



### Policy Statement

The East Moline Public Library is a place for everyone to learn, connect, create, grow, and enjoy. The library offers access to services through library card usage that allows community members to embrace their passions and inspire curiosity, while also empowering progress and providing equitable access to resources. The library reserves the right to limit or amend library card usage in extenuating circumstances, under the discretion of the Library Director and/or Circulation Supervisor.

### Borrower's Responsibility

- When signing up for a library card, borrowers agree to comply with all library policies.
- Cardholders assume full responsibility for materials loaned under this policy and hold the East Moline Public Library harmless of any materials.
- Legal guardians are responsible for any damages and fees on materials checked out on the juvenile's card.
- Cardholders must notify the library of an address change or if their card is lost or stolen.
- Cardholders must be 16 years of age to obtain a Full-access library card and 14 years of age to obtain a Digital-access library card. A legal guardian must be present at the time of registration to sign the library card application for cardholders who do not meet the minimum age requirements.

### Full-access Library Card | East Moline and Hampton Residents

Residents and property owners of incorporated East Moline or within the boundaries of the Hampton Public Library District are taxed for library services on their real-estate tax bills. The Hampton Public Library District contracts with the East Moline Public Library to provide library services to their residents and property owners.

The library uses the Illinois Public Services Area Library Map created by the State of Illinois to determine addresses and boundaries for incorporated East Moline and Hampton residents and businesses.

A Full-access library card can be obtained upon display of a valid government-issued photo identification card and proof of current address. Full-access library cards expire after three years and must be renewed with presentation of identification. Valid forms of ID include, but are not limited to:

- Driver's License
- State Identification Card
- Passport
- Military Card
- Permanent Resident Card

## Full-access Library Card | Non-residents

Residents of unincorporated East Moline or surrounding areas are not taxed for library service but may choose to purchase a Full-access library card. State laws use the high school district (District 30) to determine the public library from which to obtain a library card. Purchase cardholders are entitled to the same services as taxed cardholders.

- The cost of a library Full-access card for non-residents is currently \$90.00 per person per year.
- Purchased cards expire after one year and must be purchased annually to continue service.
- Nonresident charge is waived for persons under the age of 18 as allowed under the May 13, 2022 amendment to Public Act 102-0843.
- A veteran who is exempt from paying property taxes on their primary residence due to the Homestead exemption for veterans with disabilities is entitled to a non-resident library card without a fee. Furthermore, an unmarried surviving spouse of a veteran who previously qualified for the exemption, as well as an unmarried surviving spouse of a service member killed in action are also entitled to a non-resident card without payment of a fee. The qualifying veteran or surviving spouse must present documentation from the county where they reside that indicates their residence is exempt from paying property taxes.

## Full-access Library Card | East Moline and Hampton Business or Commercial Property Owners

Business or commercial property owners of incorporated East Moline and Hampton Public Library District are taxed for library service on their real estate tax bills and are therefore eligible for a Full-access library card. Additionally, business or commercial renters are eligible for a Full-access library card under the assumption that a portion of any rental payment is utilized by the landlord for the payment of property taxes.

- A Full-access library card can be obtained by a business upon proof of business ownership or commercial rental (i.e. the most current tax bill, a rental or lease agreement, professional license, etc.).
- Only one card will be issued per business.
- The business is responsible for any fees associated with, or damage done to Library materials checked out with its card.
- Business cards expire after three years and must be renewed with a valid form of identification for the business or commercial property owner.

## Full-access Library Card | City of East Moline Employees

Employees of the City of East Moline are eligible for a Full-access library card regardless of the city they reside in.

- A Full-access library card can be obtained upon proof of employment (recent pay stub, work ID, or list from the City) and valid form of ID.
- City employee Full-access cards expire after one year and may be renewed with proof of continued employment and valid form of ID.
- Family members of employees are not eligible for a City Employee Full-access card.

## Digital-access Library Card

The East Moline Public Library offers Digital-access library cards. Digital-access cards allow cardholders access to eContent, including eBooks, eAudio books, databases, educational materials, and entertainment.

The Digital-access library cards:

- are free for residents and non-residents.
- are not charged fines or fees.
- can be obtained without coming to the library.
- are available to cardholders 14 years old and older.
- can be issued to cardholders who have library fees on their account.

## Interstate Borrower Library Card | Davenport Public Library Cardholders

The library extends reciprocal services to persons who have a valid library card with the Davenport Public Library. A current Davenport library card in good standing and a valid identification with the person's current address must be presented to obtain reciprocal borrowing privileges. The library reserves the right to limit services. Interstate Borrower registration expires after one year and must be renewed with presentation of a current library card in good standing and valid identification with the person's current address.

## Reciprocal Borrowing Privileges

The library extends reciprocal services to people with a valid current library card from another town, city, or village in Illinois. A current library card in good standing must be presented to obtain reciprocal borrowing privileges. Reciprocal borrowing privileges extend to students of United Township High School (UTHS) upon proof of Student ID card, physical or virtual.

## Inactive Accounts

The East Moline Public Library annually purges inactive cardholder accounts that are expired and inactive for three years who owe \$10.00 or less on their account.

Inactive cardholder accounts owing more than \$10.00 will not be purged.

## Loan Periods, Limits, and Rental Fees

All loan periods and fees apply equally to Full-access cardholders, Interstate Borrowers, and to Reciprocal Borrowers.

7-day loan	New DVD Rentals New TV Show Rentals Videogame Rentals Mobile Hotspot Rentals Community Passes
21-day Loan	Books Board Games Magazines DVDs TV Shows Audiobooks on CD Playaways

DVD Rentals	10 total per library card
Hotspots	1 per library card; Not renewable
Community Passes	1 per household; Not renewable
Videogames	Not renewable; \$1.00 per item
New DVDs (adult fiction only)	Not renewable; \$1.00 per item
TV Shows (all)	\$1.00 per item

Electronic Materials may be checked out for 7, 14, or 21 days depending on the item and the digital usage rights.

## Renewals

- Items may be renewed up to three times if not on reserve or under special loan limits.
- Overdue items may be renewed, provided they are not on reserve, under special loan limits, or are not in billed status.
- Items may be renewed at the library, on the website, or over the phone, as long as the cardholder can verify their identity through either confirmation of birthdate and address or library card barcode number.

## Reserves/Holds

- Full-access library cardholders may place holds in person at any service desk, by telephone, or by accessing the online library catalog with a valid library card.
- Reserves/holds may be placed on most items.
- Items will be held for seven days from the time the item becomes available. Cardholders will receive phone or email notification when their hold is available.
- Reciprocal Borrowers may request any item on-shelf be held for up to seven days.
- Interstate Borrowers cannot request items be held on reserve.
- Digital Card cardholders cannot request physical materials be put on reserve.

## Material Fines and Fees

East Moline Public Library does not charge fines for overdue materials. However, cardholders are responsible to return items on time and to pay for lost and/or damaged materials. The following guidelines will be applied to overdue materials.

- Any item that is overdue by more than 14 days will result in the cardholder's account being blocked until the item is returned. In rare cases, an item may be blocked in less time.
- Any items that are overdue by 21 or more days will be considered lost, and the cardholder will be billed for the items.
- Cardholders who owe more than \$10.00 due to lost or overdue items will have their cards blocked from use until such fees have been received, or until the materials are returned. Cardholders may apply for a Digital-access card to continue access to eContent.
- Cardholders who owe less than \$50.00 in fees for replacement costs may request to be put on a payment plan to reduce their fees while also retaining the privilege to checkout materials.
- Cardholders owing \$50.00 in fees for more than 90 days will be sent to Unique Management Services for account material and fee recovery. Accounts sent to Unique will be charged an additional \$10.00 fee to cover the cost of services.
- Cardholders that pay for lost items will have 90 days from the date of payment to recover lost items and receive a refund. The original receipt for paid items must be presented to receive a refund.
- Cardholders have 7 days to collect damaged materials they have paid for.

## Processing Fees for Lost or Damaged Materials

Cardholders may be charged for lost items and pieces. Damage of library materials is determined by and at the discretion of the Circulation Supervisor. Fees below.

Item	Fee
Single Audiobook CD	\$10.00
Playaway/Audiobook/Game/Video Case	\$10.00
CD Case	\$3.00
Playaway Battery Cover	\$3.00
Lost/Damaged Barcode	\$1.00
Launchpad and Hotspot Cord	\$7.00
Launchpad and Hotspot AC Power Adapter	\$10.00
Launchpad Case	\$13.00
Hotspot Case	\$10.00
Hotspot Return to a Different Library	\$5.00
Debit or Credit Card Transaction Fee	\$.49 + 3.5% of charge

## Assessing Item Replacement Cost

The Library reserves the right to assess replacement costs based on where the item was purchased at the discretion of the Collection Management Staff. The library uses a various assortment of suppliers for library materials that go into circulation and the cost is determined by the price the library paid for the item in addition to rounding up to the nearest whole dollar.

## Guidelines for Determining Damage

The East Moline Public Library understands that books and media experience normal wear and tear as they are used. The Library balances normal wear and tear against damages that might make the public reluctant or unable to use the material. Usability is one consideration; appearance is another. These guidelines cover any material that the Library checks out to the public. Fees for damaged materials will be charged upon return when the condition of an item makes it unsuitable to be returned to the collection.

Normal wear and tear or minor damage includes:

- Book falling from spine, loose spine or loose pages
- Frayed edges
- Tears on spine channel
- Magazine back cover or insert missing
- Torn plastic covers

- Paper dust jacket torn/marked
- Plastic jackets torn/marked
- Occasional torn page

Examples of major damage that requires withdrawal of materials:

- Animal teeth or claw marks
- Liquid damage
- Pages stuck together
- Extensive marking/comments
- Pages marked/burned/missing
- Swollen/mildewed/odiferous

Examples of items that would be withdrawn if parts cannot be replaced.

- Books that are missing accompanying component when those items cannot be replaced. In this case, a new item must be purchased, even though the remaining parts are not damaged.
- Certain audiovisual items that are missing accompanying instruction of informational booklets when those items cannot be replaced and the booklets are needed to maintain the value of the item.

### Interlibrary Loans (ILL)

The library provides free interlibrary loan service to Full-access cardholders when materials cannot be obtained from the library collection or local consortium using the following guidelines:

- The library will only request materials that are available for free through other libraries.
- Materials may take 1-3 weeks to arrive.
- ILL materials must be returned to East Moline Public Library.
- Materials will only be requested from 48 contiguous states.
- The ILL department will notify card holder when hold is ready.
- Holds will be held for the entire length of the loan.
- Unclaimed holds will incur a \$3.00 charge to cardholder's account.
- The library cannot guarantee fulfillment of every request.
- Loan periods and renewals are set by the loaning library.
- Requests for renewals must be made at least 3 days before the due date.
- Fees for lost or damaged items will be charged to the cardholder's account.

## Mobile Wifi Hotspots

- Checkout for 7 days and are not renewable.
- There is a 2-day waiting period between checkouts.
- May only be checked out by Full-access EMPL cardholders 18 or older.
- Overdue hotspots will be turned off after 2 days.
- Hotspots turned in 4 or more days late will result in loss of hotspot borrowing privileges for 30 days.

## Laptops

- May only be used inside the library.
- Checkout for 8 hours.
- Available for use to anyone with a valid Illinois public library card or Interstate Borrower card.
- May not be checked out with a Digital-access card.

## Community Passes

Niabi Zoo, Putnam Museum, Quad City Botanical Center, and Figge Art Museum passes are available for checkout with Full-access library card.

- Checkout for 7 days and are not renewable or holdable.
- There is a 2-day waiting period between same pass checkouts.
- There is a limit of one pass per household.
- May only be checked out by Full-access EMPL cardholders 18 or older.
- Community passes turned in 4 or more days late will result in loss of community pass borrowing privileges for 30 days. The Library Director may extend this time period for cases of excessive lateness.

## Nintendo Switch

The East Moline Library has a Nintendo Switch available for use in the Library's Teen Vault by cardholders in grades 6-12.

- Cardholders may checkout one joy-con per person with Full-access card or UTHS Student ID.
- All equipment must stay in the Teen Vault until returned. Personal games or equipment may not be used with the Nintendo Switch.
- Cardholders may reserve the Switch for one hour per day—cardholders may stay on longer if no other cardholders are waiting to use the Switch.
- Cardholders accept full responsibility for returning the Switch joy-con in proper condition.
- Replacement cost of the Library's joy con is \$50.