

HELEN M. PLUM MEMORIAL PUBLIC LIBRARY DISTRICT

U-1 Use of Library Facilities and Materials

Adopted by the Library Board of Trustees September 16, 2025. Effective October 1, 2025.

The policy for the use of Library materials and facilities will be reviewed every two years by the Library Board of Trustees.

LIBRARY HOURS

- Monday through Friday, 9am to 9pm
- Saturday, 9am to 5pm
- Sunday, 1pm to 5pm

HOLIDAY CLOSURES

The Library Board of Trustees reviews and approves the holiday schedule for the upcoming calendar year no later than the December Board Meeting. Additional closure dates may be included in the approved closure schedule for staff training dates or special events.

The Library is usually closed on the following days:

- January 1, New Year's Day
- Easter
- Sunday before Memorial Day
- Memorial Day
- Independence Day (if a Sunday, also closed on Monday, July 5)
- Sunday before Labor Day
- Labor Day
- Wednesday before Thanksgiving at 5pm
- Thanksgiving
- December 24, Christmas Eve
- December 25, Christmas
- December 31, New Year's Eve

LIBRARY CARDS

Library cards are intended for individual or household use. Cardholders are responsible for any activity on their account even if used by a household member.

Children under 18 must be accompanied by a parent or legal guardian to obtain a library card. The parent or legal guardian is responsible for all items borrowed by the child.

Library District Residents and Business Owners

Library District residents of any age and property owners within the District boundaries are eligible to receive a library card.

Library District residents need to provide valid photo identification and proof of address to receive a library card. A parent or legal guardian can provide photo identification and proof of address on behalf of their child.

Businesses within the District boundaries are eligible to receive a library card. An authorized representative of a business must bring written permission on the firm's letterhead requesting a library card. The library card will be opened in the business's name with the company's top administrator responsible for Library account activity.

Resident and Business library cards are renewed every three years, provided the cardholder continues to reside, own property, or operate a business within the Library District and any outstanding fees are paid. The Library may use automated means to verify a cardholder's address or request proof of current address.

Non-Resident Library Card Eligibility

Individuals that live outside the Library District and meet the residency requirements below may purchase a non-resident library card for an annual fee per Illinois statute. Non-resident library cards have the same privileges as resident cards.

Annual non-resident fees are determined by Illinois administrative code. The annual non-resident fee may be paid in two installments. Failure to pay for the second installment will suspend library card privileges.

Library cards for non-residents are valid for one year.

Non-resident Card Eligibility

To be eligible for a Helen Plum Library non-resident card, your principal residence must be:

In Lombard School District 44 or 87

OR

Closer to the Helen Plum Library than any other Illinois public library

Non-resident Property Owner Fee

Qualifying non-resident property owners may purchase a library card at a fee that is determined by the same method used to determine resident taxpayers' annual fees. The Library's current tax rate will be applied to the Net Taxable Value appearing on a registrant's property tax bill.

Non-resident Renter Fee

Qualifying renters may purchase a library card by paying an annual fee equal to 15% of their monthly rent as indicated on their lease.

Cards for Kids Fee Exemption

Per the Cards for Kids Act, non-resident library cards are available free of charge for pre-kindergarten through 12th grade students who are eligible to receive free or reduced-price meals under the National School Lunch Program and the National School Breakfast Program, as determined by Income Eligibility Guidelines established by the U.S. Department of Agriculture.

A qualifying student accompanied by their parent or legal guardian may obtain a non-resident library card by presenting confirmation from the school or school district that indicates their eligibility. The parent or legal guardian is responsible for all items borrowed by the child. Cards covered by this Act will be registered in the eligible student's name for one year.

Non-Resident U.S. Veterans Library Card Fee Exemption

Non-resident U.S. Veterans may receive a library card free of charge if they have a service-connected disability of at least 70%. Cards covered by this exception will be registered in the eligible veteran's name for one year.

Veterans who own their primary residence may obtain a card by presenting documentation from DuPage County that indicates their residence is exempt from paying property taxes.

Veterans who do not own their principal residence may apply by presenting documentation of at least 70% disability from the U.S. Department of Veterans Affairs when applying for their non-resident card.

MATERIALS CIRCULATION

The library cardholder is responsible for returning materials in good condition. The Library will assess replacement fees for damaged, incomplete, and lost materials.

Checked out materials renew automatically three days before their due dates, up to two times. Exceptions include but are not limited to:

- Items with holds
- Lucky Day items
- Interlibrary loan items – Renewals for interlibrary loan items may be requested in person or by phone.
- Digital items – Lending rules for digital items vary by source.

Cardholders will be notified via text or email if an item is not renewed.

Overdue Materials

After three overdue notifications, cardholders are billed for overdue items. This fee is waived if items are returned.

Overdue Notification Schedule	
<i>1st Overdue Notice</i>	3 days overdue
<i>2nd Overdue Notice</i>	7 days overdue
<i>3rd Overdue Notice</i>	14 days overdue
<i>Items Billed</i>	21 days overdue

Fees for Lost and Damaged Materials

Cardholders are responsible for fees due to lost or damaged materials. The parents or guardians of cardholders under the age of 18 are responsible for fees due to lost or damaged materials. This includes storage cases (ex. DVD cases).

The Library determines fees for lost and damaged items as well as items returned with missing components. If the item does not belong to the Helen Plum Library, the cardholder will be responsible for fees as determined by the original lending library.

Cardholders cannot replace a lost or damaged item in lieu of payment.

If a cardholder pays for a damaged item, the cardholder may keep the item. If a cardholder pays for a lost item and later finds it, the cardholder may keep the item.

Payments made for a lost item are nonrefundable.

Temporary Block on Library Card Privileges

Cardholders owing more than \$25 in lost and/or damaged fees are not allowed to check out materials, access many online resources, place holds, or request interlibrary loan materials. As a courtesy, the Library will hold physical items up to 72 hours for a cardholder owing more than \$25 to allow the cardholder time to return lost items or pay outstanding fees.

Reciprocal Borrowing and Interlibrary Loan

Any person who holds a valid library card in good standing from an Illinois public library may borrow materials onsite from other Illinois public libraries under the same conditions that the lending library provides those materials to its patrons, subject to reasonable restrictions.

We follow General Resource Sharing Standards for reciprocal borrowing and interlibrary loans including:

- Reciprocal borrowing patrons cannot borrow digital materials, place holds, or request Interlibrary Loan items through Helen Plum Library.
- If a reciprocal borrowing patron does not pay for lost or damaged materials, their home library is responsible.

The Library offers interlibrary loan services according to the Illinois ILLINET Interlibrary Loan Code.

SERVICE TO PATRONS WITH DISABILITIES

The Library complies with the requirements of the Americans with Disabilities Act (ADA) and the Illinois Accessibility Code and all applicable regulations with respect to access by people with disabilities. The Library offers the same services to patrons with disabilities as to all other segments of the population.

Home Delivery

Home delivery of Library materials will be provided to residents of the Library District who are confined temporarily to their residence due to accident or illness, or permanently due to physical disability or impairment.

Service Animals

Service animals are allowed into the building to accommodate patrons with disabilities. Library staff may inquire if the service animal is required because of a disability. Library staff may ask what work or tasks the service animal has been trained to perform. Library staff will not ask for any documentation for the animal, require the animal to demonstrate its task, or inquire about the nature of the patron's disability. In accordance with ADA, service animals must be under the control of their handler at all times. Control may be maintained through a leash, harness, tether, or, when such devices are not feasible due to the handler's disability or the animal's tasks, through voice commands, signals, or other effective means.

The Library does not allow other animals into the building at any time unless for a specific program as organized by staff and approved by the Executive Director.