof of taxable property or a copy of the commercial lease of that taxable property are required. Per Illinois law,

only one card per taxable property within MPLD boundaries can be issued to the person named on the tax bill or commercial lease.

- Valid for one (1) year.
- Access to all available services and materials at MPLD

### **Business Card**

- Businesses, non-profits, and churches within MPLD boundaries are eligible for a Business Library Card. The owner, president, or other designated person from the business may apply for the card and must provide a letter, either on company letterhead or accompanied by a business card, signed by the owner or president, taking responsibility for materials borrowed by its employees and any associated fines and fees.
- Valid for one (1) year.
- Access to selected services and materials available at MPLD. See Circulation Checkout Periods or individual service policies for specifics. This card type is not eligible for reciprocal borrowing or interlibrary loans.

### **Non-Resident Card**

- Residents of Illinois living outside the MPLD boundaries and not paying taxes to any Illinois public library may be eligible for a nonresident library card from MPLD. This applies if MPLD is the nearest public library or if MPLD is located within the school district where they reside. This card is subject to an annual fee set by the Library Board, calculated according to the formula established by the Illinois State Library and is comparable to the cost paid by residents of MPLD. The Library Board will review both the fee and the reciprocal borrowing privileges for nonresident cards each year in accordance with Illinois Public Acts 92-0166, 75 ILCS 5/4-7(12) and 16/30-55. 60. After paying the annual fee and presenting current identification that proves residency, nonresident cards can be issued to all permanent residents of that address.
- Valid for one (1) year.
- Access to all available services and materials at MPLD
- Programs like Cards for Kids or Veterans Cards assist in reducing or eliminating the annual fee.

### **Cards for Kids Policy**

(adopted 02/15/2022)

The "Cards for Kids" Act is an amendment to the Public Library Non-Resident Services Rule. The Act allows qualified Pre-K to 12-grade students who participate in the Federal Free and Reduced Price Meal Program at school to obtain a non-resident library card free of charge, even if they live outside the McHenry Public Library District (MPLD) boundaries. (Sec. 3050.75 of Public Act 101-632). This amendment also includes students who are homeschooled.

The student cardholder is entitled to the same services the library provides residents, and the card shall be issued compliant with any policy or guideline that the MPLD Board has implemented of issuance of cards to minors. This program will apply to students who live in unserved areas but where the MPLD is the closest public library to their residence.

Eligibility can be shown in a number of ways:

- Medicaid card or most recent eligibility letter for any member in the family
- Public Housing Assistance documentation, such as a lease, housing assistance payment (HAP) contract, or eligibility documentation from HUD
- SNAP letter indicating you are approved for Supplemental Nutrition Assistance Program benefits
- TANF eligibility letter for Temporary Assistance for Needy Families
- SSI Eligibility letter for Supplemental Social Security Income
- NSLP/HEAD START copy of a letter indicating current participation in the National School Lunch Program or Head Start, with your child's name, the school name, and the address of where you are requesting service
- LIHEAP letter confirming your eligibility for Low Income Home Energy Assistance Program
- WIC eligibility letter for the Women and Children Program
- Tribal Assistance eligibility letter, including TTANF, FDPIR, etc.

The Cards for Kids card is issued for one year and must be renewed annually showing continued eligibility utilizing any of the above documents.

This card may not be used by any other individual, and benefits do not apply to family members.

## **Veterans Card Policy**

(adopted 2/15/2022)

Pursuant to Illinois Public Act 92-0132, which establishes procedures for waiving the non-resident fee for a library card due to a veteran's 70% disability exemption, the McHenry Public Library District (MPLD) has expanded the scope of the act to offer a non-resident library card free of charge to any veterans who live outside our district but where we are the closest library to their primary residence. To qualify, proof of residency and either discharge papers, a Veteran ID Card (VIC), or a Veteran's Health Insurance Card (VHIC) must be shown. In addition, an Illinois state-issued Driver's License or State ID with a Veteran's designation is also acceptable.

An unmarried surviving spouse of a veteran who lives outside our district but where we are the closest library to their primary residence is also entitled to a free non-resident card. To qualify, one must show proof of residency and discharge papers or death certificate for the veteran spouse or any other documentation the MPLD Board finds suitable.

The veteran or the unmarried surviving spouse cardholder is entitled to the same services the library provides resident cardholders. The card shall be issued compliant with any policy or guideline that the MPLD Board has implemented.

The veterans' card is issued for two years and must be renewed, showing continued eligibility utilizing any of the above documents.

## **Educational Cards**

Educational cards are available to teachers, school librarians, and other staff members employed at schools within MPLD's service area. The Youth Services Department administers them as part of the Classroom Checkout Program, which allows school staff to borrow MPLD materials for use in their classrooms and school libraries. Patrons who live within MPLD's boundaries but work at a school outside this area and those seeking to borrow materials for personal use must use their personal library cards.

The Classroom Checkout Program allows educators to borrow materials for extended periods without overdue fines. Individuals should contact the Youth Services Department to request materials using an Educational Card.

Individuals requesting materials under the educational card are responsible for lost or damaged items.

- MPLD Staff may verify a person's employment at a school that resides within the MPLD's service boundaries when materials are requested.
- Access to selected services and materials available at MPLD. See Circulation Checkout Periods or individual service policies for specifics. This card type is not eligible for reciprocal borrowing, interlibrary loans, or access to databases and digital materials.

### **Residents with Temporary Addresses Card**

- Individuals temporarily residing within MPLD boundaries may obtain a library card. Temporary residents must provide a photo ID and current residency documentation, such as household identification or a letter of residency.
- Valid for six (6) months.
- Access to selected services and materials available at MPLD, with a maximum of five (5) physical items checked out at a time. See Circulation Checkout Periods or individual service policies for specifics. This card type is not eligible for reciprocal borrowing or interlibrary loans.

### **Temporary Digital Card**

- District residents may apply for a temporary digital card online.
- Valid for two (2) months and may only be applied for once.
- Allows access to select digital materials and databases. See Circulation Checkout Periods or individual service policies for specifics. This card type is not eligible for physical items, reciprocal borrowing, or interlibrary loans.

### **Reciprocal Library Card**

- Patrons with a library card from another Illinois public library may register as Reciprocal Borrowing Patrons by providing both their home library card and a photo ID. The cards must be verified to be in good standing at their home library.
- Expires according to the expiration date on the home library card or in two (2) years if no expiration date is provided.
- Access to selected services and materials available at MPLD. See Circulation Checkout Periods or individual service policies for specifics. This card type is not

eligible for reciprocal borrowing, interlibrary loans, or access to databases and digital materials.

## **Use of Library Cards**

### **Account Standing:**

A library card and account is in good standing when:

- The card is not expired.
- Cardholder's information is current.
- Fines and fees are below the allowable threshold of \$10.00, or if they exceed that amount, a current payment plan is on file.
- No materials on account are overdue, lost, or damaged.

When one or more of the criteria mentioned above are unmet, the library card and account will be considered delinquent. Delinquent cards will be blocked until the account is returned to good standing.

### **Reciprocal Borrowing:**

Residents with a Resident, Non-Resident, or Non-Resident Taxpayer card in good standing may borrow materials from participating public libraries in Illinois through reciprocal borrowing. When registering and using their MPLD card at another library, patrons must adhere to that library's policies and requirements for card registration and reciprocal borrowing.

### **Checkout Methods:**

When patrons check out materials, they are required to present their library card. If they do not have their physical card on hand during checkout, they may use a digital barcode, a driver's license, a state ID, a school ID, or any other photo identification that includes their printed name. Additionally, patrons can manually enter their card number at self-checkout stations.

### **Lost or Stolen Cards**

Cardholders who lose their card will be charged a \$2.00 fee for replacement.

Cardholders must promptly notify MPLD if their card is lost or stolen to prevent unauthorized use. Upon receiving such notification, MPLD will block the account and issue a new library card number. Until a card is reported lost or stolen, the library will assume that anyone

presenting the card has the cardholder's permission to access the account. If a patron provides a police report documenting the lost or stolen card, their liability for any unauthorized items checked out after the date reported will be limited to \$50.00.

When unauthorized use occurs by family members or individuals living in the same household, the cardholder is completely responsible for any costs associated with replacing materials and any charges related to collection agency fees. There is no limit to this liability.

### **Suspension or Termination of Library Card Privileges:**

Library cards and privileges may be suspended or terminated if the cardholder does not comply with MPLD policies or fails to pay fines and fees promptly. MPLD can enforce its policies through collection agencies, civil actions, and/or criminal prosecution.

## Circulation of Library Materials

Item	Loan Period	Fine Per Day
Hot DVDs	3 days	1.00
Hot books	7 days	1.00
DVDs	7 days	1.00
Blu-rays	7 days	1.00
Videogames	7 days	1.00
Magazines	7 days	0.25
Music CDs	7 days	0.25
Seasonal	7 days	0.25
Boxsets	14 days	1.00
Playaways	21 days	0.25
Audio books	21 days	0.25
Books	21 days	0.25
Hot Spots	21 days	1.00
Rokus	21 days	1.00

Non-Resident Fee	Varies
Enhanced Card	45.00
Lost Card Replacement	2.00
Unclaimed Hold Charge	1.00
Materials Repair	5.00
Collections Fee	10.00
Postage for non-IL ILL items	Varies

Library materials may be renewed up to 2 times provided there are no active hold requests and patron record is in good standing. The library reserves the right to limit the number of renewals on select materials. MPLD does not restrict the circulation of visual media to minors.

## Library of Things Circulation Policy

(Created 04/20/2021, updated 08/20/2024)

Supersedes Hotspot Circulation Rules and Roku Circulation Rules

A Library of Things is a collection of nontraditional items that go beyond books and movies that check out for home use!

These items are holdable and loanable for MPLD cardholders only. There is a \$1.00 daily overdue fine, and the max fine and the replacement cost are equal to the price of the item plus all associated accessories. Items must be checked out and returned to the Questions Desk only. A \$10.00 fine will be charged if returned to the inside/outside drop boxes. MPLD will deactivate applicable devices after 21 days overdue. A \$20.00 fee will be charged for any device that has to be deactivated. Patrons can only check out four items in the Library of Things collection at a time.

Items can be added or removed to the Library of Things collection at any time based on the MPLD's selection criteria, and their circulation policies will follow the parameters outlined in this policy.

As of 08/20/2024, items or kits in the Library of Things collection with a replacement value of \$500.00 or more will be limited to patrons ages 18 and older and will require the patron to

sign a *Library of Things High-Value Item Waiver and Agreement* available at the Circulation Check-out desk.

Please see the grid below for circulation information for specific items in the Library of Things Collection:

Item	Checkout time	Holdable	Renewable	Reactivation Fee	Max Fine	Item Price	Accessory price	Total cost
8MM	3 weeks	Yes	No	No	\$420	\$400	\$20	\$420
Cassette Player	3 weeks	Yes	No	No	\$50	\$35	\$15	\$50
VHS/DVD Cables	3 weeks	Yes	No	No	\$105	\$90	\$15	\$105
VHS/DVD Recorder	3 weeks	Yes	No	No	\$165	\$150	\$15	\$165
Hotspot/WiFi Device	3 weeks	Yes	No	Yes	\$70	\$50	\$20	\$70
Chromebook kit	3 weeks	Yes	No	Yes	\$440	\$300	\$140	\$440
Roku	3 weeks	Yes	No	Yes	\$140	\$110	\$30	\$140
Reflecting Telescope	3 weeks	Yes	No	No	\$371	\$371	\$0	\$371
Refracting Telescope	3 weeks	Yes	No	No	\$400	\$400	\$0	\$400
Binoculars	3 weeks	Yes	No	No	\$36	\$36	\$0	\$36
Magnifying Machine	3 weeks	Yes	Yes	No	\$3,000	\$3,000	\$0	\$3,000

MPLD is not liable for damaged or destroyed personal property that may occur while operating an item from this collection

## Holds

Patrons may place holds on materials that aren't immediately available at MPLD but are in MPLD or consortia collections. Holds are held for 7 days. A fee is charged if a hold is left unclaimed. A patron must have a valid library card, in good standing in order to place a hold.

## Lost and Damaged Materials

Lost or damaged Library materials must be paid for at library cost. In addition, there is a non-refundable \$5 process fee for items over \$6.00. There is no processing fee for magazines. Replacement items are not accepted. Refunds for Lost and Paid materials will be issued if

material is returned within 3 months of payment. Material must be in good condition. Refunds over \$20 will be processed by check and sent to home address.

## Missing Items

If Library materials are returned with any piece missing or damaged that cannot be repaired, the library will make every attempt to replace the missing/damaged piece. The patron will be charged the replacement cost plus the non-refundable \$5 processing fee. If the Library is unable to replace the missing or damaged piece the item must be paid for at the full item cost plus the non-refundable \$5 processing fee.

## Interlibrary Loans (ILLs)

In the event that the Library/consortium does not own an item requested by a patron, every attempt will be made to obtain the item from another Library outside of the consortium in a timely fashion. ILL requests are placed through the Questions Desk and then filled in Circulation. ILLs should be returned to the library that requested the item for the patron. Currently ILLs are limited to ten (10) requests per patron at any one time. Renewal of material is generally at the discretion of the owning library.

The Library will pass along to the patron any costs incurred on patron's behalf. This includes any damage or overdue charges determined by lending library. Fines are \$1.00 per day if hold is left unclaimed. Patron pays postage for out of state ILL requests.

## Cardholder Privacy

The MPLD Board and staff are committed to safeguarding the personal information that the Library collects about its users. The MPLD follows the Code of Ethics of the American Library Association (ALA). In a library (physical or virtual) the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others.

Under the Illinois General Assembly Library Records Confidentiality Act, ILCS Chapter 75, Section 70: "The registration and circulation records of a library are confidential information. No person shall publish or make any information contained in such records available to the public..."

Confidentiality extends to information sought or received; material consulted or borrowed; and includes database search records, reference interviews, circulation records, interlibrary loan transactions, registration records, and all other personally identifiable uses of library materials, facilities or services.

The MPLD collects and maintains personal information for each user as follows: name, address, email address, phone number, birth date. Information stored on a temporary basis are payments received, material checked out, material reserved.

The MPLD patron database contains/retains circulation and patron records for a period of two years. Compiled circulation data is used for strategic planning, collection development, weeding, and database management but individual records are never shared or used for statistical compilation. Circulation information pertaining to specific titles, user interests are never disclosed to third parties but may be disclosed to law enforcement relative to a subpoena/warrant. Specific title information may also be disclosed to the parent/guardian of minor children relative to overdues/damages.

Circulation and registration information may not be disclosed except to:

1. The cardholder (age 18 and over)
2. The parent or legal guardian of a child age 17 or younger
3. A contact person authorized to access such information
4. Staff of the MPLD to conduct normal business
5. Representatives of any local, state or federal government, pursuant to subpoena or search warrant authorized under the authority of federal, state or local law relating to civil, criminal or investigative power.

The Library conducts promotional campaigns to inform the community of our services. For those activities, the Library may use patron email or postal addresses from patron databases.

The Library does not sell, lease or otherwise distribute or disclose patron name, email address, postal address, telephone number or other personal information to outside parties. Freedom of Information (FOIA) Act requests made for this information must be done in writing and may be heavily redacted or not provided due to privacy issues related above.

The MPLD upholds the rights of patrons and staff to privacy and confidentiality, but also must abide by law relating to the Patriot Act and other personal/privacy laws. This protection and legislation concerns the two specific areas of registration records and borrowing records. Under the U.S. Patriot Act (U.S.C. § 2701-2712), and the Library Bill of Rights, endorsed by the MPLD Board of Trustees, U.S. citizens, regardless of age are protected from violations of privacy including all Library records, registration information, current and past circulation histories and overdue history. This Act applies to all adult (18 years and older) cardholders. Patron information will not be divulged to any other person, organization, or government agency including the courts, without a subpoena, except in the case of imminent danger to patrons whereby patron address/contact information may be provided to sworn law enforcement officers. This includes husbands, wives, other family relatives and friends. *However, fine totals can be given to family members, if the Library staff feels that the intent is to pay those fines for that individual.* To a degree, child card holders are exempt from this Act because of the contractual nature of the Library card and the fact that a parent/legal guardian must sign for a minor's card, agreeing to pay any fines, fees, loss and damages to Library materials. Overdues, fines and lost/damaged information for child cardholders will be given to the parent/legal guardian by Library staff on only 2 occasions:

1. if that information relates to the payment of specific fines, etc. and/or;
2. the Library does not act "in loco parentis;" therefore, if a parent/legal guardian (ID verification required) wants to see what that child has currently checked out for purposes of satisfying their parental responsibility, they may do so. See notes in ILS, library staff input names of family members who can have access to information, pick up holds, etc.

## Personal Information Protection Policy

1. The McHenry Public Library District (MPLD) will take all measures reasonably necessary to protect the security, confidentiality and integrity of 'personal information' as defined in the Personal Information Protection Act, 815 ILCS 530/1 *et seq.*
2. Any suspected breach or compromise of the security (as defined in the statute) of MPLD data (within its ILS patron record data or staff/personnel data) that contains personal information shall be investigated promptly by the Executive Director. Using personal information for a purpose unrelated to the business of MPLD and making personal information available in order to further disclosures that are unauthorized by the statutes also constitute breaches/compromises of the MPLD data.
3. The MPLD Executive Director may consult with local law enforcement officials and the organization's attorney before making a determination pertaining to notification of affected individuals as it relates to a breach of data/security containing personal information.
4. If notice to the affected individuals is appropriate, notice shall be given in accordance with the Personal Information Protection Act. 'Personal information' is defined as the following: an individual's first name or first initial and last name in combination with anyone/more of these data elements, when neither the name nor the data elements are encrypted or redacted:  
(1) Social Security Number (SSN); (2) Driver's license number or State identification card number; (3) Bank account number, credit card/debit card number or account number in combination with any required security code, access code or password that would permit access to an individual's financial account(s). Personal information does not include publicly available information that is lawfully made available to the general public from federal, state or local government records.
5. No MPLD employee (other than the MPLD Executive Director) shall contact any individual about a suspected personal data breach/compromise. Every such security-related incident must be reported immediately (within 6 hours) to the Executive Director.

## Privacy/Identity Theft Protection Policy

*Summary:* The Personal Information Protection Act (815 ILCS 530/1 *et. seq.*) creates some new obligations for local governmental agencies related to protecting patrons/customers and staff collected data from identity theft. The policy will cover our ILS, log-ons to use our public workstations and in-house printing as well as logging on to our public wireless network. Our ILS, Polaris operates within a consortium arena and, as such, our policies such as data shielding/data retention are tied to their policies but we also have local control over some of the data. The policy identifies personally identifiable information collection, collection and retention routines. Additionally, the Identity Protection Act (096-0874), essentially restricts the use of SSNs by: prohibiting a person, state or local government agency from publicly posting or displaying the SSN; printing the SSN on cards required for access to products or services; requiring an individual to transmit his or her SSN over the internet without a secure connection, or encryption of the SSN; or printing a SSN on mailed materials. These Acts allow state or local government agencies to collect, use or disclose a SSN only when required by state or federal law. The hurdles continue—the need and purpose for the SSN must be documented before the request, and the SSN collected must be relevant to this specified need and purpose. In addition to the Act, state and local agencies must bear in mind the Fair and Accurate Credit Transactions Act of 2003 and Red Flag Rules issued by the Federal Trade Commission. These guidelines require that all financial institutions and creditors develop a written Identity Theft Prevention Program. Under this language, a state or local agency may be a creditor if they regularly defer payment for goods or services, or provide goods or services and bill individuals later.

Protecting the privacy and security of our patrons' personal information is very important to the McHenry Public Library District (MPLD). The McHenry Public Library collects data relative to a resident's identity to discern them from any other person and to uniquely identify them for purposes of providing a library card. Furthermore, that card affords a patron in good standing all rights and privileges to check items out, accrue fines and fees, use the public workstations, use the social network card catalog and place items on hold and use interlibrary loan. None of the various discrete parts of data, such as name, address, phone number, e-mail address, passwords are ever sold or given out to outside entities or businesses. Furthermore, none of the data is ever used in-house for distributed/targeted mailings or any solicitation of any sort. Some of this data is mined, mapped and collated in different ways internally to provide historical circulation trend information as well as to predict/validate new

services and collections but is never used illegally or provided to outside sources. The MPLD is part of a 27-library consortium called CCS whose sole purpose is to provide an integrated card catalog system (ILS) and other consortium-based electronic resources. Data concerning items currently or historically checked out, overdues, fines and fees along with personal data, including passwords, user names, etc. is never provided or sold to third parties. The MPLD has a data retention policy within its larger Information Retention and Destruction Policy but also adheres to any and all CCS guidelines and policies (see CCS Personal Information Protection Policy attached) in retaining data related to the ILS.

## Appendices

The American Library Association (ALA) affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their service. The MPLD supports and upholds the Library Bill of Rights. Furthermore, the MPLD subscribes to the philosophies, precepts, laws and tenets described within the documents listed below:

MPLD Strategic (long-range) Plan of Service

MPLD Technology Plan

ALA Endorsed Intellectual Freedom Documents

[ALA Freedom to Read](#)

[ALA Library Bill of Rights](#)

[Freedom to View](#)

[ALA Schools' and Minor's Rights](#)

[Access to Electronic Information, Services and Networks](#)

[Child Internet Protection Act](#)

The MPLD does not participate in the Federal E-Rate program and is therefore not subject to all of the CIPA (Child Internet Protection Act) guidelines which run contrary to ALA's access to minors guidelines. However, the MPLD does filter Internet access and block various sites/limit functionality on Library workstations based on bandwidth demands, strict blocking of child pornography sites and other unlawful sites.

[Illinois State ILL Code \(Draft\)](#)

(The MPLD subscribes to a number of ILL codes, including CCS, CPL and RAILS ILL/Reciprocal borrowing policies)

## Suspension Letters (samples) -



809 Front St.  
McHenry, IL 60050  
(815) 385-0036

### Suspension of Library Privileges

(Date)

Dear \_\_\_\_\_,

You were recently involved in an incident in the McHenry Public Library that disrupted other patrons and disturbed normal activities of patrons and staff. On \_\_\_\_\_, your behavior of \_\_\_\_\_ resulted in you being asked to leave the Library's premises. During that visit, you were asked to correct your behavior at least (3) three separate times but instead, continued to exhibit the behavior and continued distraction. Due to your continued infraction on the date mentioned above, we are suspending your library privileges until \_\_\_\_\_. Please review the Library's attached policy on disruptive behavior. We do not make these suspensions lightly and look forward to serving you in our library in the future. If you have any questions regarding this policy, its enforcement, or your suspension of library privileges, please contact me.

Sincerely,

Lesley E. Jakacki  
Executive Director  
McHenry Public Library



809 Front St.  
McHenry, IL 60050  
(815) 385-0036

### Suspension of Library Privileges - Minor

(Date)

Dear \_\_\_\_\_,

On \_\_\_\_\_ your child, \_\_\_\_\_ was involved in an incident in which s/he disrupted the normal activities in the library, interacting inappropriately with other patrons and staff. On \_\_\_\_\_, the behavior of \_\_\_\_\_ resulted in \_\_\_\_\_ being asked to leave the Library's premises. During that visit, \_\_\_\_\_ was asked to correct that behavior at least (3) three separate times but instead, continued to exhibit the behavior and continued distraction. Due to that continued infraction on the date mentioned above, we are suspending his/her library privileges until \_\_\_\_\_. Please review the Library's attached policy on disruptive behavior. We do not make these suspensions lightly and look forward to serving you in our library in the future. If you have any questions regarding this policy, its enforcement, or suspension of library privileges, please contact me.

Sincerely,

Lesley E. Jakacki  
Executive Director  
McHenry Public Library