

NETWORK SHARING POLICIES

As adopted April, 2007

amended April, 2009

Rolling Prairie Library System LLSAP Users' Group

Privacy Statement

Library patrons, regardless of age, have the right to privacy of their information at the library. All patron information is protected, and may not be divulged to persons or agencies other than the patrons themselves.

The goals of patron registration standards are:

- . one public library record for each patron*
- . clean, complete, and current patron records*
- . keeping service as seamless as possible for patrons using more than one library, or moving between jurisdictions*

- ***For complete directions on using the automated circulation system, please refer to the vendor-provided circulation module documentation.***
- ***For training needs, contact Rolling Prairie Library System.***
- ***For assistance in interpreting practical application of the following policies, contact the Users' Group through any Governing Board or Policies Committee member, or RPLS. Try:***

1. Jennifer Nelson, Users' Group President

☎ jnelson@iasb.com

☎ 528-9688 ext. 1105

2. Joan Rhoades, Network Policies Chair

☎ joanr@rpls.lib.il.us

☎ 935-5174

☎ 935-4425 fax

3. Jo McLain, LLSAP Manager

☎ jmclain@rpls.lib.il.us

☎ 429-4522

☎ 429-2588 fax

1 The Patron Database

1.1 Public Library resident cards

- 1.1.1 Public libraries may issue resident cards only to residents or taxpayers of the library's physical district, village, city, or township.
- 1.1.2 Every effort should be made to clearly establish a patron's residency within the library's jurisdiction. Requiring identification, marking mail to the patron "do not forward" or "address service requested", and maintaining current maps or street files of the library's jurisdiction are all encouraged.
- 1.1.3 All cards must state an expiration date of 3 years or less from the date of issuance.

1.2 Public Library borrower nonresident cards

- 1.2.1 Public Libraries must follow current Illinois State statutes, Illinois State Library, and RPLS requirements for the issuance of nonresident borrower cards.
- 1.2.2 Nonresident borrower cards may be paid and issued for a full year.

1.3 School Library patron cards

- 1.3.1 If school patrons are given a school library card to carry, it must be clearly marked as a school card, and must bear an expiration date or other validation marking. Students should be cautioned that the card is good only at the issuing school.
- 1.3.2 Schools may use a student's graduation date as the latest expiration date for the patron record.
- 1.3.3 School library cards are valid only at the school where issued, except where a local intergovernmental agreement exists.

1.4 Academic Library patron cards

- 1.4.1 If academic library patrons are given an academic library card to carry, it must be clearly marked as an academic card, and must bear an expiration date or other validation marking. Students should be cautioned that the card is good only at the issuing school, except where a local intergovernmental agreement exists.
- 1.4.2 Academic library patron cards may use graduation dates for expiration of the patron record, or as the individual institution's policies dictate.

1.5 Special Library patron cards

- 1.5.1 Special library patrons should not be given a special library card to carry.
- 1.5.2 Special libraries may determine their patrons' expiration date; however, a 3-year period is strongly suggested.
- 1.5.3 Special library cards are valid only at the library where issued.
- 1.5.4 Special libraries should insert their institution's name in the notes field.

1.6 Institutional Cards

- 1.6.1 An institutional or organization card may be instituted for community groups.
- 1.6.2 Libraries may determine their organizational expiration date, however, a one year period is recommended.
- 1.6.3 Place the organization's name in the name field and insert the valid user's name in the notes field.
- 1.6.4 Organizational cards may be created or accepted at the discretion of each library.
- 1.6.5 PINs may be required.

1.7 Non-Borrowing Cards

- 1.7.1 Non-Borrowing cards may be issued for non-borrowing use that does not involve circulation privileges.
- 1.7.2 The expiration is limited to one year.
- 1.7.3 Non-borrower cards may be accepted at the discretion of each library.
- 1.7.4 Specific use should be explained in the notes field with the issuing library's code.
- 1.7.5 Borrowers may be allowed to have a duplicate record in the database for the purpose of providing them with a non-borrower card.
- 1.7.6 PINs are required on non-borrower cards.

1.8 Patron records in the shared database

- 1.8.1 Minimum required fields for all libraries
 - 1.8.1a Barcode
 - 1.8.1b First name
 - 1.8.1c Middle name or initial when available
 - 1.8.1d Last name
 - 1.8.1e Street (in Address2 field, if a PO Box is the mailing address. Mailing address should be in Address1 field.)
 - 1.8.1f City & State selected from code list – if no code is available contact RPLS to have code inserted or enter city & state in address four for one time use.

- 1.8.1g Zip
- 1.8.1h Btype
- 1.8.1i Expiration date
- 1.8.1j Telephone

and for public libraries:

- 1.8.1k Birthdate (mm/dd/yyyy)
(Both children's and adults' records MUST include a complete birthdate.)
- 1.8.1l Driver's license or State of Illinois ID card (of parent, or may be excepted for children) or other library approved identification
The preferred method of entry of unique patron identifiers remains the complete Driver's License number, state-issued ID number or Social Security number. Recognizing the need to protect confidential patron information, the following is an option: Enter the 2-letter state code and the last 4 digits of the driver's license or ID number. Additional approved forms of ID that may be accepted in the absence of a DL or state ID are passport #, or "SSN" and the last 4 digits of the Social Security number. DO NOT leave blank.

and for school and special libraries:

- 1.8.1m The institution address and phone may be substituted for the patron's address, city, zip, and phone

and for special libraries:

- 1.8.1n The institution name in the notes field

1.8.2 Limited Use Fields

- 1.8.2a PINs must be obtained from a borrower's home library

1.9 Forms of ID acceptable for patron registration

- 1.9.1 Driver's license or state of Illinois ID card
- 1.9.2 Voter's registration card
- 1.9.3 Tax bill
- 1.9.4 Passport
- 1.9.5 Utility bill
- 1.9.6 Current student ID
- 1.9.7 Birth certificate
- 1.9.8 Printed checks
- 1.9.9 Personal knowledge
- 1.9.10 Printed class schedule

1.9.11 Social Security card

1.10 Expiration and renewal

1.10.1 Patron records must be clean (no fines or delinquencies), and address and phone number re-verified before a card is renewed.

1.10.2 Library card renewals must be done at the home library.

1.10.3 Library cards must reflect the new expiration date.

1.10.4 Overriding an expired card:

An expired card may be overridden, ONCE only, by a reciprocal lending library if the borrower's card has expired within the past 60 days. A comment block shall be entered that includes the name of the library overriding and the date of the override. The patron shall be told to contact his/her home library to renew the card. Only the patron's home library may override a delinquency.

1.11 Patron record maintenance

1.11.1 Sanctity of patron records

1.11.1a A patron's home library has control of the patron's database record.

1.11.1b Other libraries may not change patron records, except the notes field.

This does not apply to instances where a patron has changed jurisdictions, and the new home library converts the patron's old record to its own.

1.11.1c Libraries should communicate promptly about patron record issues.

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1.11.2 Expired patron records

1.11.2a An annual purge of all patrons whose cards have been expired for three (3) years and who have no blocks will be run by RPLS on or about July 1 of each year. RPLS will send out a reminder prior to running this purge. Libraries may request a list of expired patrons with and/or without blocks prior to or after the purge

1.11.2b School and academic libraries should request that RPLS run a patron purge annually to purge graduated students' records.

1.11.3 Patron records put into the database must be maintained or deleted after six months if not expanded following a Borrower Academic Load.

1.12 Patrons moving between public library jurisdictions

1.12.1 Patron records must be clean (no fines or delinquencies) before a new card is issued and the patron record is updated.

1.12.2 Patron records should be converted to reflect the new home library, so that the patron's history follows the patron from jurisdiction to jurisdiction.

2 Resource Sharing and Resource Pooling

2.1 Bestsellers and other high-demand items

Recognizing that collection development is a local decision, libraries are encouraged to purchase in accordance with community interests.

2.1.1 Resource Pooling

2.1.1a RPLS will make available on the web a weekly list of currently designated "high-demand" items, based on the number of requests per title record on the system.

2.1.1b All bestsellers will circulate for two (2) weeks with no renewals.

2.1.1c All libraries will add a copy to the pool for every seven (7) requests per title and format (i.e. seven (7) requests for an audio and seven (7) requests for a print version = one (1) audio and one (1) print copy of the same title).

2.1.1d Libraries unable to meet the purchasing requirements outlined in 2.1.1c should limit the number of holds placed to seven (7) per title at any given time.

2.1.1e The number of copies required to be purchased by any one library to fulfill requests on materials on the high-demand list will be capped at 20.

2.1.1f Libraries may not place item specific requests on bestsellers owned by another library.

2.1.2 Other High Demand items

2.1.2a Holiday books,high demand subject areas of nonfiction, etc. may be checked out to display, new book shelf, or children's programs for a period of four weeks.

2.1.2b Rebecca Caudill books and audio books checked out to a dummy patron record should not be checked out to the dummy patron record for more than six months.

2.1.2c Libraries may not place item specific requests on high demand items owned by another library.

2.2 Building request lists

2.7.2 Bulk loans between libraries with different subject strengths or demand schedules are encouraged.

2.7.3 Patron requests should be placed in the system as soon as they are received.

- 2.7.4 The hold list may not be shuffled. The only allowable exceptions are if the item is in need of repair or in an emergency situation.

2.3 Placing Requests and "On-Order Records"

- 2.3.1 An on-order record must be used for items not yet received and requests should be placed onto that on-order record when received from patrons.
- 2.3.2 Bulk patron requests generated by libraries utilizing a "pre-order" or "automatic request" program which places patrons on request lists for pre-determined authors or titles may be added to the order or title record at a rate of no more than twenty (20) per day.
- 2.3.3 **FOR THE ON ORDER RECORD YOU MUST OVERLAY A CORRECT AND COMPLETED RECORD, RATHER THAN A NEW RECORD BEING ENTERED INTO THE DATABASE AS ITEMS ARE RECEIVED.**

2.4 Filling Requests

- 2.4.1 Libraries may fill their local patron's requests for high-demand items and bestsellers first.
- 2.4.2 Use of "new book shelf" cards to satisfy browsing needs is encouraged.
- 2.4.2a Items should not be on the high demand list.
- 2.4.2b Checkout period should be limited to 28 days.
- 2.4.2c Items that show up as "in transit" after being cataloged and processed may be checked out to the "new book shelf".
- 2.4.3 Patrons must be notified of requests being held in a timely manner, either by telephone, mail or email.
- 2.4.4 Special attention must be given to filling and clearing pull lists each day.
- 2.4.5 Unclaimed items must be pulled from the hold shelf in seven (7) days or less.
- 2.4.6 There may be **NO RENEWALS** on items with outstanding requests. This **MAY NOT BE OVERRIDDEN.**
- 2.4.7 **ONE** renewal is possible **ONLY** if no requests are outstanding. Libraries should not allow any patron more than four weeks total use of another library's material without the express permission of the owning library.
- 2.5 Libraries may only borrow what they are willing to loan. A library may borrow a format not owned, but may not request a format owned but not shared.

2.6 Materials owned by other libraries within the LLSAP must not be checked out at self-check machines.

2.7 ALL LIBRARIES MUST ADOPT POLICIES AND FOLLOW PRACTICES WHICH ADHERE TO ANY AND ALL CURRENT AND PREVAILING STATE INTERLIBRARY LOAN AND RESOURCE SHARING STATUTES, ILLINET POLICIES AND RPLS POLICIES AND PROCEDURES.

2.8 Deleting Requests

2.8.1 Normal procedure is that a request may **ONLY** be deleted by the patron's home library.

2.8.2 A patron's request may be deleted by a library other than the home library **ONLY** if the last remaining copy of an item is being deleted.

2.8.3 Libraries deleting the request should notify the patron through the use of "Add a Message" on the Block page or with a phone call to the patron's home library.

3 Reciprocal Borrowing

3.1 Services available to reciprocal borrowers

3.1.1 All services available to resident borrowers should be available to reciprocal borrowers, with the possible exceptions of (a) Internet use, (b) equipment loans, and (c) out-of-state interlibrary loans.

3.1.2 Home libraries must comply with RPLS and the Users' Group patron registration standards in order that their patrons may be accepted as reciprocal borrowers. This includes both a complete and current computer record, as well as a properly marked library card.

3.2 Local loan periods

3.2.1 Uniform loan periods are encouraged, though are only mandatory for high-demand items in the resource pool.

4 Routing and Delivery

4.1 Transit Sleeves/Receipts

- 4.1.1 All member libraries will use the approved transit sleeves or printer receipt with the receiving library's name highlighted. Local modifications are not acceptable.
- 4.1.2 Transit sleeves must be placed over the front cover of books, never the back cover.
- 4.1.3 Transit sleeves may either wrap a book cover or be taped to it. However, only **REMOVABLE** tape on a printer receipt should be used on another library's book.
- 4.1.4 Transit sleeves must be properly filled out.
- 4.1.5 Videotapes, CDs, DVDs and audiotapes should be circulated in protective boxes or other clear plastic pouches, with library identification, that can be sent home with the patron.
- 4.1.6 Videotapes, CDs, DVDs and audiotapes sent through delivery should be secured with a rubber band.
- 4.1.7 Before sending an item back through delivery, always cross off your library's name in the "Transit To" box using a large "X" or replace with a printer receipt with the receiving library's name highlighted.

4.2 Transit On To labels

- 4.2.1 "Transit On To" labels should be used to overlay the "Transit To" box when an item is being sent to another library, not its home. Or replace with a printer receipt with receiving library's name highlighted.
- 4.2.2 "Transit On To" labels or printer receipts should be used to return materials to their home library when they have been returned to your library, though were not checked out there. If a "Transit To" slip is used, secure the label to the top of a stack of materials with a piece of tape on a single rubber band.

4.3 Sorting delivery materials

- 4.3.1 The 1/2-sheet "Route To _____ Library" sorting label
 - 4.3.1a This master must be copied onto colored paper, not white. Orange is suggested.
 - 4.3.1b This label is used to label items sorted for delivery to a library after yours on the delivery route. It should be secured to a bag, or to the top of a stack of books with a rubber band.

- 4.3.2** Materials to be delivered to libraries after yours on the route should always be on top, or in a clearly marked separate bag.
- 4.3.3** Libraries are responsible for maintaining a copy of the current delivery schedule. If unsure, the current schedule may be printed from the RPLS web page

5 Fines, Blocks and Overdues

5.1 Fines

- 5.1.1** Academic Library, Special Library, and School Library patrons' fines should be collected only by their home library. Those libraries should not collect fines assessed on public library cards.
- 5.1.2** Public libraries may collect fines and fees on one another's behalf subject to these conditions:
- 5.1.2a** Fines of \$5.00 or **less** may be collected on behalf of another library, and kept by the collecting library.
- 5.1.2b** Fines of **more** than \$5.00 may be collected on behalf of another library, but **MUST** be forwarded to the library that assessed the fine(s) along with a complete record of what the payment covers.
- 5.1.2c** Charges for lost materials and any associated processing fees may be paid at the home library or at the lending library. The money collected **MUST** be returned to the library that owns the lost material(s), accompanied by a complete record of what the payment covers.
- 5.1.2d** Individual libraries may negotiate agreements which allow them to vary only between themselves from 5.1.2 a, b, and c above.
- 5.1.2e** Fees may be collected on behalf of another library, but **MUST** be forwarded to the library that assessed the fee(s) with a complete record of what the payment covers.
- 5.1.3** Patron records for overdue, lost, claimed returned materials and fees can only be changed by the patron's home library.
- 5.1.3a** When a patron's home library (on behalf of their patron to fulfill LLSAP policy requirements) pays another library for materials that are overdue, or claimed returned the materials must continue to be attached to the patron's record until the patron reimburses their home library. The items cannot be checked in or listed as payment made by another library. The status of these items can only be changed by the patron's home library. Items owned by another library can only be set to "claimed return" by the patron's home library when the patron's home library pays the library that owns the item for the item.
- 5.1.3b** When a patron pays a library other than his/her home library directly for overdue, lost or claimed returned materials the library may clear these

items from the patron's account by checking them in or indicating that payment has been made.

5.2 Blocks

- 5.2.1 Blocks and settings are local decisions to be made by individual libraries.
- 5.2.2 Blocks assigned to patrons by other libraries must be respected by lending libraries and not overridden.
- 5.2.3 Manually set blocks may never be overridden without permission of the home library.
- 5.2.4 New library cards may not be issued to any patron with fines or overdue materials.

5.3 Notices

- 5.3.1 It is the responsibility of the patron's home library to send notices to their patrons.
- 5.3.2 Overdue notices should not be sent to the patron's home library except in the case of school libraries who choose to enter the library's address into the patron record.
- 5.3.3 The patron's home library should be notified in writing by the library that owns the material when an overdue reaches the invoice stage. The home library is expected to make every effort to retrieve the material within 90 days of notification.
- 5.3.4 All libraries will pay the library that owns the material the wholesale cost for a lost or damaged item that has not been replaced by the patron within 90 days.
- 5.3.5 The time limit for billing another LLSAP library for lost or damaged items is one (1) year from the date of the loss or damage

5.4 Debt Collection

- 5.4.1 Accounts sent to a collection agency are clearly discernible by the debt collection block.
- 5.4.2 Preferably, patrons should be directed to return to the library listed in the collection block to resolve the account.
- 5.4.3 Other libraries can accept personal checks made out to the library listed in the collection block for the full amount owed on the account, but no other type of payment should be accepted on behalf of the library placing the debt collection block.
- 5.4.4 The personal check should be sent to the library listed in the collection block on the next mailing day.

6 Problem Resolution

6.1 Problem Resolution

The policies and procedures of the Users' Group are intended to create and maintain a smoothly functioning system which operates consistently in fairness to all members. Participating members will make every effort to communicate and resolve problems between themselves whenever possible. Continued non-compliance with adopted policies and procedures will result in the following remedies:

- 6.1.1** The library will be notified by the appropriate Users' Group Committee of recurring non-compliance issues reported to the committee by participating members. Staff training and assistance will be offered to insure that all cataloging standards, procedures and policies are understood and followed. Appropriate RPLS staff and / or a mentoring Librarian will be called upon to assist in training to resolve problems.
- 6.1.2** If after training, assistance and a 30-day period in which to comply with Users' Group policies and procedures, a library is still not in compliance, then a letter of notification will be sent by the Governing Board of the Users' Group to the Library Director stating the problem and the recommended resolution.
- 6.1.3** If after training, assistance and written notification of non-compliance by the Governing Board to the Director, the problem is still not resolved, within 2 weeks a letter will be sent to the appropriate Board, Superintendent, Agency, or Corporation administrator notifying them of the non-compliance issue and requesting a resolution to the problem.
- 6.1.4** If a resolution cannot be reached, the Governing Board or the noncompliant member may request mediation. The Governing Board will be called to meet with the library personnel involved to hear the problem and to make recommendations to resolve the issues.
- 6.1.5** If a library does not comply with the mediation committee's recommendations within the time specified by the Governing Board, then a recommendation will go to the Rolling Prairie Board to terminate the library's LLSAP Participation Contract on the grounds that policies of the Users' Group have been intentionally violated.
- 6.1.6** Following such a vote, the governing boards of all parties involved will be notified of the recommendation made to the Rolling Prairie Library System Board.

Library of non-compliance _____

List of cataloging, policy or procedural concerns:

Submitted by

Library _____

Contact Person _____

Phone _____

Date _____

Attach and submit as many examples as you can of the concerns mentioned above. Send to the appropriate Committee Chair (attach list w/ email).