

REFUND POLICY

Charges incurred on patron accounts are generally not refundable after payment. To inquire about a charge on your account or a potential refund, please call the Library at 847-253-5675 and ask for Circulation.

1. Because the library moves quickly to replace lost or damaged materials, an item subsequently found by a patron for which a "lost material" charge has been paid may not be returned for refund.
2. Upon patron request and verification by library staff, payment of an incorrect charge to a patron account will be refunded in the same format as the original payment.

Online Payment Privacy Policy

Payment information will be kept confidential and will not be stored, shared or used for any other purpose than the purpose of the immediate transaction.

Lost/Damaged Items

The Library will not hold patrons responsible for items lost or damaged in fire, flood, or by theft when documented by a police or insurance report.