



General Policy Manual



Green Hills Public Library District
10331 S. Interlochen Drive
Palos Hills, IL 60465

Table of Contents

Table of Contents.....1

Section I: Library Administration3

 Board Bylaws..... 3

 Code of Ethics 8

 Disposal of Surplus Property..... 9

 Donations..... 9

 Electronic Communication for Trustees 10

 Freedom of Information Act 11

 Freedom to Read 11

 Freedom to View..... 14

 Fund Balances 15

 Gift Ban 17

 Identity Protection Act..... 19

 Investments..... 22

 Library Bill of Rights 27

 Library Hours and Closings..... 27

 Materials Selection and Collection Development 28

 Patron Confidentiality..... 30

 Purchasing..... 31

Section II: Library Cardholders and Borrowing Information33

 Lending of Materials 33

 Library Cards 36

Section III: Library Services and Use of Facilities.....38

 3D Printing 38

 Alcohol Policy..... 39

 Americans with Disabilities Act..... 40

 Computer and Internet Use 41

 Displays and Exhibits..... 42

 Food and Drink Consumption 43

General Policy Manual

Meeting Room Reservations.....	44
Notary Service.....	45
Opioid Antagonists and Overdose Response.....	46
Patron Conduct	47
Program Participant’s Consent	48
Programming	48
Reference and Readers Advisory Service.....	49
Security Cameras	51
Social Media.....	52
Solicitation and Community Information	54
Study Rooms	55
Volunteers.....	56
Section IV: Appendices.....	57
Appendix A: Circulation Structure and Fees	57
Appendix B: Forms	58

Manual Updated March 2026

Section I: Library Administration

Board Bylaws

ARTICLE 1: NAME

Section 1.01 The name of the Library shall be the Green Hills Public Library District, Cook County, Illinois.

Section 1.02 The name of the Library organization shall be the Board of Trustees of the Green Hills Public Library District, hereafter referred to as the “Board.”

Section 1.03 The address of the Library shall be 10331 S. Interlochen Drive, Palos Hills, IL 60465.

Section 1.04 The Library is organized and operated pursuant to the provisions of the Illinois Public Library District Act of 1991, 75 ILCS 16/1-1, *et seq.*, as amended.

ARTICLE II: TRUSTEES

Section 2.01 The Board consists of seven popularly elected district residents who meet the qualifications established in 75 ILCS 16/30-20.

Section 2.02 Trustees have staggered four-year terms.

Section 2.03 Vacancies

(a) All vacancies shall be filled by appointment by the remaining Trustees in accordance with 75 ILCS 16/30-25, as amended.

(b) The Board shall work to identify the best qualified candidate for appointment by soliciting applications from, and conducting individual interviews with interested persons.

(c) The names of individuals who apply for appointment but not selected may be kept on file for consideration during subsequent vacancies.

Section 2.04 Trustees shall serve without compensation but shall be reimbursed from Library’s funds for their actual and necessary expenses incurred in the performance of their duties and according to any applicable Library policies.

Section 2.05 Orientation

New Trustees shall be oriented by the President and Director and be provided with the following:

(a) A tour of the Library, including staff introductions

(b) Trustee Contact Information

(c) Trustee Bylaws

(d) Reference publications describing the duties of a Trustee vs. duties of an administrator

(e) General Policies

- (f) Employee Handbook
- (g) Current Budget and Appropriations Ordinance
- (h) Current Pay Grade Assignments
- (i) Current Illinois Public Library Annual Report

Section 2.06 No Trustee or employee of the Library shall engage in any business or transaction or have a financial or personal interest, whether directly/or indirectly, that is incompatible with the proper discharge of his/her official duties in the public interest, or that may tend to impair his/her independence of judgement or action in the performance of such official duties.

Section 2.07 Trustees do their work collectively on the Board, and are expected at all times to act in the best interests of the Library.

ARTICLE III: OFFICERS

Section 3.01 The officers of the Board of Trustees shall be President, Vice-President, Secretary, and Treasurer.

Section 3.02 Officers shall serve a term of two years. The election of officers shall be held at the time of the regular meeting in either May or June of each election year. Officers may be subject to forfeiture of office if they miss more than three consecutive regularly scheduled Board meetings.

Section 3.03 The President shall:

- (a) Be bonded in an amount as may be required
- (b) Co-sign checks
- (c) Authorize calls for any special meetings
- (d) Sign all papers and documents authorized by the Board
- (e) Appoint and serve as an ex officio member of any committee as required to carry out their duties
- (f) Serve as the spokesperson for the Board in all public announcements

Section 3.04 The Vice-President shall:

- (a) In the absence of the President, perform the duties of the President to include but not be limited to:
 - (1) Preside at the Board meeting
 - (2) Act in place of the President and perform the duties associated with that office
 - (3) Co-sign checks
 - (4) Be bonded in an amount as may be required

Section 3.05 The Secretary shall:

- (a) Keep a true and accurate record of all Board meetings
- (b) Co-sign checks

- (c) Issue notices of all regular and special meetings
- (d) Administer oaths and affirmations of office
- (e) Perform such other duties as generally associated with that office
- (f) In the absence or inability of the Secretary, their duties shall be performed by such members of the Board as the Board may designate
- (g) Be bonded in an amount as may be required

Section 3.04 The Treasurer shall:

- (a) Be the disbursing officer of the Board
- (b) Co-sign checks
- (c) Perform such duties as are generally associated with that office
- (d) In the absence or inability of the Treasurer, their duties shall be performed by such other members of the Board as the Board may designate
- (e) Be bonded in an amount as may be required

ARTICLE IV: LIBRARY DIRECTOR

The Library Director is responsible for the administration of the Green Hills Public Library District, in accordance with the laws of the State of Illinois and within the guidelines established by the Board.

Section 4.01 The principal accountabilities of the Library Director are:

- (a) To staff the Library with competent personnel
- (b) Operate the Library to attain the greatest value in user satisfaction from funds available
- (c) To advise the Board on all matters within its area of responsibility
- (d) Attend all Board meetings, including executive sessions unless specifically excluded, act as advisor to the Board on professional Library matters
- (e) Authorize capital expenditures in accordance with Library policy

ARTICLE V: COMMITTEES

Section 5.01

- (a) The President shall appoint committees of one or more members for such specific purposes as the business of the Board may require from time to time.
- (b) The committee shall be considered to be discharged upon the completion of the purpose for which it was appointed and after the final report is made to the Board.
- (c) Committees shall comply with the Open Meetings Act *et seq*, as amended.

ARTICLE VI: MEETINGS

Section 6.01 Open Meetings

All meetings of the Board shall be public meetings held in accordance with the Open Meetings Act, 5 ILCS 120/1 *et seq*, as amended, except for closed sessions which shall be held only as authorized by the Open Meetings Act.

Section 6.02 Regular Meetings

Prior to the beginning of each fiscal year, the Board shall specify by ordinance or resolution the time, place, day and date of all meetings for the coming year, as provided by the Open Meetings Act.

The date, time or place may be temporarily changed by a roll call vote at the regular meeting prior to the meeting affected.

Trustees shall strive to attend a minimum of seven (7) of the regularly scheduled ten (10) meetings per year.

Section 6.03 Special Meetings

Special Meetings of the Board may be called by the President, or Secretary, or by any four (4) Trustees. All meetings shall comply with the provisions of the Open Meetings Act.

Section 6.04 Committee Meetings

Committees shall report to the Board as necessary.

Section 6.05 Quorum

As provided by statute, a quorum shall consist of four (4) Trustees who are physically present at the meeting site and a majority of those present shall determine the outcome of any vote taken on a question, unless a greater than majority vote is required by law.

Section 6.06 Voting

- (a) As provided by statute, all votes on any question shall be by ayes and nays and recorded by the Secretary.
- (b) Absentees and abstentions from voting shall be noted.

Section 6.07 Order of Business

The Order of Business for regular meetings shall generally include, but not be limited to, the following items that shall be covered in the sequence shown so far as circumstances will permit:

1. Call to Order
2. Roll Call and Pledge of Allegiance
3. Acknowledgement of Visitors
4. Approval of Minutes of Previous Meeting
5. Operating Fund Treasurer's Report and Warrant
6. President's Report
7. Public Comment
8. Director's Report
9. Department Reports

- 10. New Business
- 11. Action Items
- 12. Correspondence
- 13. Document Signing
- 14. Adjournment

Section 6.08 Public Participation

- (a) All regular, annual and special meetings shall be open to members of the public. Citizens, individually or as organized groups, desiring to make a presentation to the Library Board may do so.
- (b) Members of the public may comment on any item, whether on the meeting agenda or not, during the time of public comment on the agenda. Any individual's comments shall not exceed 5 minutes. Thirty (30) minutes shall be allotted in whole for all public comments at a Board meeting.
- (c) Requests to make a longer presentation to the Board are required three (3) business days (seventy-two (72) hours) before a regular meeting for inclusion into the Board agenda. Business days are Monday-Friday 9am-5pm. Requests should state fully the reason for the audience with the Board, and should give the name of the spokesperson.
- (d) The Library Board reserves the right to confine the discussion to a definite period of time other than that stated herein, and to refer any matter discussed to a committee for further deliberation.

Section 6.09 Remote Attendance

Electronic/telephone/video Board meeting participation will be allowed to the extent permitted by the Open Meetings Act.

Section 6.10 Conduct of Meetings

Proceedings of all meetings shall be governed by the most recent edition of Robert's Rules of Order and applicable laws of the State of Illinois.

Section 6.11 Committee Meetings

Committees shall report to the Library Board as necessary.

ARTICLE VII: AMENDMENTS

- Section 7.01 The Bylaws may be amended by the majority of the Board at the next regular meeting provided the proposed amendment was considered at a meeting prior to its adoption.

Adopted December, 1991
Revised September 16, 1992
Revised July 16, 1997
Revised July 10, 2001
Revised May 17, 2010
Revised August 16, 2010
Revised June 20, 2016

Code of Ethics

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees, and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
4. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.
9. We affirm the inherent dignity and rights of every person. We work to recognize and dismantle systemic and individual biases; to confront inequity and oppression; to enhance diversity and inclusion; and to advance racial and social justice in our libraries, communities, profession, and associations through awareness, advocacy, education, collaboration, services, and allocation of resources and spaces.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; January 22, 2008; and June 29, 2021.

Adopted March 2023

Disposal of Surplus Property

The Green Hills Public Library District complies with the sale or disposition of property provisions set forth in the Illinois Public Library District Act of 1991 (75 ILCS 16/30-55.30). Library property (i.e., print and non-print materials, equipment, supplies, and/or any other personal property) which, in the judgment of the Library Director, is no longer necessary or useful for Library purposes, may be disposed of in the following manner:

- Print and non-print materials from the Library’s collection may be discarded, sold, or donated to local philanthropic, educational, cultural, governmental, nonprofit organizations, or other organizations that redistribute and/or recycle used Library materials.
- Any personal property with a current unit value of less than \$1,000 may, at the discretion of the Library Director, be discarded, turned in on new equipment, made available for sale, or donated to a local philanthropic, educational, cultural, governmental, or other nonprofit organizations.
- Personal property with a current unit value of more than \$1,000 but less than \$2,500 will be displayed at the Library and a public notice of its availability and the date and terms of the proposed sale shall be posted.
- In all other cases, the Board shall publish notice of the availability and location of the personal property and the date and terms of the proposed sale, giving the notice once each week for two successive weeks. The notice shall be published in one or more newspapers within the District, or if there is no such newspaper, then at least once in a newspaper of general circulation in the District and published in the county that contains all or the larger portion of the District.
- At the discretion of the Board of Trustees, personal property of any value may be donated or sold to any tax supported library or any library system operating under the provisions of the Illinois Library System Act.
- No favoritism shall be shown to members of the Board of Trustees or members of their immediate families, as well as employees who make bids on or purchase any Library item declared surplus.

Adopted March 2023

Donations

The Green Hills Public Library District gratefully accepts unrestricted donations of money, personal property, or real estate for the benefit of the Library as outlined by Illinois Statutes, including Section 30-75 of the Illinois Public Library District Act, 75 ILCS 16/30-75. Restricted monetary donations may be considered by the Library Board.

The Library will accept donations of books and other materials if the items meet the same standards of selection that apply to regular Library purchases. The Library reserves the right to decline, utilize, and/or dispose of material donations as it sees fit.

When the Library receives a cash gift for the purchase of materials, whether as a memorial or for another purpose, selection of specific titles will be made solely by Library staff in accordance with the policies and guidelines of the Library. Monetary donations may be earmarked by the donor for special projects or acquisitions.

Receipts will be issued to donors upon request, however staff do not appraise or provide valuations of non-monetary gifts for tax deduction or other purposes. The establishment of the gift's value is the responsibility of the donor with no monetary value given for the donation.

Gifts and memorials donated to the Library will be identified as such.

Adopted March 2023

Electronic Communication for Trustees

The purpose of this policy is to ensure compliance with the Open Meetings Act by our elected officials. Trustees shall not use electronic communications to discuss amongst themselves public business that is required to be discussed in an open meeting pursuant to the Open Meetings Act.

The Library Director or administrative staff may provide information relating to Library business to Trustees using email. Any response from Trustees regarding these communications must be sent as a reply directly to the original sender only (not "reply all").

Library Trustees shall not use email to conduct Library business. Email communication between Trustees is permitted on a limited basis for non-substantive matters such as:

- Agenda item suggestions;
- Reminders regarding meeting times, dates, places, and/or;
- Responses to questions posed by the community or Library Administration.

Any emails sent between and among Trustees regarding such non-substantive matters shall be copied to the Library Director. When emails from the public require a response, the Board President or their designee shall respond and copy all other Trustees and the Library Director.

Trustees may send email items to all other Trustees with items of passing interest provided that no response is requested or required, and that the correspondence does not constitute a violation of the Open Meetings Act. Such emails should clearly state that no response should be made.

Under the Freedom of Information Act (FOIA), electronic messages that have been prepared, or have been or are being used, received, possessed, or under the control of any public body or that pertain to the transaction of public business are public records. An appropriate record of email communications will be maintained by the Library to ensure compliance with state law. Electronic messages will be subject to disclosure in response to a FOIA request, unless an exemption applies. Messages may also be subject to disclosure in the context of litigation or in response to a court order.

Adopted February 2012
Revised March 2023

Freedom of Information Act

It is the policy of the Green Hills Public Library District to comply with requests for public records submitted to the District in accordance with the terms of the Illinois Freedom of Information Act (FOIA) as amended from time to time. A copy of the Act is on file for inspection at the District offices.

The Library's designated FOIA Officer is the Head of Business Services.

Adopted March 2023

Freedom to Read

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society, individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

Adopted March 2023

Freedom to View

The FREEDOM TO VIEW, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore, these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed January 10, 1990, by the ALA Council.

Adopted March 2023

Fund Balances

Background

In February 2009, the Governmental Accounting Standards Board (GASB) issued GASB #54 Fund Balance Reporting and Governmental Fund Type Definitions. The statement substantially changes how fund balances are categorized. It clarifies/modifies how some of the governmental funds are presented and classified.

Purpose

To provide a stable financial environment for the Green Hills Public Library District, Illinois (hereinafter referred to as "District") operations that allows the District to provide quality services to its residents in a fiscally responsible manner designed to keep services and taxes as consistent as possible over time. This Fund Balance Policy is meant to serve as the framework upon which consistent operations may be built and sustained.

Fund Balance

Fund balance is the difference between assets and liabilities in governmental funds (i.e. general fund, special revenue funds, capital project funds, debt service funds and permanent funds).

Non-spendable Fund Balance

Describes the amount of a fund balance that cannot be spent because it is either not in spendable form or there is a legal or contractual requirement for the funds to remain intact.

At the end of each fiscal year, the District will report the portion of the fund balance that is not in spendable form as Non-spendable Fund Balance on the financial statements.

Spendable Fund Balance

Describes the amount of fund balance that is available to appropriation based on the constraints that control how specific amounts can be spent. Typically, a significant portion of a government's spendable resources can be spent only for specified purposes. The following categories define the revenue source and the level of force of the constraint on spending. Categories should be supported by actual plans approved by either the governing body, an appropriate officer, grant providers or enabling legislation.

Restricted Fund Balance

The restricted fund balance category includes the portion of the spendable fund balance that reflects constraints on spending because of legal restrictions stipulated by outside parties (e.g. encumbrances for goods or services with outside parties, creditors, grantors, outstanding at the end of the year), and any legal restrictions based on state statutes or grant requirements placed on the use for specific purposes.

At the end of each fiscal year, the District will report "restricted" fund balance for amounts that have applicable legal restrictions per GASB #54. In addition, encumbrances or funds restricted by enabling legislation will be reported as "restricted".

Committed Fund Balance

The committed fund balance classification includes the portion of the spendable fund balance that reflects constraints that the District has imposed upon itself by a formal action of the Board of Trustees

(for example, an ordinance or resolution passed by the Board of Trustees). This constraint must be imposed prior to year-end but the amount can be determined at a later date.

Prior to the end of each fiscal year, the District will report “committed” fund balance for long-term loan receivables such as advances to other funds and similar accounts as well as including commitments of funds for future capital projects and other long-term projects.

Assigned Fund Balance

The assigned fund balance is the portion of the spendable fund balance that reflects funds intended to be used by the governmental entity for specific purposes assigned by more informal operational plans (e.g. capital goods replacement, the constraint on use is not imposed by external parties or by formal Board action). In governmental funds other than the General Fund (Special Revenue Funds, Capital Project Funds, Debt Service Funds and permanent funds), assigned fund balance represents the amount that is not restricted or limited. The authority to “assign” fund balance is delegated to the District Treasurer.

Capital Goods Replacement

At the end of each fiscal year, the District will report “assigned” fund balance for equipment replacement according to the District’s Capital Improvement Plan.

Special Revenue Funds Cash Flow

At the end of each fiscal year, the District will maintain spendable-assigned portion of the fund balance for cash flow in a range equal to 20% to 50% of the subsequent year’s budgeted revenues.

Unassigned

This is the residual classification for the government’s General Fund and includes all spendable amounts not contained in the other classifications and, therefore, not subject to any constraints. Unassigned amounts are available for any purpose. These are the current resources available for which there are no governmental self-imposed limitations or set spending plan. Although there is generally no set spending plan for the undesignated portion, there is a need to maintain a certain funding level. Undesignated fund balance is commonly used for emergency expenditures not previously considered. In addition, the resources classified as undesignated can be used to cover expenditures for revenues not yet received.

Cash Flow

At the end of each fiscal year, the District will maintain spendable-unassigned portions of the fund balance for cash flow in a range equal to 35% to 60% of the General Fund operating expenditures. In addition to the cash flow needs, this accommodates emergency contingency concerns. In the event that amounts designated for cash flow fall above or below the desired range, the District Treasurer shall report such amounts to the Board of Trustees as soon as practical after the end of the fiscal year. Should the actual amount designated for cash flow fall below the desired range, the District shall create a plan to restore the appropriate levels. Should the actual amount designated for cash flow rise above the desired range, any excess funds will remain undesignated pending the Board’s final decision concerning transfer to the Special Reserve Fund. It is the policy of the District that such excess funds will be reported in the spendable limited category of this Policy.

Adopted September 17, 2012
Revised March 2023

Gift Ban

The following words shall have the following meanings in this Gift Ban Policy:

- “Contribution” has the same meaning as that term is defined in Section 9-1.4 of the Illinois Election Code (10 ILCS 5/9-1.4).
- “Employee” means a person employed by the Green Hills Public Library District, whether on a full-time or part-time basis or pursuant to a contract, whose duties are subject to the direction and control of an employer with regard to the material details of how the work is to be performed, but does not include an independent contractor.
- “Employer” means the Green Hills Public Library District.
- “Gift” means any gratuity, discount, entertainment, hospitality, loan, forbearance, or other tangible or intangible item having monetary value including, but not limited to, cash, food and drink, and honoraria for speaking engagements related to or attributable to government employment or the official position of an officer or employee.
- “Officer” means a person who holds, by election or appointment, an office created by statute or ordinance, regardless of whether the officer is compensated for service in their official capacity.
- “Prohibited source” means any person or entity who:
 - is seeking official action by an officer, by an employee, or by the officer or another employee directing that employee;
 - does business or seeks to do business with the officer, with an employee, or with the officer or another employee directing that employee;
 - conducts activities regulated by the officer, by an employee, or by the officer or another employee directing that employee; or
 - has interests that may be substantially affected by the performance or non-performance of the official duties of the officer or employee.

Except as permitted by this Gift Ban Policy, no officer or employee, and no spouse of or immediate family member living with any officer or employee (together the “recipients”), shall intentionally solicit or accept any gift from any prohibited source, as defined herein, or which is otherwise prohibited by law or ordinance. No prohibited source shall intentionally offer or make a gift that violates this Section.

The Gift Ban Policy is not applicable to the following:

- Opportunities, benefits, and services that are available on the same conditions as for the general public.
- Anything for which the officer or employee, or their spouse or immediate family member, pays the fair market value.
- Any contribution that is lawfully made under the Illinois Election Code or activities associated with a fundraising event in support of a political organization or candidate.
- Educational materials and missions.
- Travel expenses for a meeting to discuss business.
- A gift from a relative, meaning those people related to the individual as father, mother, son, daughter, brother, sister, uncle, aunt, great aunt, great uncle, first cousin, nephew, niece, husband, wife, grandfather, grandmother, grandson, granddaughter, father-in-law, mother-in-

law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, half-sister, and including the father, mother, grandfather, or grandmother of the individual's spouse or civil partner and the individual's fiancé or fiancée.

- Anything provided by an individual on the basis of a personal friendship unless the recipient has reason to believe, that under the circumstances, the gift was provided because of the official position or employment of the recipient or their spouse or immediate family member and not because of the personal friendship. In determining whether a gift is provided on the basis of personal friendship, the recipient shall consider the circumstances under which the gift was offered, such as: the history of the relationship between the individual giving the gift and the recipient of the gift, including any previous exchange of gifts between those individuals; whether the actual knowledge of the recipient the individual who gave the gift personally paid for the gift or sought a tax deduction or business reimbursement for the gift; and whether the actual knowledge of the recipient of the individual who gave the gift also at the same time gave the same or similar gifts to other officers or employee, or their spouses or immediate family members.
- Food or refreshments not exceeding \$75 per person in value on a single calendar day; provided that the food or refreshments are consumed on the premises from which they were purchased or prepared, or catered. For the purposes of this Section, "catered" means food or refreshments that are purchased ready to consume which are delivered by any means.
- Food, refreshments, lodging, transportation, and other benefits resulting from outside business or employment activities (or outside activities that are not connected to the official duties of an officer or employee), if the benefits have not been offered or enhanced because of the official position or employment of the officer or employee, and are customarily provided to others in similar circumstances.
- Intra-governmental and inter-governmental gifts. For the purpose of this Act, "intra-governmental gift" means any gift given to an officer or employee from another officer or employee, and "inter-governmental gift" means any gift given to an officer or employee by and officer or employee of another governmental entity.
- Bequests, inheritances, and other transfers at death.
- Any item or items from any one prohibited source during any calendar year having a cumulative total value of less than \$100.

Each of these exceptions listed in this Section is mutually exclusive and independent of every other.

An officer or employee, their spouse or an immediate family member living with the officer or employee, does not violate this Gift Ban Policy if the recipient promptly takes reasonable action to return a gift from a prohibited source to its source or gives the gift or an amount equal to its value to an appropriate charity that is exempt from income taxation under Section 501 (c)(3) of the Internal Revenue Code of 1986, as now or hereafter amended, renumbered, or succeeded.

Adopted March 2023

Identity Protection Act

This policy with regard to the collection, use, disclosure, and protection of individuals' social security numbers is intended to comply with the Identity Protection Act (5 ILCS 179/1 *et seq.*). This policy does not supersede any more restrictive law, rule, or regulation regarding the collection, use, or disclosure of social security numbers.

Prohibited Activities

1. No officer or employee of the Library shall do any of the following:
 - a. Intentionally communicate or otherwise intentionally make available to the general public, in any manner, an individual's social security number.
 - b. Print an individual's social security number on any card required for the individual to access products or services provided by the Library.
 - c. Require an individual to transmit their social security number over the Internet, unless the connection is secure or the social security number is encrypted.
 - d. Print an individual's social security number on any materials that are mailed to the individual, through the U.S. Postal Service, any private mail service, electronic mail or any similar method of delivery, unless State or federal law requires the social security number to be on the document to be mailed. Notwithstanding any provision in this subsection to the contrary, social security numbers may be included in applications and forms sent by mail, including, but not limited to, any material mailed in connection with the administration of the Unemployment Insurance Act, any material mailed in connection with any tax administered by the Illinois Department of Revenue, and documents sent as part of an application or enrollment process or to establish, amend or terminate an account, contract or policy or to confirm the accuracy of the social security number. A social security number that may permissibly be mailed under this subsection may not be printed, in whole or in part, on a postcard or other mailer that does not require an envelope, or be visible on an envelope without the envelope having been opened.
2. Except as otherwise provided in this policy, no officer or employee of the Library shall do any of the following:
 - a. Collect, use or disclose a social security number from an individual, unless:
 - required to do so under State or federal law, rules or regulations, or the collection, use or disclosure of the social security number is otherwise necessary for the performance of that officer's or employee's duties and responsibilities;
 - the need and purpose for the social security number is documented before collection of the social security number; and
 - the social security number collected is relevant to the documented need and purpose.
 - b. Require an individual to use their social security number to access an Internet website.
 - c. Use the social security number of an individual for any purpose other than the purpose for which it was collected.
3. The prohibitions in Section 2 above do not apply in the following circumstances:

- a. The disclosure of social security numbers to agents, employees, contractors or subcontractors of the Library, or disclosure to another governmental entity or its agents, employees, contractors or subcontractors, if disclosure is necessary in order for the Library to perform its duties and responsibilities; and, if disclosing to a contractor or subcontractor, prior to such disclosure, the officer or employee of the Library must first receive from the contractor or subcontractor a copy of the contractor's or subcontractor's policy that sets forth how the requirements imposed under this Policy on the Library, to protect an individual's social security number, will be achieved.
 - b. The disclosure of social security numbers pursuant to a court order, warrant or subpoena.
 - c. The collection, use or disclosure of social security numbers in order to ensure the safety of:
 - i. Library employees;
 - ii. Persons committed to correctional facilities, local jails and other law-enforcement facilities or retention centers;
 - iii. Wards of the State; and
 - iv. All persons working in or visiting a Library facility.
 - d. The collection, use or disclosure of social security numbers for internal verification or administrative purposes.
 - e. The collection or use of social security numbers to investigate or prevent fraud, to conduct background checks, to collect a debt, to obtain a credit report from a consumer reporting agency under the federal Fair Credit Reporting Act, to undertake any permissible purpose that is enumerated under the federal Gramm Leach Bliley Act, or to locate a missing person, a lost relative or a person who is due a benefit, such as a pension benefit or an unclaimed property benefit.
4. Any previously adopted standards of the Library, for the collection, use or disclosure of social security numbers, that are stricter than the standards under this Policy with respect to the protection of those social security numbers, shall, in the event of any conflict with the provisions of this policy, control.

Public Inspection and Copying of Documents

Notwithstanding any other provision of this Policy to the contrary, all officers and employees of the Library must comply with the provisions of any other State law with respect to allowing the public inspection and copying of information or documents containing all or any portion of an individual's social security number. All officers and employees of the Library must redact social security numbers from the information or documents before allowing the public inspection or copying of the information or documents, as such information is exempt from disclosure under the Freedom of Information Act, pursuant to 5 ILCS 140/7(1)(b) as "private information," as defined by 5 ILCS 140/2(c-5).

Applicability

- This policy does not apply to the collection, use, or disclosure of a social security number as required by State or federal law, rule, or regulation.

- This policy does not apply to documents that are required to be open to the public under any State or federal law, rule or regulation, applicable case law, Supreme Court Rule, or the Constitution of the State of Illinois.

Compliance with Federal Law

If a federal law takes effect requiring any federal agency to establish a national unique patient health identifier program, the Library's compliance with said program shall not be deemed a violation of this policy or the Act.

Embedded Social Security Numbers

No officer or employee of the Library may encode or embed a social security number in or on a card or document, including, but not limited to, using a bar code, chip, magnetic strip, RFID technology or other technology, in place of removing the social security number as required by this policy.

Identity Protection Requirements

- All officers and employees of the Library, identified as having access to social security numbers in the course of performing their duties, shall receive training in regard to protecting the confidentiality of social security numbers. Said training shall include instructions on the proper handling of information that contains social security numbers from the time of collection through the destruction of the information.
- Only officers and employees of the Library who are required to use or handle information or documents that contain social security numbers shall have access to such information or documents.
- Social security numbers requested from an individual shall be provided in a manner that makes the social security number easily redacted if required to be released as part of a public records request.
- When collecting a social security number, or upon request by the individual providing the social security number, a statement of the purpose or purposes for which the Library is collecting and using the social security number shall be provided.
- A written copy of this policy, and any amendments thereto, shall be filed with the Library District Board within thirty (30) days after approval of this policy or any amendments thereto.
- The Director of the Library shall make sure that all officers and employees of the Library are aware of the existence of this policy, and shall make a copy of this policy available to each officer and employee. If the Library amends this policy, then the Director of the Library shall advise all officers and employees of the Library of the existence of the amended policy, shall make a copy of the amended policy available to each officer and employee of the Library, and shall file a copy of the amended policy with the Library District Board.
- The Library shall make this policy available to any member of the public, upon request.

Violation

Any person who intentionally violates the prohibitions in Section 10 of the Act (which are set forth in Sections 1 and 2 of this policy) shall, pursuant to the Act, be guilty of a Class B misdemeanor.

Adopted March 2023

Investments

1.0: Policy

It is the policy of the Library to invest all funds under the Library's control in a manner which will provide the highest investment return using authorized instruments, while meeting the Library's daily cash flow demands and in conformance with all State statutes governing the investment of public funds.

This Policy shall apply to all investments entered into on or after the effective date of this instrument. Until expiration of investments made prior to the effective date of this Policy, such investments shall continue to be governed by the policies in effect at the time such investments were made.

2.0: Investment Guidelines

The primary objective in the investment of Library funds is to ensure the safety and principal, while managing liquidity to pay the financial obligations of the Library, and providing the highest investment return using authorized instruments.

2.1: Safety

The safety of principal is the foremost objective of the investment program. Library investments shall be undertaken in a manner which seeks to ensure the preservation of capital in the portfolio. To attain this objective, diversification, as defined in Section 9.0 of this Policy, is required to ensure that the Library prudently manages market, interest rate, and credit risk.

2.2: Liquidity

The investment portfolio shall remain sufficiently liquid to enable the Library to meet all operating requirements which might be reasonably projected.

2.3: Return of Investment

The investment portfolio shall be designed to obtain the highest available return, taking into account the Library's investment risk constraints and cash flow needs and the Library's desire to promote fiscal responsibility. The portfolio shall seek to obtain the highest investment return using authorized investments during budgetary and economic cycles as mandated in Section 1.0 of this Policy.

The rate of return achieved on the Library's portfolio will be measured against relevant industry benchmarks at regular intervals to determine the effectiveness of investment decisions in meeting investment goals.

2.4: Periodic Review of Investment Portfolio

The investment advisor or advisors appointed by the Library Board pursuant to Section 15.0 of this Policy shall make a periodic review, not less frequently than weekly, of the Library's investment portfolio, its effectiveness in meeting the Library's needs for safety, liquidity, rate of return, and diversification, and the general performance of such portfolio. Should a non-employee investment advisor or advisors be appointed, reports shall be made to the Library Director on an "as needed" basis, and shall report to the Library Board at least quarterly.

3.0: Prudence

Investments shall be made with the judgment and care under the circumstances then prevailing which

persons of prudence, discretion, and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable preservation of their capital as well as the probable income to be derived. This “prudent person” standard shall be used by all investment officers of the Library and shall be followed in making investments for the Library and in managing those investments.

4.0: Ethics and Conflicts of Interest

Authorized investment officers of the Library and employees in policy-making positions shall refrain from personal business activity that could conflict, or give the appearance of a conflict with proper execution of the investment program, or which could impair their ability to make impartial investment decisions. Such individuals shall disclose to the Library any material financial interests in financial institutions which conduct business with the Library, and they shall further disclose any personal financial investment positions that could be related to the performance of the investment portfolio. In addition, such individuals shall subordinate their personal investment transactions to those of the investment portfolio, particularly with regard to the time of purchases and sales.

No person acting as Treasurer or financial officer for the Library, or who is employed in any similar capacity by or for the Library, may do any of the following:

- Have any interest, directly or indirectly, in any investments in which the Library is authorized to invest.
- Have any interest, directly or indirectly, in the sellers, sponsors, or managers of those investments.
- Receive, in any manner, compensation of any kind from any investments in which the Library is authorized to invest.

5.0: Authorized Broker/Dealers and Financial Institutions

Authorized investment officers shall utilize the Library’s approved list of financial institutions when selecting institutions to provide investment services. No public deposit shall be made except as authorized by the Illinois Public Funds Investment Act (30 ILCS 235/0.01 et seq.)

In addition, a list shall be maintained of approved security broker/dealers selected according to their creditworthiness, and their financial efficiency in serving the Library, which shall be measured in terms of the location of the broker/dealer’s corporate office, the number of full-time employees, the size of its payroll, and the extent to which the broker/dealer has an economic value to the Library. The list may include “primary” dealers or regional dealers which qualify under Securities and Exchange Commission Rule 240.15c3-1 (Net Capital Requirements for Brokers or Dealers).

All financial institutions and broker/dealers who want to qualify to bid investment transactions must initially, and on a periodic basis upon request, provide to the Library’s authorized investment officers the following, where applicable:

- Audited financial statements;
- Proof of minority/female/disabled broker status;
- A trading resolution;
- Proof of State of Illinois registration;

- Completed Broker/Dealer Questionnaire;
- Certification of notice and knowledge of the Library's Investment Policy;
- Published reports for brokers from rating agencies with investment grade ratings;
- Proof of emerging broker status; and
- Consolidated Reports of Condition and Income.

An annual review of the financial condition and registration of qualified bidders will be conducted by the Library's authorized investment officers. More frequent reviews may be conducted if warranted.

A current audited financial statement is required to be on file for each financial institution and broker/dealer with which the Library establishes a depository, trading, or safekeeping relationship. Qualified bidders shall submit annual audited financial statements and shall submit financial statements when a material change occurs in the financial condition or registration of qualified bidders.

6.0: Authorized and Suitable Investments

As of the effective date of this Policy, the list of authorized investments shall include those authorized by Section 2 of the Public Funds Investment Act, 30 ILCS 235/2.

7.0: Investment Restrictions

Authorized investment officers shall not invest in tri-party repurchase agreements or derivative products, and will not leverage assets through reverse repurchase agreements.

Except for repurchase agreements of government securities which are subject to be Government Securities Act of 1986, the Library shall not purchase or invest in instruments which constitute repurchase agreements, and no financial institution may enter into such an agreement with or on behalf of the Library unless the instruments and the transaction meet the requirements of Section 2(h) of the Illinois Public Funds Investment Act (30 ILCS 235/2(h)).

Repurchase agreements may be executed only with the approved financial institutions or broker/dealers meeting the Library's established standards, which shall include a mutual execution of a Master Repurchase Agreement adopted by the Library.

8.0: Collateralization

Collateralization will be required above depository insured amounts on two types of Library investments:

- **Deposit Collateralization:** Collateral securities approved by the Library with a market value equal to at least 110% of deposits in excess of \$100,000 per institution shall be required. The collateral shall be marked to market and adjusted, if necessary, to the 110% level on at least a weekly basis. Insured certificates of deposit, share certifications, surety bonds and letters of credit with a value of at least 102% of deposits in excess of \$100,000 per institution shall be required.
- **Repurchase Agreement Collateralization:** Direct treasury securities with a market value equal to at least 102% of the value of the repurchase agreement shall be maintained at all times. Repurchase agreement collateral shall be marked to market at the time of execution, and daily thereafter.

9.0: Diversification

The investment portfolio shall be diversified to eliminate the risk of loss resulting from concentration of assets in a specific maturity, a specific issuer or a specific class of securities. In order to properly manage any risk attendant to the investment of Library assets, the portfolio shall not exceed the following diversification limits unless specifically authorized by the Library Board:

- The Library shall seek to achieve diversification in the portfolio by distributing investments among authorized investment categories among financial institutions, issuers, and broker/dealers;
- The investment portfolio shall at no time hold time deposits constituting more than 10% of any single financial institution's total deposits;
- No investment category shall exceed 40% of the Library's portfolio, with the exception of cash equivalents and treasury securities as defined in Section 5.0 of this Policy; and
- The Library shall invest the majority of Library funds in authorized investments of less than one (1) year maturity. No investment shall exceed two (2) years maturity.

10.0: Safekeeping and Custody

All security transactions entered into by the Library shall be conducted on a delivery-versus-payment (DVP) or receipt-versus-payment (RVP) basis. Securities shall be held by a safekeeping agent designated by the Library, and evidenced by safekeeping receipts.

11.0: Internal Controls

The Library's investment advisor(s) shall establish a system of internal controls, which shall be documented in writing and filed with the Library Board for review. The controls shall be designed to prevent losses of public funds arising from fraud, employee error, misrepresentation by third parties, unanticipated changes in financial markets or imprudent actions by authorized investment officers.

11.1: Asset Allocation

The allocation of assets within investment categories authorized under Section 5.0 of this Policy shall be approved by the Library Board.

11.2: Competitive Bidding

Authorized investment officers shall obtain competitive bids from at least three (3) broker/dealers prior to executing the purchase or sale of any authorized investments. Certificates of deposit shall be purchased by authorized investment officers on the basis of a qualified financial institution's ability to pay a required rate of interest to the Library set on a daily basis. Such rate is generally determined on the basis of treasury or other appropriate market rates for a comparable term.

12.0: Limitation of Liability

The standard of prudence to be used by authorized investment officers shall be the "prudent person" standard as stated in Section 3.0 above, and shall be applied in the context of managing an overall portfolio. Authorized investment officers acting in accordance with written procedures and this Policy and exercising due diligence shall be relieved of personal liability for an individual security's credit risk or market price changes, provided deviations from expectations are reported in a timely fashion and necessary action is taken to control adverse developments.

13.0: Reporting

Financial reports shall be presented quarterly to the Library Board by the Library Director. The quarterly report shall contain the following:

- Performance as compared to established benchmarks;
- Asset allocation;
- Any circumstances resulting in a deviation from the standards established in Section 10.0 of this Policy;
- Impact of any material change in investment policy adopted during the quarter;
- The average days to maturity; and
- A listing of all investments in the portfolio marked to market value, including but not limited to information regarding securities in the portfolio by class or type, by value, income earned and market value as of the report date.

The Library's investment advisor(s), should such advisor(s) be some person or some entity other than an employee of the Library, shall develop performance reports in compliance with established industry reporting standards within six months following the adoption of this Investment Policy. Such reporting standards may include those sanctioned by the Association of Investment Management Research ("AIMR") in accordance with Generally Accepted Accounting Principles ("GAAP").

14.0: Sustainability

The Library's investment advisor(s) shall prudently integrate sustainability factors into its investment decision-making, investment analysis, portfolio construction, due diligence, and investment ownership in order to maximize anticipated financial returns, minimize projected risk, and more effectively execute its fiduciary duty. Sustainability factors include the following, along with those which the Library's investment advisor(s) find appropriate: (1) corporate governance and leadership factors, (2) environmental factors, (3) social capital factors, (4) human capital factors and (5) business model and innovation factors, all as further provided for under the Illinois Sustainable Investing Act, 30 ILCS 238/1, *et seq.*

15.0: Delegation of Authority

The Library Board may employ one or more investment advisor(s) possessing superior capabilities in the management of assets of governmental bodies. The Library Board shall require the investment advisor(s) selected and working on behalf of the Library to meet the following conditions:

- To take actions in the exercise of its discretion which in its best professional judgment are in the best interests of the Library in accordance with this Policy. Such actions include but are not limited to (a) the allocation of Library funds among alternative types of investments; (b) specific investment opportunities regarding the acquisition, retention, or disposition of investments; and (c) the recommendation of the addition, deletion, or modification of authorized investments.
- To execute all investment transactions on behalf of the Library at the best net price, utilizing such approved brokers and dealers as it deems appropriate to obtain the best execution capabilities and/or valuable information with respect to the economy, at the lowest cost to the Library.

- Such additional responsibilities as are set forth in such investment advisor’s written contract with the Library.

The Library’s investment advisor(s) shall be responsible for establishing the internal controls in written procedures for the operation of the Library’s investment program as set forth in this Policy.

Until the Library Board appoints one or more non-employee investment advisor(s), management responsibility for the investment program set forth in this Policy is delegated to the Library Director.

Adopted March 2023

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library services. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
- VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people’s privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Adopted March 2023

Library Hours and Closings

Normal Hours of Operation

Monday–Friday: 9am–9pm

Saturday: 10am–5pm

Sunday: 12–4pm

Library hours are subject to change if the Library Director determines that a change is necessary and in the best interests of the Library.

Holidays

The Library is closed on the following holidays:

- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Easter Sunday
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas Day (December 25)

The Library is open with modified hours on the following holidays:

- Christmas Eve
 - Monday–Friday: 9am–3pm; Saturday: 10am–3pm; Sunday: 12–4pm.
- New Year's Eve
 - Monday–Friday: 9am–3pm; Saturday: 10am–3pm; Sunday: 12–4pm.

Staff Development

The Library may close up to two full days and four partial days each year for staff development.

Adopted March 2023

Materials Selection and Collection Development

The purpose of materials selection and collection development at the Green Hills Public Library District is to provide a current and broad collection of print, non-print, and electronic resources to meet the diverse informational, educational, cultural, and recreational needs of its residents.

Intellectual Freedom

The Library subscribes to the statements of policy on library philosophy as expressed in the American Library Association's Library Bill of Rights, the Freedom to Read, and Freedom to View. The Library will ensure that its collection represents a wide range of subjects and viewpoints. While anyone is free to reject materials of which they do not approve, they cannot exercise this right to restrict the freedom of others to read, view, or listen to what they choose. The Library's selection of materials is not restricted by the possibility that children and adolescents may obtain items that parents consider inappropriate. The decision as to what a minor may read, view, or listen to is the responsibility of that individual's parent or guardian.

Selection Responsibility

Responsibility for selection of all materials rests with the Library Director who operates within a framework of policies and goals established by the Library Board. At the Library Director's discretion, the actual process of selection may be shared with or delegated to qualified Library staff.

Criteria Influencing Selection

Selection is based primarily on pre-publication reviews in a wide variety of professional, specialized, and general journals; popular magazines; standard bibliographies; vendor lists; databases; and annual lists of recommended titles. Criteria influencing selection include, but are not limited to:

General Policy Manual

- Community need, whether expressed or anticipated.
- Intrinsic value of a work, which encompasses accuracy, authority of content, comprehensiveness of treatment, style, and clarity.
- Factual accuracy of nonfiction works.
- Significance of a work.
- Scope, depth, or approach of a work.
- Authority, reputation, and standing of the author, editorial board, or publisher.
- Budgetary and space considerations.
- Availability of a work.

Parameters of the Collection

The Library will provide various types of materials. Such materials may include: books, periodicals, newspapers, audiobooks, compact discs, electronic resources, and other appropriate media as they become widely available.

Maintenance of the Collection

To ensure a vital collection of continued value to the community, materials which have deteriorated, become outdated, contain inaccurate information, or have otherwise outlived their usefulness are withdrawn. Replacement of withdrawn materials will be based on community interest and availability of newer items. Duplicate copies of titles will be purchased and maintained only when there is sufficient public demand.

Materials that are withdrawn from the collection may be used for Library outreach programs and events, or be given to local agencies. Withdrawn materials that are not repurposed or donated will be recycled or otherwise disposed of.

Reconsideration of Library Materials

The responsibility of the Library is to serve the entire community and the variety of people who comprise it, not to promote – and above all, not to censor – any particular political, moral, philosophical, or religious conviction or opinion.

Library District residents who wish to have materials reconsidered will be given a “Request for Reconsideration of a Title” form. Upon receipt of the completed form, the Library Director and designated selectors will evaluate the material using the Materials Selection and Collection Development Policy. The Library Director or designated selector will provide a written response to the complainant. In the event that the resident wants to further pursue the complaint, a written appeal should be submitted to the Library Board of Trustees within 14 days of receiving notification from the Library Director or designated selector. The Library Board shall consider the complaint at the next regularly scheduled Board meeting and will provide written notice to the requester of the date and time of the meeting. The Library Board may affirm, modify, or reject the initial response from the Library Director or designated selector. The decision of the Library Board of Trustees shall be final.

Review of Policy

Pursuant to state law, the Library Board of Trustees will review this policy at least biennially.

Adopted March 9, 1999

Patron Confidentiality

General Guidelines

Under Illinois Statute 75 ILCS 70/1, the Library Records Confidentiality Act, registration records 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, except for in the event of a court order.

Exception to Guidelines

Sworn law enforcement officers may request information in emergency situations regarding the identity of suspects, witnesses, or victims where the officer believes there is imminent danger of physical harm, provided:

- A sworn law enforcement officer represents to the Library that it is impractical to get a court order as a result of an emergency; and
- The officer has probable cause to believe there is imminent danger of physical harm; and
- The information requested is limited to identifying a suspect, witness, or victim of a crime; and
- The information requested without a court order may not include records reflecting materials borrowed, resources reviewed, or services used at the Library.

Under this exception, only information identifying a suspect, witness, or victim of a crime may be disclosed to an officer without a court order; all other information remains confidential without a court order. If requested to do so by the Library, the requesting law enforcement officer must sign a form acknowledging receipt of the information. Following compliance with the law under this exception, the Library may seek subsequent judicial review to assess compliance with the Act. Libraries are protected from patron claims that disclosure under the law constitutes a breach of confidentiality. Finally, the right of a patron to challenge the disclosure remains.

Designated Contact Person and Responsibilities

The Library Director is the designated contact person and will handle all requests to search Library records pursuant to a court order or emergency situation. In the absence of the Director, the designated Person in Charge will handle the request.

Upon presentation of a request to search Library records, the designated contact person will:

1. Request identification from the law enforcement officials and record their names, badge numbers, and agencies.
2. Provide a copy of this policy to the law enforcement officials promptly upon their arrival at the Library.
3. If the law enforcement officials do not have a court order for the information that is being requested, the designated contact will explain that the Library is forbidden by law to give access to confidential records without a court order.
4. If the law enforcement officials represent to the Library that 1) there is imminent danger of physical harm; 2) it is impractical to get a court order as a result of an emergency; 3) the information requested is limited to identifying a suspect, witnesses, or victim of a crime; and 4) the information requested does not include records reflecting materials borrowed, resources

reviewed, or services used at the Library; the designated contact will cooperate with the official during the search under the provisions of the Act.

5. If a court order is received, the designated contact will review the court order to determine whether it is a subpoena or a search warrant.
 - a. In the case of a subpoena, the designated contact will inform the official that it will be referred to the Library Director who will respond after the subpoena is reviewed by the Library's attorney.
 - b. In the case of a search warrant, the designated contact will ask the law enforcement officials to wait while attempting to contact the Library's attorney for guidance on complying with the order. If the officials insist on beginning the search immediately, the designated contact will cooperate with the officials during the search.
6. The Library's attorney shall be called immediately.
7. The designated contact will appoint another staff member to accompany the designated contact during the search, if the Library's attorney is not present.
8. The designated contact will help locate the records/evidence specifically identified in the court order and ensure that no other patron records are viewed.
9. No access will be given to any records beyond the scope of the court order. The designated contact will not volunteer or suggest any additional information beyond what is specifically requested in the court order.
10. The designated contact may communicate with other Library staff as needed to obtain the specified information. Otherwise the contact will not discuss the search with any other individuals, staff or non-staff; doing so may subject the contact and/or the Library to penalties under applicable law.
11. The designated contact will make a list of all records or evidence viewed, copied, or removed from the Library pursuant to the order.
12. If the Library Director is not present, the Person in Charge will notify them as soon as possible that the search has taken place.

Adopted March 2023

Purchasing

The purpose of this policy is to ensure fiscal responsibility of taxpayer funds and full compliance with local, state, and federal laws.

Authority to Spend

The Library Board retains fiscal responsibility for the Library District. Under the direction of the Library Board, the Library Director and their designee shall have the authority to purchase or lease products or services to provide the best and most efficient public library services available.

Goods and services regularly purchased by the Library District may be approved by Department Heads and their designee, without Library Director approval, for purchases up to \$500. The Library Director may authorize purchases of up to \$25,000 without prior approval of the Board.

In accordance with State law, all purchase orders or contracts for products and services in excess of \$25,000 shall be subject to a competitive bidding process, unless a specific State law exemption applies.

In certain circumstances, the practical interests of the Library District may be served by a purchase from a certain vendor even if the amount of the purchase exceeds \$25,000. In such cases, the Library Board may waive compliance with the competitive bid process, unless required by State law.

Purchases and services less than \$25,000 may be made with attention to the lowest possible cost, consistent with needs of the user departments with regard to durability, performance, prior experience, delivery and service capability. Where possible and practicable, three written proposals or three documented price quotes from qualified vendors shall first be obtained.

Expenditures for payroll, employee fringe benefits, operational expenditures, Library District materials, and professional contracted services are exempt from this policy.

Credit Cards

The Library Director and their designees are authorized to make purchases using Library District credit cards. Any changes to personnel entrusted with a credit card or the total spending limit on all credit cards must be approved in advance by the Library Board. The Library Board shall designate one officer as the primary accountholder. The Library District's overall credit limit is \$13,400. Each individual's credit card will have a pre-set limit not to exceed the following amounts:

- Library Board Officer: \$13,400
- Library Director: \$10,000
- Head of Business Services: \$10,000
- Deputy Director: \$2,500
- Head of Youth Services: \$2,500
- Business Services Associate II: \$2,500

The Library District has a credit card with Albertson's for purchases at Jewel-Osco. The credit limit of this card is set at \$500. Authorized employees may spend up to \$50 per transaction.

All charges on Library District credit cards must have supporting receipts which are submitted to the Business Department for reconciliation with monthly statements.

Petty Cash

A petty cash fund in an amount not to exceed \$500 shall be maintained in the Business Department for small cash purchases. The Head of Business Services shall be responsible for keeping track of receipts and replenishing the funds. All purchases must have supporting receipts that must be submitted to the Business Department. All payments must be approved by the Library Director or their designee.

Internal Controls

The Library Director and Head of Business Services shall establish a system of internal controls and written operational procedures designed to prevent loss, theft, or misuse of funds.

Authorized Signatures

Petty cash checks require two signatures from employees designated by the Library Board. All checks drawn from any other Library District account shall require two signatures from Trustees designated by the Library Board, and the Library Board may authorize employees as signers on such accounts solely for informational purposes.

Conflicts of Interests Prohibited

It shall be a violation of this policy for an employee or Library Board Trustee to participate directly or indirectly in the purchasing process when the employee or Library Board Trustee knows that:

- The employee or Library Board Trustee is employed by or otherwise has a financial interest in a bidder, vendor, or contractor involved in the transaction; or
- The employee, the Library Board Trustee, the employee's or Library Board Trustee's partner, or any member of the employee's or Library Board Trustee's immediate family has a financial interest in or holds a position with a bidder, or contractor such as an officer, director, trustee, partner or the like, or is employed in a capacity involving personal and substantial participation in the transaction; or
- The employee, the Library Board Trustee, the employee's or Library Board Trustee's partner, or any member of the employee's or Library Board Trustee's immediate family has a financial interest arising from the transaction; or
- The employee, the Library Board Trustee, the employee's or Library Board Trustee's partner, or any member of the employee's or Library Board Trustee's immediate family is negotiating, or has an arrangement concerning, prospective employment with a bidder, vendor, or contractor.

The employee's or Library Board Trustee's immediate family is defined as a spouse, children, parents, siblings, and any other person living in the same household as the employee or Library Board Trustee.

A financial interest includes any ownership or investment interest including stock, partnership shares and limited liability company memberships, as well as loans, bonds, or other financial instruments that are secured by an entity's property or revenue.

It will be the responsibility of the Library Director to determine if a violation of this Policy has occurred and if further action is necessary in accordance with the Library District's Employee Handbook and/or other Policies.

Adopted October 2018
Revised January 2022
Revised March 2023
Revised June 2023

Section II: Library Cardholders and Borrowing Information

Lending of Materials

Refer to the Appendix for the Circulation Structure and Fees established for materials.

Laptops and Other Devices

The Library provides laptops and other devices for patron use. Users checking out laptops or other devices agree to assume any and all liability for the cost, repair, or replacement in the event of loss due to theft, damage, negligence, or misuse.

Laptops

Laptops may be checked out within the Library to GHPLD cardholders and registered reciprocal borrowers who are 18 years of age or older. A valid form of identification is required for checkout. All laptop users must abide by the Computer and Internet Use Policy and all other applicable policies. All laptop computers are equipped with filtering software to help filter out sites that may be illegal. No filter is 100% effective and the Library assumes no liability; as such, parents or caregivers are encouraged to monitor their child's internet usage.

Other Devices

Availability of devices are subject to the Library's Materials Selection and Collection Development Policy. Such devices may be checked out to GHPLD cardholders who are 10 years of age or older. Refer to the Appendix for Circulation Structure and Fees. Any content purchased or downloaded to applicable devices will be considered a donation to the Library. The Library does not monitor and has no control over the information that may be accessed through the internet on applicable devices and cannot be held responsible for its content or personal information shared.

Youth Play Area Toy Checkout

Toys for use within the Youth Play Area of the Library may be checked out to GHPLD cardholders and registered reciprocal borrowers. Users may only have one toy checked out at a time. Caregivers are expected to supervise children during toy usage; the Library is not responsible for any injuries or accidents that occur while using toys. Users are responsible for the replacement cost of items that are damaged or missing. Toys must be returned to the Youth Services Desk 30 minutes prior to the Library closing, and no further checkouts will be permitted at this time.

Beyond Books

Items in the Library's Beyond Books collection may be checked out to GHPLD cardholders who are 10 years of age or older. The Library does not provide supervision or instruction for the use of Beyond Books items, and patrons agree to use items consistent with their intended purpose. When checking out Beyond Books items, users voluntarily release, discharge, waive, and hold harmless the Library, its employees, and Board of Trustees from any loss, damage, or injury to persons or property arising from such use. Refer to the Appendix for Circulation Structure and Fees.

Interlibrary Loans

The Library subscribes to the Reaching Across Illinois Library System (RAILS) Interlibrary Loan Policy Statement, the Interlibrary Loan Code for Illinois, and the National Interlibrary Loan Code. Refer to the Appendix for Circulation Structure and Fees.

Interlibrary loan and copy service is available to all GHPLD cardholders in good standing. The Library will not borrow any materials through interlibrary loan which it will not, in turn, send out through interlibrary loan. Items may be ineligible for interlibrary loan based on publication date, resident demand, condition, and/or fragility. Copy requests will be supplied in compliance with copyright law.

GHPLD patrons utilizing this service are responsible for picking up requested items within the designated time frame, and are expected to return items in good condition by the specified due date. When materials are damaged, lost, or returned late, the borrowing privileges of both the patron and GHPLD

are jeopardized. GHPLD may suspend interlibrary loan privileges of patrons who do not comply with this policy.

The Library reserves the right to limit the number of active interlibrary loan requests per patron or institution. Any charges assessed by the loaning library will be passed on to the patron.

Overdue Materials and Fines

Borrowers are responsible for returning materials prior to or on the date indicated at checkout. It is the responsibility of each borrower to verify, at the time of checkout, that the correct due date is assigned to each item. Unless a discrepancy is called to the attention of the staff at the time of checkout, it is assumed that the due date is correct.

The Green Hills Public Library District is a fine-free Library. Users checking out materials at GHPLD will not be assessed overdue fines unless otherwise stated in this General Policy Manual. Circulation policies, including any overdue fines, for Interlibrary Loan materials are established by the lending library. GHPLD users checking out materials at other libraries will be subject to that library's circulation policies including any overdue fines.

A patron's account will be blocked if one item is 14 days overdue, and/or the account has charges in excess of \$24.99. When a patron's account is blocked, borrowing privileges are suspended until overdue materials are returned and the patron's balance is below \$25.00. Patron accounts with a balance in excess of \$24.99 shall be referred to a library collection agency, and will be subject to a \$10.00 referral fee.

Lost or Damaged Materials

To make the best use of its materials budget and in fairness to all its taxpayers, the Library will charge the replacement cost for materials lost or damaged by a patron. Replacement cost shall be the retail cost of the item, with the exception of magazines, which have a replacement cost of \$5.00 each, regardless of title.

Items that have not been returned in 42 days are automatically deemed as lost. Only items in circulating condition may be returned with no penalty, with the exception of any collection agency referral fees, which will be the responsibility of the cardholder.

Items that have been checked out for 365 days are automatically deemed as long overdue and removed from the system. Return of such items will not be accepted and the cardholder shall be responsible for any and all fees.

The Library is unable to accept items as a replacement of any kind.

Claims Returned

GHPLD cardholders may be eligible to take advantage of the Claims Returned option in the system, if available. This option shall only apply to GHPLD materials that were claimed to have been returned to GHPLD but are still shown as checked out on a GHPLD user's Library card. GHPLD users are limited to two lifetime Claims Returned items, if approved by the Head of Patron Services.

Reciprocal Borrowing

As a full member of the Reaching Across Illinois Library System (RAILS), the Library supports the Reciprocal Borrowing Principals of RAILS and the Illinois State Library.

GHPLD cardholders may visit other participating libraries and check out their materials under that library's circulation rules. Patrons from other participating libraries (reciprocal borrowers) may use GHPLD collections in accordance with GHPLD policy. Patrons from the Chicago Public Library System will be allowed to use the Library's resources under the rules and guidelines currently in effect between RAILS and Chicago Public Library. GHPLD cardholders who incur fines from other libraries will be held responsible for those fines. In the event that GHPLD is billed by the lending library or through RAILS, and the transaction is more than one year old upon receipt, we reserve the right to deny payment.

Adopted March 2023
Revised September 2023
Revised April 2025

Library Cards

The issuance of library cards is governed by the guidelines set forth in this policy. Individuals receiving a Library card agree to abide by all District policies and procedures, as amended from time to time.

Resident Cards

A Green Hills Public Library District card shall be issued without charge to an individual who provides photo identification and proof of current residency within the District boundaries. Resident cards entitle borrowers to full borrowing privileges.

A resident under the age of 18 may become a cardholder with the cooperation and consent of the applicant's parent or guardian. The parent or guardian must be present at the time of Library card activation and must provide identification and proof of current residency as outlined above. In signing for a card for a minor, the parent or guardian agrees to be responsible for any fines/fees incurred, and is the sole authorized individual to make changes to such accounts. Children of shared legal guardianship may have up to two library cards, based on the permanent addresses of their respective parents or guardians.

Student Exchange Program Cards

A temporary Library card offering full privileges may be issued to students as part of an exchange program. Documentation regarding the program must be presented at the time of application, along with photo identification and verification of residency within the Library District boundaries. Cards will be valid for the duration of the program, and may be renewed upon proof of continued exchange program enrollment.

Non-resident Cards

In accordance with 75 ILCS 16/30-55.60, a non-resident is defined as an individual residing in Illinois whose principal residence is not within a public library service area. Such individuals may apply for a non-resident library card at the public library closest to their principal residence.

Applicants for a non-resident Library card must provide photo identification, proof of their current residency in an eligible area, and if applicable, pay the required annual fee. The annual fee shall be

calculated using the General Mathematical Formula as defined by the Illinois Administrative Code and approved by the Library Board of Trustees.

Non-resident cards are available at no cost to:

- A non-resident who, as an individual or as a partner, principal stockholder, or other joint owner, owns or leases taxable property within the District or is a senior administrative officer of a firm, business, or other corporation owning taxable property within the District, upon presentation of the most recent tax bill or commercial lease on that taxable property.
- Veterans and unmarried surviving spouses who provide documentation that they are exempt from paying property taxes on their primary residence due to the Homestead exemption for veterans with disabilities.
- Veterans who rent property and provide documentation of disability of at least 70% from the U.S. Department of Veterans Affairs.
- Individuals under the age of 18.

Upon completion of registration, non-resident cardholders shall be entitled to all rights and privileges accorded to District resident cardholders. Non-resident cards are valid for one year from the time of purchase. No refunds for partial years shall be issued.

Reciprocal Borrowers

Borrowing privileges are extended to individuals who are valid cardholders of other Illinois libraries in conjunction with the statewide reciprocal borrowing agreement, upon completion of registration with the District. Reciprocal borrowing shall be permitted when an individual provides proof of identity as the cardholder listed and establishes good standing as a library cardholder at their home library. Reciprocal borrowers may be limited in their access to certain services and materials, as indicated throughout this Policy Manual.

Patron Identification

In its continuing obligation to safeguard Library property and services, Library staff shall require picture identification in conjunction with Library card issuance and all borrowing of materials. To facilitate patron identification, the Library shall take and maintain a photograph of the cardholder in Library records. Photos may be updated upon request of the patron, or when the Library deems necessary.

Any cardholder who declines to have their picture taken by the District must present their Library card and a valid photo ID upon checkout of Library materials.

Library Card Abuse and Fraud

Library cards are to be used exclusively by the person issued the Library card. Sharing of Library cards among family members or others is not permitted.

Presenting the Library card of another to borrow materials or use other Library services shall result in the seizure of the Library card by staff and in no lending of materials or use of Library services by the non-cardholder. A cardholder who lends their card to another individual to borrow materials or receive services they are not entitled to may have Library privileges suspended for a period of time to be determined by the Library Director or designee. A hearing to appeal such suspension may be requested.

Hold Pickup Authorization

Residents, non-residents, and reciprocal borrowers have the option to grant permission to any named individual to pick up materials placed on hold. The named authorized user is required to present a valid photo ID at the time of checkout. Any changes to authorized users must be submitted at the Patron Services Desk. The District shall be held harmless for any liability that may be incurred due to a failure to inform the Library of any change in circumstances.

Change in Patron Contact Information

Cardholders must notify the Library of any change in contact information. Use of a resident Library card after moving outside of the District boundaries is neither lawful nor permitted. Such unauthorized use may be considered theft of Library services, and further action may be taken by the Library, as circumstances warrant.

Continued access to the Green Hills Public Library District may be re-established through non-resident card purchase or registration as a reciprocal borrower, where applicable.

Adopted March 2023
Revised September 2025

Section III: Library Services and Use of Facilities

3D Printing

The Library offers 3D printing to make three-dimensional objects in plastic using a design that is uploaded from a digital computer file. All 3D printing will be performed by Library staff; patrons may not operate the 3D printer. Library cardholders may submit designs for 3D printing, for which the cardholder must have permission to use from all copyright, patent, or trademark holders. Any 3D drafting software may be used to create a design as long as the file can be saved in .stl format. Printing charges are based on the time it takes for the item to be printed and will be rounded to the nearest half hour. See Appendix for fees.

The Library reserves the right to review all materials before printing, limit the number of printing requests per patron, and deny print objects that require more than ten hours to complete.

The Library will not print items that are:

- Unsafe, harmful, dangerous, or pose a threat to the well-being of others;
- Obscene or otherwise inappropriate for the Library environment;
- In violation of the terms of use of the manufacturer of the 3D printer;
- Prohibited by local, state, or federal law;
- Likely to fail or cause damage to the 3D printer;
- In violation of another's intellectual property rights; or
- Protected by a copyright, patent, for which the person requesting the print does not have valid or current permission to use.

Completed print jobs that are not picked up within seven days of notification will become property of the Library.

The Library does not guarantee that a print job will be completed within a particular time frame, or the quality of any item printed. Recipients of 3D printed items waive any and all claims against the Library for defects in printed items.

Adopted March 2023

Alcohol Policy

This policy is pursuant to the Illinois Liquor Control Act of 1934, 235 ILCS 5/1 *et seq.*, to allow the delivery and sale of alcoholic liquors at Green Hills Public Library District during fundraisers or programs of a cultural or educational nature, with advance approval by the Library Board of Trustees. This policy governs when and under what circumstances alcohol may be served on Library premises. If any provision of this policy conflicts with the Illinois Liquor Control Act of 1934 or other applicable laws, the provisions of such laws shall prevail. All other Library policies remain in effect during events where alcohol is served.

Qualifying Events

The serving of alcohol is only permitted at Library events or events that are co-sponsored by the Library and another entity (i.e. presenter). Such events must be cultural or educational in nature, or a Library fundraiser. Events must be approved in advance by the Library Board of Trustees, in compliance with this policy.

Outside groups or individuals reserving the Library's Meeting Room or other Library spaces are not permitted to receive, sell, or serve alcohol.

Serving Alcohol

Alcohol may be served at pre-approved events held within a restricted area of the Library premises that is not accessible to the general public during the event.

Events are limited to individuals over the age of 21. Designated Library employees and/or a vendor of legal drinking age will check acceptable forms of identification of all attendees to any event where alcohol is served. Acceptable forms of identification include the following: a valid current driver's license or photo ID issued by the Illinois Secretary of State's Office or any other State; a valid Armed Forces ID; a valid U.S. passport or foreign passport (with U.S. travel visa) containing the holder's photograph; or other appropriate forms of identification acceptable under the Illinois Liquor Control Act. Purposely deceiving Library staff in order to unlawfully gain access to an event where alcohol is served is a crime and will be reported to the property authorities.

Alcohol may only be served by designated Library employees and/or a vendor of legal drinking age.

Beverage Alcohol Sellers Education and Training (BASSET) Certification is required for any employee or vendor checking acceptable forms of identification to verify legal drinking age or serving alcohol.

Alcohol may not be removed from the event space, and attendees are prohibited from bringing outside alcoholic beverages to the event.

The Library reserves the right for its employees, contractors, and representatives to refuse the distribution of alcohol to any guest who appears to be intoxicated, inebriated, or impaired due to alcohol consumption.

Licensing

Events where alcohol is being sold or offered for sale require a license from the City of Palos Hills and the Illinois State Liquor Commissioner. The Library shall take the necessary steps for obtaining such licenses.

Liability Insurance

The Illinois Liquor Control Act of 1934 requires the Illinois Comptroller to determine each year the liability limits for causes of action brought under the Act. The Library shall provide liability insurance with a coverage limit so as to hold harmless the Library from all financial loss, damage, or harm under the maximum liability limits set forth in the Act. The Library's liability insurance coverage is determined annually, and the Library Director shall ensure that the Library's liability insurance coverage meets the parameters set forth in this Policy.

Approval

The Library Board must approve each event where alcohol will be delivered, served, and/or sold. In order to obtain such approval:

- a. An application must be filled out by the vendor/presenter and coordinating employee, and submitted to the Library Director at least three business days prior to a regularly scheduled Board meeting.
- b. The approval of the delivery and sale of alcohol at the event will then be placed on the Board's Agenda and voted on, after discussion, at the meeting.

Adopted October 2025

Americans with Disabilities Act

The Library is committed to making its facilities accessible and usable by all patrons. This commitment is ongoing, proactive, and intended to meet the needs of individuals with disabilities in compliance with the Americans with Disabilities Act (ADA), as amended.

The Library Director is the ADA Compliance Officer. Implementation of this policy is the responsibility of all Library staff.

Requests for Reasonable Accommodation

The Library promotes positive participation and a quality experience by providing reasonable accommodations for individuals with disabilities upon request. Appropriate and reasonable accommodations are provided to the public and employees with disabilities unless doing so would create an undue hardship, compromise the health and safety of members of the Library community, or fundamentally alter the nature of the Library's mission.

Any person needing an accommodation for a disability in order to access Library services, meetings, programs, or activities under the Americans with Disabilities Act should contact the Library Director by telephone at 708-598-8446, by email at ghpl@greenhillslibrary.org, or in writing. Requests in relation to a program should be submitted no less than five working days prior to the date of the event.

ADA Complaint Procedure

The Library provides a complaint process for resolution of any complaint alleging noncompliance with

the ADA or discrimination on the basis of a disability. Complaints should be addressed to the Library Director, using the Library’s ADA Complaint Form.

1. The complaint form should be fully completed. Any documents pertinent to the allegations may be attached.
2. A complaint should be filed within 60 calendar days after the complainant becomes aware of the alleged violation.
3. An investigation by the Library Director, or designee, as may be appropriate, shall follow the filing of a complaint.
4. A written determination shall be issued and forwarded to the complainant no later than 30 calendar days after its filing. Additional time may be required to issue a determination depending on the complexity of the issue(s) raised in the complaint.
5. The Library Director’s written determination may be appealed to the Library Board of Trustees by submitting a copy of the complaint, the Library Director’s written determination, and a brief statement explaining the reason(s) for the appeal, within five business days after the complainant’s receipt of the Library Director’s written determination. Failure to appeal the Library Director’s written determination to the Library Board within the specified time limits shall waive any right to appeal.
6. After review of the appeal, the Library Board shall sustain, modify, or reverse the Library Director’s written determination, and notify the complainant of the outcome. The decision of the Library Board shall be final.
7. The Library shall maintain the files and records relating to complaints in compliance with applicable laws.

Adopted March 2023

Computer and Internet Use

The Library provides computer and internet access to all customers for the purpose of serving the needs of the community. The Library subscribes to the principles set forth in “Access to Digital Resources and Services: an interpretation of the Library Bill of Rights,” adopted by the ALA Council January 24, 1996; amended January 19, 2005; July 15, 2009 under previous name “Access to Digital Information, Services, and Networks”; and June 25, 2019.

Desktop Computers

Desktop computers in the Adult Services Department are available to users of high school age and older. Desktop computers in the Youth Services Department are available to children under the age of 18 and caregivers who are supervising children. Users without a GHPLD card or registered reciprocal borrowing card can obtain a guest pass for desktop computers with presentation of a photo ID. All desktop computers are equipped with filtering software to help filter out sites that may be illegal. No filter is 100% effective and the Library assumes no liability; as such, parents or caregivers are encouraged to monitor their child’s internet usage.

Laptop Computers

Laptops are available in accordance with the Library’s Lending of Materials Policy.

Wireless Internet

The Green Hills Public Library District provides free, unfiltered wireless internet access to the general public. Users shall use network resources for lawful purposes and respect copyright regulations. This internet connection is unsecured, and the Library strongly recommends that users do not transmit sensitive data while using the wireless network.

Staff Assistance

Library staff will provide basic instruction to patrons in the use of computers and the internet as time and staff knowledge permits.

Rules and Regulations

1. The Library may place limitations on the time and manner of computer use in order to allocate computer and internet access as equitably as possible.
2. Computers may not be used for any illegal activity.
3. Users may not cause damage to any equipment, software, or networks.

Illegal or prohibited use of computers and/or internet may result in being asked to leave the premises, having Library privileges limited or suspended, and/or any appropriate legal action.

User Agreement

Computer equipment and internet use are provided as-is and as available. The Library makes no guarantees in respect to any of the services outlined in this policy.

Because the internet offers access to numerous third-party webpages, services, and other content, the Library does not exercise control over sites that users visit other than the Library's website. The Library does not control and is not responsible for the data, content, services, or products that users access or download via computers or the internet.

By utilizing any or all of these services, the user agrees to the contents of this policy and accepts all risks. Users agree to hold harmless and indemnify the Library and its suppliers, licensors, officers, directors, employees, agents, and affiliates from and against any claim arising from or in any way related to the use of this service.

Adopted March 2023

Revised March 2025

Displays and Exhibits

As part of its mission, the Library provides information through both displays and exhibits provided from the Library's own collections and/or through those of other non-commercial community organizations or individuals.

Applications from external organizations or individuals to use display or exhibit space shall be considered by the Head of Adult Services, in the order they are received, on the basis of suitability, timeliness, and availability of space. The Head of Adult Services shall determine the length of the display or exhibit. Suitable material is any materials which is appropriate in subject matter and size. The Library welcomes materials that are educational, cultural, intellectual, or recreational in nature. Approval of a display or exhibit does not indicate the Library's endorsement of information.

As the purpose of displays and exhibits is to enhance the culture and education of the general public, no prices may be displayed on any materials. An exhibitor's name, telephone number, and brief biographical information may be made available to an interested party.

Set up and removal of a display or exhibit is the responsibility of the exhibitor. Materials distributed in displays or exhibits must comply with all other applicable policies. The Library reserves the right to remove displays or exhibits that violate this policy and any other applicable policies, or if the exhibitor does not remove their display or exhibit by the agreed upon date.

All displays and exhibits will be given reasonable care and protection, but the Library does not assume responsibility for damage or loss suffered on its premises.

Adopted March 2023

Food and Drink Consumption

The Green Hills Public Library District strives to create a welcoming, clean, and comfortable environment for all to enjoy. Consistent with this goal, food and drink are allowed in the Library on a limited basis and should be consumed in a considerate and responsible manner. To balance the comfort of Library users with the preservation of Library materials, equipment, and furnishings, the following regulations have been established:

1. Small snacks (i.e. chips, crackers, granola bars, etc.) and covered beverages may be consumed in general seating areas, study rooms, meeting rooms, and any other designated spaces of the Library. Consumption of other food (i.e. single-serve meals) is permitted in the Ground Floor Lobby.
2. Any food or drink that may be damaging to Library materials, equipment, or facilities, or create a disturbance to others (i.e. heavily aromatic, common allergens), are not permitted.
3. Consumption of food or drink is not permitted while using the Library's desktop/laptop computers, iPads, scan/fax station, game console in The Hangout, and any other electrical equipment.
4. Alcoholic beverages are not allowed anywhere on the Library premises.
5. Users are expected to clean up after themselves by placing food/drink refuse in designated receptacles.
6. Unattended food or drink will be discarded.
7. Users violating this policy will be asked to remove their food and drink from the Library.
8. Library users may be liable for any damage to Library materials, equipment, or furnishings.
9. The Library reserves the right to disallow food or drink in any area if its consumption interferes with the operation of the Library.

The lists of food/drink and locations stated in this policy are intended to serve as examples and should not be construed as an all-inclusive list. This policy does not apply to pre-approved programs and special events coordinated by the Library.

Adopted April 2022

Meeting Room Reservations

The Green Hills Public Library District Meeting Rooms are available to individuals or organizations for public meetings. Library activities and Library functions shall have priority over non-Library activities and non-Library functions.

Available Rooms

- Ground Floor Meeting Room: 40 person capacity
- First Floor Meeting Room: 75 person capacity

Conditions of Use

1. The booking party must be a current and valid Green Hills Public Library District cardholder. Applicants must be 18 years of age or older. Applicants will be notified within seven days of the Library's acceptance or rejection of their applications, and if rejected, the reasons therefore. The applicant must be a member, agent, or officer of the sponsoring organization, if any. The applicant will act as a liaison between the organization and the Library, and the applicant must be present for the entire meeting.
2. All individuals and organizations requesting to reserve a meeting room are required to present a Certificate of Liability Insurance with the Library listed as the Certificate Holder. The minimum limits of liability an organization must carry are \$1,000,000 each occurrence and \$2,000,000 aggregate.
3. All reservation requests must be submitted at least seven days in advance but no more than three months in advance. Requests will be considered on a first-come, first-serve basis upon receipt of the completed application. The Library must be notified if a cancellation becomes necessary. Failure to cancel a scheduled meeting less than 48 hours in advance of the meeting may result in reservations being denied in the future.
4. Meeting rooms are available for use during the Library's normal business hours. All meetings must be adjourned and the meeting room vacated no less than 30 minutes before the Library closes.
5. Meetings using Library facilities must be open to the public at large and not be restricted to the membership of the meeting sponsor. Users of meeting rooms may not charge admission, require fees, or request donations for attendance or participation. No products or services may be solicited or sold.
6. As required by the Americans with Disabilities Act, reasonable accommodations requested by participants will be provided by the sponsoring organization or individual.
7. Organizations or individuals meeting in the Library may not use the Library's mailing address or telephone number. The Library's telephone system shall not be available to the participants meeting in the building.
8. Groups of children through grade 12 may use the meeting room with adult supervision. The adult supervisor must sign the meeting room application, take responsibility for the group and must be in attendance at all times. Children must remain in the meeting room during the entire meeting to avoid disruption to the normal functions of the Library.

9. The Library will not provide any supplies for meetings, including, but not limited to, coffee urns, platters, paper, goods, etc. Coffee and light refreshments are permitted, if provided by the applicant. The cleanup of such refreshments by the meeting room user is mandatory.
10. Users of the meeting room shall be responsible for arranging the meeting room furniture to suit their activities, replacing furniture to its proper location, and returning the room to its original condition.
11. The Library will be responsible for furnishing the necessary meeting space, tables, and seating. Meeting room users may use the projector upon request and training must be arranged with Library personnel in advance. The Library will not provide storage for the property of any meeting room user which meets in the building. The Library is not responsible for equipment, supplies, materials, or personal possessions owned by those sponsoring or attending a meeting.
12. The Library reserves the right to cancel any reservations due to unforeseen circumstances. The Library may also cancel a reservation if any Library policy is violated.
13. The Library makes meeting rooms available on an equitable basis, regardless of the beliefs or affiliations of individuals or organizations requesting their use. Permission to use a meeting room does not constitute endorsement by the Library of the subject matter of the meeting or the group's beliefs and policies. Publicity for non-Library sponsored meetings shall in no way imply Library sponsorship.
14. Any individual or organization using the meeting room shall indemnify, defend and hold harmless the Green Hills Public Library District, its Board of Trustees, and staff, from any loss, cost, expense, or damage occasioned by the use of Library property.
15. Failure to abide by the requirements and regulations set forth in this policy will result in a minimum charge of \$100.00.
16. Any other activity which would materially and substantially interfere with the proper functions of the Library, such as excessive noise, a significant safety hazard, or a significant security risk, is prohibited.
17. All users must abide by the Patron Conduct Policy and all other applicable policies.

Adopted March 2023
Revised October 2025

Notary Service

The Green Hills Public Library District provides notary service in accordance with the Illinois Notary Public Handbook, published by the Office of the Illinois Secretary of State. Library notaries will decline to provide notary service in situations that do not comply with the provisions of this manual.

Notary service is provided free of charge on a first-come, first-served basis. Patrons seeking notary service are encouraged to inquire prior to their visit regarding the availability of services, as a notary may not be present during all operational hours.

Patrons utilizing this service must provide the notary with a current, valid identification issued by a state or federal agency that includes the patron's photo and signature, such as a current driver's license, state ID, U.S. military ID, or U.S. passport.

Notary service is not available for documents which require legal knowledge, including but not limited to deeds, wills, living wills, trusts, and real estate transactions. In addition, the Library is unable to certify copies or notarize government I-9 forms.

At the discretion of the notary, service will not be provided if the document(s) or circumstances of the request raise any issues of authenticity, ambiguity, doubt, or uncertainty.

Adopted March 2023

Opioid Antagonists and Overdose Response

In recognition of Public Act 104-0056, effective January 1, 2026, and as part of the Library's ongoing efforts to maintain a safe and welcoming environment for patrons and employees, the Library adopts the following policy regarding opioid antagonists and overdose response. This policy reflects the Library's intent to align with the requirements of state law and to support the well-being of the community it serves. The Library Director is authorized and directed to establish and maintain the guidelines set forth in this policy.

Supply and Administration of Opioid Antagonists

The Library shall enroll in and utilize the Illinois Department of Human Services Drug Overdose Prevention Program (DOPP) or other lawful sources to obtain opioid antagonists and related training.

The Library shall maintain a sufficient and unexpired supply of opioid antagonists, with storage in secure locations known to employees, including at least one location at each staffed service desk.

Authorized personnel, defined as employees who have completed recognized training, are permitted administer an opioid antagonist in good faith to any person whom they believe to be experiencing an opioid overdose on Library premises or at a Library-sponsored event. The Library shall take reasonable steps to ensure that authorized personnel are present during all hours the Library is open to the public. This policy does not impose a duty on the Library or its personnel to administer an opioid antagonist.

If an opioid antagonist is administered, an incident report must be filed within 24 hours and any required notifications must be sent to the Illinois Department of Public Health or Illinois Department of Human Services.

Authorized personnel may be entitled to tort immunity as provided under Public Act 104-0056, and other applicable law, except in cases of willful or wanton misconduct. To the extent such immunity is available, the Library and its staff intend to act in good faith reliance on the protections afforded by law.

Training

All employees shall complete training on recognizing an opioid overdose and administering an opioid antagonist. Training may be provided through DOPP or other recognized providers. Such training shall be provided upon hire, and annually thereafter or when updated state guidance is issued.

Recordkeeping and Compliance

The Library shall maintain records of supply inventory, employee training, and incident reports.

Adopted March 2026

Patron Conduct

The Green Hills Public Library District strives to provide a warm, welcoming, and safe environment conducive to lifelong learning and discovery for people of all ages. The Library Board has the authority to determine the rules and regulations for the governance of the Library, and therefore affirms the following:

- All Library patrons have a fair and equitable opportunity to use Library materials and services in a safe and pleasant environment, without unreasonable interference or disturbance from others.
- Library staff have a safe and secure workplace protected from disruptive, hostile, or unlawful behavior.
- Library facilities, property, and materials are secured from damage or theft.

The following are prohibited while on Library property:

- Engaging in activity in violation of Federal, state, local, or other applicable law, or Library policy.
- Harassment of any kind.
- Entering unauthorized areas; or remaining in the Library building after closing or when requested to leave during emergency situations.
- Engaging in sexual conduct or lewd acts.
- Possession or use of alcohol or illegal drugs. Possession or use of cannabis is prohibited on Library property, except in compliance with the Illinois Compassionate Use of Medical Cannabis Program Act, 410 ILCS 130/1, et seq., as amended, in regards to possession.
- Smoking, vaping, and the use of tobacco products are only permitted outside the Library building at a distance of 15 feet or more from any Library entrance.
- Weapons such as explosives, firearms except by on-duty law enforcement officers, knives, look-alike weapons, or any other objects that can be reasonably considered as weapons.
- Animals, other than specifically trained animals used as aids by persons with disabilities, or animals featured in programs sponsored by the Library.
- Any other conduct which unreasonably infringes on the safe and pleasant use of the Library by others, interferes with Library operations and the ability of staff to do their work, or endangers Library property.

Unattended Children and Vulnerable Persons

A parent, guardian, or caregiver is responsible for monitoring the activities and managing the behavior of children or vulnerable persons during their Library visits. The Library does not provide adult or child care services. Children under the age of 10 must be accompanied at all times by a parent, guardian, or other responsible person aged 14 or older who is taking an active role in attending to the child. Vulnerable persons, those who are unable provide adequately for their own care or manage their own behavior without assistance, must be accompanied at all times by a parent, guardian, or other responsible person aged 18 or older who is taking an active role in attending to this person.

If it is determined that a child under the age of 10 or a vulnerable person is in the Library without an appropriate parent, guardian, or caregiver during operating hours or when the Library closes, staff will attempt to contact the parent, guardian, or caregiver. If the parent, guardian, or caregiver cannot be

located or contacted within 10 minutes, the police will be contacted and asked to assist. Staff are authorized to contact the police at any time the safety of a child under the age of 10 or vulnerable person is in doubt. Staff are forbidden to take any Library patron home.

Enforcement of Policies and Suspension of Privileges

Illinois 75 ILCS 16/30–55.55, Public Library District Act of 1991, authorizes the Library Board to “exclude from the use of the Library any person who willfully violates an ordinance or regulation prescribed by the Board.”

Staff will call the police in the event that a patron’s behavior is unlawful or a safety threat. In other instances, when a Library patron engages in any prohibited activity, Library staff will inform the patron that the behavior is not allowed in the Library and that it must cease immediately. Noncompliant patrons will be asked to leave the premises. If a patron does not leave the premises after being asked to by Library staff, the police will be contacted.

Policy violations may be investigated by Library administration, which may lead to loss of some or all Library privileges. Individuals have the right to appeal a loss of Library privileges within 14 days of receiving notification by submitting a written request to the Library Director. Such appeals will be considered by the Library Director and designated staff, and the Library Director will notify the patron of their decision. Individuals may further appeal this decision to the Library Board of Trustees within 14 days of receiving notification from the Library Director; the Library may affirm, modify, or reject the Library Director’s decision. The decision of the Library Board of Trustees shall be final.

Adopted March 2023

Program Participant’s Consent

The Green Hills Public Library District reserves the right to use photographs and audio/video recordings taken at Library events or programs for publicity purposes in printed materials and online. All Library patrons consent to the use of their image and/or voice taken on the Library premises or at offsite Library events, unless they specifically inform Library staff of an objection to such use. No names will be utilized in conjunction with photographs, audio, or video recordings without express written consent.

Adopted March 2023

Programming

The Library may provide programming to support the mission of the Library. Library staff are responsible for the design, implementation, and evaluation of programs. In planning and carrying out its programs, the Library aspires to meet the standards set forth in the Library Bill of Rights.

The Library may engage the services of a presenter or performer. The purpose of Library programming is not to promote the presenter or their organization or product. The booking of a presenter or performer does not imply Library endorsement of the content of the program, as the Library makes every effort to include a balance of viewpoints in programs. The Library will require a certificate of insurance with the Library listed as Certificate Holder for any program including live animals, food preparation, or any other program for which proof of insurance coverage is deemed necessary by the

Library. In the event a certificate of insurance is required, the minimum limits of liability a presenter must carry are \$1,000,000 each occurrence and \$2,000,000 aggregate.

Programming will be selected based on the following criteria:

- Community needs and interests, whether expressed or anticipated;
- Availability of program space;
- Budget;
- Availability of staff;
- Presenter background/qualifications in content area;
- Historical or educational significance;
- Representation of diverse cultural backgrounds, opinions, and viewpoints;
- Appeal to a range of ages, interests, and information needs;
- Connection to other community programs or events; and/or
- Relation to Library collections, resources, and other services.

The Library strives to open programs to everyone, but residents may be given preference for high-demand programs. Library-initiated programs may be restricted to a specified age group or audience based on educational suitability, audience interest, and/or the intended purpose of the program. In consideration of the Library's budget, space, and other factors, space in programs may be limited.

When attending programs, children under the age of 10 must have a parent or caregiver remain in the building throughout the program, unless otherwise specified.

Patrons who are registered for an event they cannot attend are expected to cancel their registration at least 24 hours in advance. Patrons may be unable to register for future events, and will instead be placed on a waitlist, if they do not cancel their registration.

Adopted March 2023

Reference and Readers Advisory Service

This policy is intended to define reference and readers advisory service provided for Library patrons, promote consistency in provision of services, and serve as a public statement regarding reference philosophy at the Library.

Goals

- To assist Library patrons by providing timely, accurate, and useful materials and information.
- To facilitate access to the Library's collection and resources.
- To provide readers advisory service in multiple formats.
- To provide efficient referral and effective follow-through on inquiries which cannot be answered with on-site resources, including interlibrary loan, resource sharing, and other available supplementary services.

Ethics and Standards

Reference services shall be provided to all patrons on an equal, nondiscriminatory and nonjudgmental basis. All requests are treated confidentially, courteously, and without regard to the patron's age, race,

national origins, gender, sexual orientation, religion, background, appearance, social or economic status, or personal view of the patron making the inquiry.

Effort is made to answer all types of questions with no distinction made about the purpose of the inquiry or the use of the information. All questions are handled in confidence to the extent required by law and with impartiality.

Availability of Services

The first priority of Library staff is assistance to the public; all other work assignments are secondary. The Library provides reference and readers advisory service to any patron requesting it, regardless of residency. Service is provided by professionally trained staff during all hours the library is open.

Scope of Service

Staff will use all available sources of information to answer questions. This includes, but is not limited to books, periodicals, electronic databases, the internet, government agencies, and organizations. Sources of information will be given when questions are answered; staff cannot provide interpretation. The producers of a resource, not the Library, are responsible for resource accuracy.

Inquiries are accepted in-person, by phone, fax, US mail, and email. Requests will be handled in the order in which they are received.

If information appropriate to the patron's need is not available at the Library, a referral will be made to outside services or agencies.

Limitations

The following are deemed to be beyond the scope of the Library's service responsibilities, and will not be provided by staff:

- Legal, medical, tax, or financial advice.
- Personal transactions for patrons, such as making online purchases or filling out forms.
- Critiquing or editing patron documents, such as resumes or letters.
- Any opinions or interpretations of information beyond the scope of staff training in library reference work.

Some online resources, such as subscription databases, require a Green Hills Public Library District card for access from outside the Library. Not all databases are available remotely.

Fees

Most reference and readers advisory services are delivered without charge. Fees may be assessed for mailing, printing/copying, or interlibrary loan use. See Appendix for Fines and Fees.

Evaluation of Services

Reference and readers advisory services will be evaluated periodically in terms of patron satisfaction and effective implementation of the above policy.

Adopted March 2023
Reviewed March 2025

Security Cameras

The Green Hills Public Library District uses security cameras for the safety and security of Library users, staff, and property. The security camera installation consists of dedicated cameras, which provide real-time surveillance through a video management system. The primary purpose of security cameras is to discourage inappropriate and illegal behavior and activities and, when necessary, to provide assistance to law enforcement in the apprehension and prosecution of offenders, in accordance with applicable federal, state, and local law regarding the confidentiality of library records.

Public Notice

The Library shall post and maintain signs at the entrances of each building giving notice of the use of security cameras for monitoring and recording activity in public areas of the Library property. In addition, notice is hereby given to all persons that security cameras are in use and recording activity throughout the Library and its grounds. No person should have any expectation of privacy in any public area in or around the Library.

Camera Location

Cameras are positioned to monitor public areas of the Library such as service areas, entrances and areas prone to theft, vandalism, or other activities that may violate Library policy or criminal law.

Access to Digital Images

Video data is recorded and stored digitally. Recorded data is considered confidential and secure.

Access to live feeds of images and recorded video data is limited to authorized Library staff designated by the Library Director. Live feed activities are randomly monitored. Because the cameras will not be continuously monitored, the public and staff should take appropriate precautions for their safety and the security of their personal property. The Library is not responsible for the loss of property or personal injury.

Unauthorized Access and/or Disclosure

Confidentiality and privacy issues may limit the public from viewing security camera footage that contains personally identifying information about Library users. All requests for disclosure of recorded images, except as stated above for law enforcement, shall be made in accordance with the Freedom of Information Act, and submitted to the Library Director. The Director shall review the requested images and determine if the images contain any information protected by the Library Records Confidentiality Act.

Only authorized employees can view and/or export video footage. No unauthorized recording of video footage through cell phones, portable devices, or any other means is permitted. Any Library employee who becomes aware of unauthorized disclosure of a video recording and/or a potential privacy breach has a responsibility to immediately inform the Library Director.

Retention of Data

The Library maintains 5 TB (terabytes) of storage for recordings. Once the storage limit is reached, new recordings will automatically overwrite the oldest recordings.

General Policy Manual

Recorded data relating to specific incidents shall be retained for one year after the incident, until such time as any legal matters pertaining to the recording have been resolved, or as soon as permitted by law, whichever is later.

All storage of recorded data shall be kept in a secure area.

Patron Privacy

Video surveillance records are not to be used directly or indirectly to identify the activities of individual Library patrons except as viewed in relation to a specific event or suspected criminal activity, suspected violation of Library policy or incidents where there is reasonable basis to believe a claim may be made against the Library for civil liability.

Authorized individuals may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a crime on Library property.

Law enforcement officials or agencies may be provided access to the recorded data pursuant to a subpoena, court order, or as permitted by law.

Recorded data will be accorded the same level of confidentiality and protection provided to Library users by Illinois state law and the Library's policies.

Disclaimer of Liability

The Library disclaims any liability for use of the video data in accordance with the terms of this policy, given that the Library is a public facility and the security cameras shall be limited to those areas where patrons and/or staff have no reasonable expectation of privacy.

Damages and Liability

Any individual using the Library shall be held responsible for willful or accidental damage to the Library's building and collections caused by the individual in accordance with the Library's policies.

Adopted June 2018
Revised March 2023
Revised October 2025

Social Media

The purpose of this policy is to address use of social media platforms by the Green Hills Public Library District and its employees, volunteers, elected officials, and patrons. The Library uses social media to increase awareness of and accessibility to its programs, resources, and services in order to serve its mission.

Library-Sponsored Social Media

Only those employees responsible for the Library's social media sites should be actively participating on those sites during work hours. Staff should keep in mind the following best practices when posting on the Library's social media accounts on behalf of the Library:

- Social media accounts will not be monitored 24/7. Questions and comments will be responded to within 1-2 business days, and during the normal business hours of the Library.

- Staff engaged in social networking activities, as representatives of the Library, shall act and conduct themselves according to the highest possible ethical and professional standards when communicating via the Library's social media accounts. Content should be presented in a professional manner; employees should check facts, cite sources, avoid copyright infringement, present balanced views, acknowledge and correct errors, and check grammar and spelling before posting.
- Library staff should not discuss confidential, work-related matters through Library-sponsored social media.
- Content posted on the Library's social media accounts may be conversational in nature but must remain professional, particularly if responding to a comment. Staff using the Library's social media accounts shall respect and accept opinions of those interacting with the Library's social media accounts, regardless of whether such opinions are positive or negative.

Content that is posted on Library-sponsored social media sites is subject to the Freedom of Information Act and records retention requirements.

Employee Personal Use of Social Media

Library employees have the same right to self-expression enjoyed by members of the community as a whole when discussing matters of public concern. As public employees, Library employees are cautioned that speech made pursuant to official duties, and speech about purely private concerns, is not protected speech under the First Amendment and may form the basis for discipline if deemed a violation of any policy of the Library. Employees should keep in mind the following best practices when posting content about library-related subjects and issues on personal time:

- Library staff shall make it clear that the views expressed are their personal views and do not represent the view of the Library.
- Respect the Library's confidential and proprietary information. Do not post information that is still in draft form or is confidential.
- No comments with any kind of negative, mocking, condescending, or similar offensive or critical viewpoint should be made about patrons, Library staff, or Library trustees in general, about specific questions from patrons, or about patron behavior on the Library's websites and/or social media sites.
- The Library does not endorse, monitor, or review the content of personal, non-Library related social media activity of its staff.
- Staff use of personal social media is not permitted during working hours except for work-related purposes such as professional development or Library-related social media outlets.
- No Library staff member should comment on litigation involving the Library on the Library's social media accounts, or any personal social media accounts without prior approval from the Library's attorney.

Posting by the Public on Social Media

The Library permits patrons and other members of the public to comment on Library posts. Postings by the public on the Library's social media sites does not indicate Library endorsement of the ideas, issues, or opinions expressed in these posts.

While the Library recognizes and respects differing opinions and the First Amendment rights of its employees and patrons, the Library reserves the right to delete posts that violate Library policy. Failure to comply with federal, state, and local law as well as Library policies will be grounds for suspension of posting privileges.

The Library encourages dialogue and the exchange of information and knowledge between users and Library staff about Library programs, events, materials, services, and other information. The Library reserves the right to restrict or remove any content that is deemed to be in violation of this policy or any applicable law. Posts that contain any of the following are prohibited and will be removed:

- Profane language and content
- Slanderous, libelous, or defamatory language or content
- Content that promotes, fosters, or perpetuates discrimination or harassment
- Conduct or encouragement of illegal activity
- Copyright and trademark violations
- Advertising or sale of merchandise or services
- Spam

Disclaimer

All content posted on Library social media sites is subject to the Illinois Freedom of Information Act (FOIA). By posting in the Library's social media sites, patrons and the public give the Library permission to use their name, profile picture, and the content of any posting they make without compensation or liability on the part of the Library. Users should be aware that third party websites have their own privacy policies and should proceed accordingly.

The Library, its employees, agents and officials assume no responsibility for any damages, direct or indirect, arising from participation in Library-sponsored social media. Violations of this policy by employees may result in discipline, up to and including termination of employment.

Adopted May 2013
Revised May 2018
Revised March 2023

Solicitation and Community Information

Solicitation

The Green Hills Public Library District has an obligation to both protect the safety of Library users and to ensure that users can freely access and quietly enjoy Library services. Free and unimpeded access to the Library is a necessary precondition for meeting this obligation.

Active solicitation within the Library building and the Library parking lot is not permitted unless it is a Library function or an activity related to fundraising for the Library and under the general supervision of Library staff. Active solicitation refers to any person-to-person communication for the purposes of (1) obtaining contributions or donations, (2) selling merchandise, coupons, or tickets, (3) collecting signatures, (4) distributing educational or promotional materials, (5) recruiting members or clients, and (6) financial solicitations/transactions.

The passive solicitation and collection of donations by community-based, nonprofit organizations is permitted. Notices may be posted to a public bulletin board and bins placed in approved areas to collect items for this purpose. Use of these resources is subject to the approval of the Library Director or designee. The Library assumes no responsibility for contents collected or donated. The Library does not permit any exchange of monies or funds for this purpose.

Candidates with nomination papers may solicit signatures on Library property outside of the Library building as long as it is done in a reasonable and unobtrusive manner.

Nothing in this policy shall be construed as preventing the sale of publications, artwork, or recordings by writers, artists, or performers who have been engaged by the Library for a presentation or performance.

The Library Director shall make the final determination as to whether a solicitation is active or passive, and if the activity is permitted under this policy.

Community Information

The Library provides access to free materials that are educational, cultural, intellectual, charitable, recreational, or of general interest to the community. All requests to display informational materials (i.e. posters, flyers, or leaflets) are subject to approval by the Library Director or designee. Preference will be given to materials from nonprofit organizations and organizations within the Library District boundaries.

Informational materials may be displayed in appropriate areas of the Library including bulletin boards, literature racks, or shelves available for that purpose. Location will be determined by the Library Director or designee. Display of material will be subject to available space. All decisions to display appropriate materials shall comply with applicable statutory and/or constitutional provisions. Items announcing events will be removed after the date of the event.

Distribution or posting of materials by the Library does not indicate the Library's endorsement of the organization or information presented.

The Library will not accept materials related to the election of specific candidates, or to seek to influence the votes of a legislative body or the policy decisions of a legislative body. In addition, commercial or personal notices will not be accepted.

Adopted March 2023

Study Rooms

The Green Hills Public Library District provides private study rooms to serve the needs of the Library and the communities it serves. These rooms are intended for independent study and/or collaboration of small groups. The Board may modify, amend, or supplement this policy, as it deems necessary.

Single study rooms are to be used by one person. At least two users must be present to occupy a group study room, but no more than six users due to occupancy limitations. All users occupying a study room must be of high school age or older unless accompanied by an adult. A valid photo ID or GHPLD Library card will be retained by staff while the room is in use.

Study rooms A (single) and B (group) are available on a walk-in or reservation basis. Reservations are accepted for GHPLD cardholders two days in advance on the Library's online reservation system. Users must be present within 10 minutes of their reservation start time or their reservation will be forfeited. Users are limited to (1) two-hour reservation per day. Study rooms C (group) and D (single) are available on a walk-in basis; advance reservations are not accepted. All rooms may be used for two hours, and session time may be extended if no other patrons are waiting. Study rooms must be vacated 15 minutes prior to the Library closing.

There is no guarantee of a silent atmosphere due to the proximity to public spaces and other study rooms. Users of each room are asked to be respectful of others in adjacent spaces. All individuals are responsible for the condition of the rooms they occupy and should return furniture to the original arrangement.

Any activity which would materially and substantially interfere with the proper functions of the Library, including but not limited to excessive noise, a significant safety hazard, security risk, or any violation of other applicable policies is prohibited. The Library retains the right to monitor users in study rooms to ensure compliance with Library regulations. Failure to comply may result in denial of access.

Adopted March 2023
Revised September 2025

Volunteers

The Green Hills Public Library District welcomes the efforts of dedicated volunteers who contribute to the effective operation of the Library. The volunteer program is intended to give community members fulfilling opportunities to use their skills, assist Library staff in supplemental areas wherever possible but not to provide basic services, and to further the relationship between the Library and the community it serves. Volunteers are not intended to take the place of paid Library staff.

Individuals interested in volunteering must complete a participation form and be at least 10 years old. Volunteers under 18 years of age must have written permission from a parent or guardian to participate in the volunteer program. Volunteers will not be accepted if there is no suitable task after considering skills, interests, schedule, and transportation. Court-ordered community service workers are not accepted as volunteers.

Volunteers are recognized by the public as representatives of the Library and shall be guided by the same work and behavior codes as Library employees. Volunteers are required to sign in and out when volunteering in the building, and must display proper identification while on duty. Volunteers work under an at-will status and may be discharged with or without cause.

If a volunteer is injured in the course of their volunteer activity, their relationship to the Library will be that of any member of the public using the facilities. Any injuries should be reported to Library staff. Volunteers are not eligible to receive any workers' compensation benefits for any injuries sustained while functioning as a volunteer.

Volunteer program records will be retained for five years or in accordance with records retention requirements, whichever is longer.

Section IV: Appendices

Appendix A: Circulation Structure and Fees

Loan Policies*

Material	Loan Period	Limit	Renewals [†]	Hold Allowed?
Audiobooks [‡]	3 weeks	None	2	Yes
Beyond Books	2 weeks	3	2	Yes
Board Books [‡]	3 weeks	None	2	No
Board Games	2 weeks	3	2	Yes
Book Box	3 weeks	None	0	No
Books [‡]	3 weeks	None	2	Yes
Devices	2 weeks	1 per type	2	Yes
DVDs/BluRays (new)	1 week	None	2	Yes
DVDs/BluRays (non-new)	3 weeks	None	2	Yes
Hot Items	2 weeks	None	0	No
Magazines [‡]	3 weeks	None	2	Yes
Magazines (Quick Flips)	1 week	None	2	Yes
Music CDs	3 weeks	None	2	Yes
Pre-loaded Audiovisual	3 weeks	None	2	Yes
Video Games	2 weeks	3	2	Yes

*Renewals and holds as indicated in the above table only apply to items in the Library’s main collection. Items checked out from the 24-Hour Library are not eligible for renewals or holds.

[†]Eligible for a six-week vacation loan.

[‡]Renewals will be automatic provided there are no holds on the item(s), the renewal limit has not been reached, and/or the patron’s account balance is less than \$25.00.

Service Fees

Service/Reason for Charge	Fee
3D Printing	\$0.25 per half hour
Copies/Prints (black and white)	\$0.10 per page
Copies/Prints (color)	\$0.25 per page
Fax	\$0.50 per page
ILL Request (out of state)	Cost of postage
Lost/Damaged Binge Box or Book Box	\$3.00 per box plus replacement cost of item
Lost/Damaged Material	Replacement cost of item
Lost/Damaged Security Tag	\$2.00

Non-Resident Card	\$240.00 as of 7/1/2025
Referral to Collection Agency	\$10.00

Adopted March 2023
Revised September 2023
Revised October 2023
Revised July 2024
Revised June 2025

Appendix B: Forms

- ADA Complaint Form
- Alcohol Event Application
- Freedom of Information Request
- Freedom of Information Request: Denial
- Displays and Exhibits Application
- Meeting Room Reservation Application
- Officer's Request for Confidential Library Information
- Request for Reconsideration of a Title
- Volunteer Application

Americans with Disabilities Act (ADA) Complaint Form

The Library is committed to making its facilities accessible and usable by all patrons. This commitment is ongoing, proactive, and intended to meet the needs of individuals with disabilities in compliance with the Americans with Disabilities Act (ADA), as amended. The Library provides a complaint process for resolution of any complaint alleging noncompliance with the ADA or discrimination on the basis of a disability. Complaints should be addressed to the Library Director, using this form.

Complainant's Name: _____

Address: _____

Phone Number: _____ **Email Address:** _____

Describe in detail the nature of the complaint, and include the date, all parties that were involved, location, program, and any other pertinent information (i.e. documents in support of your complaint):

Complainant's Signature: _____ **Date:** _____

FOR LIBRARY USE ONLY	
Received By: _____	Date: _____
Date Reviewed by Library Director or Designee: _____	
Date Reviewed by Library Board of Trustees (if applicable): _____	
** Attach all relevant written correspondence **	

Alcohol Event Application

Section 1: To be filled out by vendor/presenter

Name of Event: _____

Date of Event: _____ Start and End Time of Event: _____

Type of Event: ___ Fundraiser ___ Cultural Event ___ Educational Event

Description of Event: _____

Location of Event: _____

Presenter/Vendor's Name: _____

Street Address: _____

Phone Number: _____ Email Address: _____

How does the availability of alcoholic beverages enhance this event? _____

Who will be serving the alcoholic beverages and what steps are you taking to make sure that no alcohol will be served, distributed, or consumed by persons under the age of 21? _____

Section 2: To be filled out by coordinating employee

Attach Library's certificate of insurance and submit to the Library Director at least 30 days prior to the newsletter copy deadline.

Coordinating Employee Name: _____

Are admission tickets going to be sold ahead of time or at the door?* ___ Yes ___ No

**If tickets are to be sold, City and State licensing is required, as well as a separate Liquor Liability Insurance policy for the special event. The Library shall obtain and pay for these requirements.*

Proposed Cost of Event (vendor charge, supplies, applicable licensing/insurance, etc.): _____

Individual(s) checking IDs (attach BASSET certification): _____

Individual(s) serving alcoholic beverages? (attach BASSET certification): _____

Section 3: Board action

Approved or Denied: _____ Date of Action: _____

Displays and Exhibits Application

Applicant's Name: _____ **Phone Number:** _____

Address: _____

Email Address: _____ **Library Card #:** _____

Name of Organization (if applicable): _____

Nature of Display or Exhibit: _____

Description and Value (if applicable) of Each Item: _____

Preferred Dates for Display: _____

For and in consideration of the use of the Library facilities for display purposes, the person or group signing this application hereby agrees to indemnify, defend and hold the Green Hills Public Library District, its elected officials, staff, and agents harmless from any and all claims, actions, suits, causes of or relating to its use of the Library District facilities. I have read the Green Hills Public Library District's policy concerning Displays and Exhibits and agree to abide by the terms of the policy. The Green Hills Public Library District shall not be held responsible for loss of, or damage to, property while it is housed in the Library. If the display is not removed on the date of termination of this contract, the display will be removed and disposed of by the Library staff, and the Library will assume no further responsibility for it.

Applicant's Signature: _____ **Date:** _____

FOR LIBRARY USE ONLY

Approved or Denied: _____ **Dates Approved:** _____

Authorized Library Representative's Signature: _____

Freedom of Information Act Request

Name: _____ Address: _____

Phone Number: _____ Email Address: _____

Description of Requested Record(s): _____

Please indicate if you wish to inspect the above captioned records or wish to have a copy of them:

Inspection Copy Both

Do you wish to have copies certified? _____

Is this information to be used for a commercial purpose? _____

Pursuant to Section 3.1(c) of the Freedom of Information Act, it is a violation of the Act for a person to knowingly obtain a public record for a commercial purpose without disclosing that it is for a commercial purpose.

This request is being made in accordance with the provisions of the Freedom of Information Act, and the undersigned agrees to abide by the Rules and Regulations, and to pay all charges involved with the copying of the documents including postage costs.

Requester's Signature: _____ Date: _____

FOR LIBRARY USE ONLY	
Date Received: _____	Date Response Due: _____
Date and Type of Response:	
Approved on _____; partially approved on _____; denied on _____	

Freedom of Information Act Request: Denial

Description of Requested Record(s): _____

Your request dated _____ for the above captioned records has been denied for the following reason(s):

___ The request creates an undue burden on the public body in accordance with Section 3(g) of the Freedom of Information Act, and we were unable to negotiate a more reasonable request.

___ The materials requested are exempt under Section 7 of the Freedom of Information Act for the following reasons (include detailed factual basis for any claimed exemption): _____

The individuals who were responsible for the denial are: _____

You have the right to appeal the denial of the records you have requested to the Public Access Counselor by submitting a written notice of appeal to:

Public Access Counselor
Illinois Attorney General’s Office
500 South Second Street
Springfield, Illinois 62701

Email: public.access@ilag.gov
Phone: 877-299-3642

You also have the right to judicial review pursuant to Section 11 of the Freedom of Information Act, 5 ILCS 140/11.

Freedom of Information Officer: _____ Date: _____

Meeting Room Reservation Application

Date Requested: _____ **Hours Requested:** _____ **Expected Attendance:** _____

Room Requested (circle one): Ground Floor Meeting Room OR First Floor Meeting Room

Applicant's Name: _____ **Phone Number:** _____

Home Address: _____

Email Address: _____ **Library Card #:** _____

Address of Office and/or Regular Meeting Place of Organization): _____

Name of Organization (if applicable): _____

General Purpose of Use (business meeting, panel discussion, lecture, etc.): _____

Special Requests (i.e. equipment): _____

I state the above information is true and correct. I further state that I have received a copy of the Meeting Room Policy adopted by the Board of Trustees of the Green Hills Public Library District, that I (and the above organization, if applicable), shall abide by said Meeting Room Reservation Policy and shall indemnify, defend and hold harmless the Green Hills Public Library District, its Board of Trustees, and employees, from any loss, cost, expense, or damage occasioned by the use of Library property. Failure to abide by the requirements and regulations set forth in this policy will result in a minimum charge of \$100.00.

Applicant's Signature: _____ **Date Submitted:** _____

FOR LIBRARY USE ONLY
Approved or Denied: _____
Modifications or Restrictions, if any: _____
Reason for Denial, Modifications, or Restrictions: _____
Authorized Library Representative's Signature: _____

Officer’s Request for Confidential Library Information

- A. This is a request under the Illinois Library Records Confidentiality Act, 75 ILCS 70/1 (copy attached) for information contained in the Library’s registration and circulation records.
- B. My request for information is limited to identifying a “suspect, witness, or victim of a crime.”
- C. As the basis for this request, I represent the following:
 - 1. I am a sworn law enforcement officer.
 - 2. As a result of an emergency where I believe there is imminent danger of physical harm, it is impractical to secure a Court Order for identification information.

D. The information I request relates to the following (description of information sought):

Officer’s Acknowledgment: I acknowledge receipt of the information I requested from the Library.

Officer’s Printed Name: _____ **Officer’s Signature:** _____

Officer’s Agency/Department: _____ **Officer’s Badge #:** _____

Time Signed: _____ **Date Signed:** _____

FOR LIBRARY USE ONLY	
Approved or Denied: _____	Dates Approved: _____
Authorized Library Representative’s Signature: _____	

(75 ILCS 70/1) (from Ch. 81, par. 1201)
Library Records Confidentiality Act

Sec. 1. (a) 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 unless:

(1) required to do so under a court order; or

(2) the information is requested by a sworn law enforcement officer who represents that it is impractical to secure a court order as a result of an emergency where the law enforcement officer has probable cause to believe that there is an imminent danger of physical harm. The information requested must be limited to identifying a suspect, witness, or victim of a crime. The information requested without a court order may not include the disclosure of registration or circulation records that would indicate materials borrowed, resources reviewed, or services used at the library. If requested to do so by the library, the requesting law enforcement officer must sign a form acknowledging the receipt of the information. A library providing the information may seek subsequent judicial review to assess compliance with this Section. This subsection shall not alter any right to challenge the use or dissemination of patron information that is otherwise permitted by law.

(b) This Section does not prevent a library from publishing or making available to the public reasonable statistical reports regarding library registration and book circulation where those reports are presented so that no individual is identified therein.

(b-5) Nothing in this Section shall be construed as a privacy violation or a breach of confidentiality if a library provides information to a law enforcement officer under item (2) of subsection (a).

(c) For the purpose of this Section, (i) "library" means any public library or library of an educational, historical or eleemosynary institution, organization or society; (ii) "registration records" includes any information a library requires a person to provide in order for that person to become eligible to borrow books and other materials and (iii) "circulation records" includes all information identifying the individual borrowing particular books or materials.

(Source: P.A. 95-40, eff. 1-1-08.)

Request for Reconsideration of a Title

Green Hills Public Library District residents who wish to have materials reconsidered for the Library collection must completely fill out and sign this form. Forms that are not completely filled out will not be considered.

Author: _____

Title: _____

Format: _____ **Copyright Date:** _____

Publisher/Production Company: _____

Name of Resident Submitting this Request: _____

Complainant Represents: _____ Themselves _____ An Organization

1. What do you believe is the theme of this material? _____

2. Are you aware of the reviews of this material by critics? _____

3. Did you read, view, listen to or otherwise use the material in its entirety? _____

(continued on next page)

4. What specifically in the material do you find objectionable? Be specific; cite pages, lyrics, scenes, etc.) _____

5. What good or valuable features do you find in the material? _____

6. What are you requesting the Library do about this material? _____

Signature of Resident: _____

Library Card # (if applicable): _____

Address: _____

Phone Number: _____

Email Address: _____

Organization Name (if applicable): _____

FOR LIBRARY USE ONLY

Received By: _____ Date: _____

Date Reviewed by Library Director and Designated Selector: _____

Date Reviewed by Library Board of Trustees (if applicable): _____

****Attach all relevant written correspondence****

Volunteer Application

Applicant's Name: _____

Address: _____

Phone Number: _____ **Email Address:** _____

Birth Date (MM/DD/YYYY): _____

Emergency Contact: _____ **Phone Number:** _____

Parent/Guardian Information (for applicants under the age of 18):

Full Name: _____ **Phone Number:** _____

Please list any physical limitations you have that we should consider when matching you with volunteer jobs: _____

Days and times you are available: _____

I hereby release the Green Hills Public Library District, its agents, and any employees, from any liability or obligation arising from or in conjunction with community services activities.

Applicant's Signature: _____ **Date:** _____

Parent/Guardian Signature (if volunteer is under 18): _____

FOR LIBRARY USE ONLY

- Volunteer Program:** ___ Adult Services Adopt-A-Shelf
___ Youth Services General Volunteering
___ Youth Services Reading Program
___ Other (please specify): _____