

Public Notice to Havana Public Library Patrons

from the Havana Public Library District Board of Trustees

The Havana Public Library District will no longer provide personalized assistance for the Benefits Access Program (former Circuit Breaker) due to privacy issues and confidentiality issues. Staff members cannot handle patron's personal financial information, social security information, etc.

Patrons may use library computers to access the internet, but library staff may not provide more than cursory assistance. Library staff cannot fill out medical, financial, or legal forms. Library staff cannot create or maintain email addresses for library patrons, nor can patrons use library email addresses for their personal business.

The Havana Public Library District staff are not obligated nor legally empowered to assist with the Benefits Access Program (former Circuit Breaker). Any staff member found to be providing inappropriate assistance to a patron will be subject to disciplinary action and/or termination.

Effective: December 8, 2016, Havana Public Library District Board of Trustees

Benefits Access Referrals

Illinois Department on Aging
One Natural Resources Way, Suite 100
Springfield, IL 62702-1271
1-800-252-8966
FAX: 217-785-4477

Senior HelpLine:
(8:30 a.m. - 5 p.m., Monday through Friday)
1-800-252-8966
1-888-206-1327 (TTY)
aging.ilsenior@illinois.gov

Benefit Access Program:
(8:30 a.m. - 5 p.m., Monday through Friday)
1-800-252-8966
1-888-206-1327 (TTY)

Area Agency on Aging for Lincolnland, Inc.
3100 Montvale Drive Springfield, Illinois 62704-4278
Web: www.aginglinc.org
217-787-9234 (Voice and TTY)
Fax: 217-787-6290
1-800-252-2918 (I and A) (217, 309 and 618 area codes only)
E-Mail: jhubbard@aginglinc.org