

Circulation

Policy Number: **OP-12**

Initial Policy Approval Date: **2002**

Last Review/Revision Date: **July 2021**

Year of Next Review: **2023**

Section 1: Libraries in Niagara Cooperative (LiNC) Circulation Policy (May 2021)

Purpose

The purpose of the LiNC Public Library Circulation Policy is to set the parameters for the borrowing of materials by the public as well as the collection and use of personal information. The LiNC PL Circulation Policy shall be reviewed annually by the LiNC Executive Team and follows all provisions of the Public Libraries Act.

Cardholder Conditions

- a) Libraries in Niagara Cooperative (LiNC) cardholders have the same borrowing privileges at all LiNC public library locations. The only exceptions to this statement are in requesting interlibrary loans and restricted access to the electronic resources offered by each LiNC library.
- b) Regardless of a member's place of residence, the LiNC library where a cardholder initially registers is considered the home library for that library card.
- c) New library card memberships will not be issued to anyone whose borrowing privileges have been suspended at another LiNC library.
- d) LiNC library cardholders must present a valid library card from one of the LiNC libraries in order to checkout materials or access their account. If the card cannot be presented, valid photo I.D. is required.
- e) Library cards expire annually. At the time of expiration, the cardholder's contact information will be verified. Updates must be completed with a cardholder's home library.
- f) By obtaining a library card that is valid for use at a LiNC library, the cardholder will abide by all of the policies established by the LiNC Executive Team and their corresponding Library Boards, including but not limited to:
 - responsibility for the care of all items checked out on their cards

- paying outstanding fines and fees
- paying for lost or damaged material and associated processing fees
- reporting a lost or stolen card
- reporting change of name, address, telephone number, email address
- presenting library card or acceptable identification every time material is borrowed
- understanding that the holder is responsible for materials should the card be loaned to another user

g) Not fulfilling the above responsibilities may result in suspension of cardholder privileges.

Lending Periods, Renewals and Holds

Item	Loan Period	Renewals	Holds
Books, Audiobooks, Music CDs	21 days	2	Yes
DVDs, Blu-Rays	7 days	2	Yes
Magazines	7 days	2	Yes

Overdue fines will be assessed per individual LiNC library. Please see individual library policies for their fine schedule.

Overdue Materials Notification

- a) Cardholders will be notified when their material is overdue. For cardholders not using email notification, contact with the cardholder will be made after 7 days and a final notice will be communicated to the cardholder after 21 days.

Replacement Fees

- a) Damaged library materials will have a processing fee of \$5.00 and the replacement cost of the material applied to the cardholder's account.

- b) Items that remain overdue for longer than 60 days will be considered lost and the borrower privileges will be suspended until the processing fee and replacement cost are paid.
- c) Items that are found after the replacement fee has been paid are the property of the cardholder. No refunds will be made.

Limits

- a) Borrowing privileges will be suspended for accounts that have \$10.00 or more in unpaid fines or fees.
- b) Cardholders are limited to a maximum total of 99 items checked out at any one time.

Privacy Statement

LiNC public libraries abide by the Municipal Freedom of Information and Protection of Privacy Act.

For the purposes of fulfilling its mandate to make materials available, keeping necessary records, planning purposes, and ensuring the Library's resources are safeguarded, LiNC libraries collect and utilize personal information. This information will not be sold, given, or intentionally made available to other institutions or individuals without express cardholder consent.

Employees of the LiNC libraries are required to maintain confidentiality with regard to the following information:

- all records identifying the names, library card numbers, or contact information of library users;
- all records identifying material the library user currently has checked out or has checked out in the past;
- all records identifying the library user's overdue material(s);
- all records identifying users of public computers;
- all reference questions;
- all inter-library loan transactions;
- all holds placed, trapped, or held;

- all online searches and their results;
- all items photocopied, printed, or faxed;
- all suggested purchases of library material submitted by library users;
- all information pertaining to the identity of anyone conducting research on a particular subject.

Cooperation with Authorities

In accordance with various federal and provincial Acts and Regulations, requests for information about any LiNC library cardholder will be referred to the cardholder's home library CEO.

Section 2: Port Colborne Public Library Circulation Policy

Purpose

The Port Colborne Public Library makes materials widely available to the community, in an equitable manner, in order to maximize the use of the collections. The Port Colborne Public Library Board ensures fair conditions for library membership and borrowing privileges while protecting resources in a responsible manner and in accordance with the **Public Libraries Act**, R.S.O. 1990, c. P44.

1. Library Membership and Borrowing

- a) No fee will be charged for admission to the library.
- b) Any person may be a member of the library with borrowing privileges.
- c) **Residents** are defined as persons who reside in Port Colborne or pay taxes on a business or any other property in Port Colborne.
- d) **Non-Residents** are defined as persons who reside outside of Port Colborne and their household does not pay taxes on a business or any other property in Port Colborne.
- e) Membership will be granted to an individual who provides verification of address

and identification by showing two (2) documents bearing their name, one of which must bear the individual's current address. See Schedule A for acceptable documentation.

- f) Children under the age of 13 must register for membership accompanied by a parent or guardian who presents identification with name and address, and assumes responsibility for fines, damages or lost items.
- g) Only members of the library in good standing will be allowed to borrow library materials.
- h) Materials may be borrowed by either the membership card or, by valid identification at the discretion of library staff.
- i) Personal information collected will be subject to the Port Colborne Public Library Policy at *OP-01 Privacy, Access to Information & Electronic messages under CASL*.

2. Conditions of Membership and Card Use

- a) Membership is not transferable to other individuals. The cardholder is responsible for all items checked out on a card with the understanding that this responsibility still applies even if the card was loaned to another user.
- b) Under special circumstances and with the approval of the CEO or designate, a member may grant permission for another person to use their card after submitting written permission to the library.
- c) Adult membership category: ages 18 and up (See Schedule B regarding borrowing privileges)

Teen membership category: ages 13 to 17 (See Schedule B regarding borrowing privileges)

Child membership category: ages 0 to 12 (See Schedule B regarding borrowing privileges)

- d) Residents:
 - Fees: No membership fee. Replacement charge for lost cards.

Port Colborne Public Library

- Restrictions: See Schedule B regarding borrowing privileges for children and teens.
- e) Non-Residents:
- Fees: No membership fee. Replacement charge for lost cards.
 - Restrictions: Non-residents may not borrow inter-library loan items. Other restrictions may apply. See Schedule B regarding borrowing privileges for children and teens.
- f) Temporary Residents:
- Fees: No membership fee for a 4-month membership. Replacement charge for lost cards.
 - Restrictions: Temporary residents may not borrow inter-library loan items. Other restrictions may apply. See Schedule B regarding borrowing privileges for children and teens.
- g) An individual is entitled to only one library card. Lost or damaged cards will be replaced for a fee.
- h) The card is the property of the Port Colborne Public Library and must be returned upon request.
- i) Lost or theft of a card must be reported immediately; members are responsible for any materials borrowed on their cards until loss or theft is reported.
- j) Change of address, name or phone number must be reported immediately.
- k) Membership expires annually. Renewal requires verification of the member's name, address, and telephone number.
- l) Effective August 1, 2021, fines are eliminated on all Port Colborne Public Library items for all patrons. Fees for replacement items due to lost or damaged items will continue to apply for all members.
- m) Port Colborne Public Library card members who borrow items from other LiNC libraries are still subject to fines from those libraries. Membership will be suspended when fines exceed \$10.00 from other LiNC libraries and will be reinstated when the outstanding balance is less than \$10.00 when paid at that LiNC library.

- n) Membership may be suspended for violating library policies.

3. Borrowing

Loans:

- a) A standard loan period of 21 days exists for materials borrowed, except those materials for which special loan periods have been established. See Schedule B.
- b) Reference works, local history materials and newspapers are not available for loan except at the discretion of the CEO or designate.
- c) The total number of items on loan to any one member will not exceed 99 items.
- d) Borrowing of DVDs is restricted to cardholders 13 years and over. DVDs that are classified 18^A (suitable for people 18 years of age or older) or R (restricted to 18 years or older) by the Canadian Home Video Rating System will not be loaned to members under the age of 18. Proof of age is required.
- e) Interlibrary loans are restricted to Port Colborne cardholders 13 years and older.

Renewals

- a) Library items may be renewed in person, by telephone, by catalogue access in the library or remotely, or through a participating LiNC library. See Schedule B for renewal schedule.
- b) Items on hold for other members cannot be renewed.

Holds/Reserves

- a) Library items may be reserved in person, by telephone, or by catalogue access in the library or remotely.
- b) When the item becomes available, the member will be notified and asked to pick up the item.
- c) Items will be held for 3 days.
- d) There will be no limit on the amount of holds that can be placed by a patron.

Returns

- a) Members are required to return materials on or before the due date.
- b) Materials borrowed may be returned to the library at the Circulation Desk or in the book drop.
- c) Materials may also be returned to participating LiNC libraries.

Circulation Records

- a) Library Circulation and membership records will be used in accordance with ***Privacy, Access to Information & Electronic Messages under CASL (OP-01)***.

4. Charges

Damaged/Lost Items

- a) The library will charge replacement costs for items which are overdue by 21 days or for items which are damaged or lost.
- b) The replacement cost will be assessed by the library and will include the purchase cost and the processing cost of the item. It may not be possible to replace a specific item with an identical one.
- c) Charges will be levied based on the cost of a substitute item or the current average price of materials when an item is not replaced.
- d) Replacement of the item will be left to the discretion of the Chief Executive Officer or designate, in keeping with the library's selection policy.

Fines and Fees

- a) The board has eliminated fines on overdue materials for all Port Colborne Public Library items and for all patrons.
- b) Items borrowed from other LiNC libraries by a Port Colborne Public Library member may incur fines if items are overdue.
- c) Fees will be charged for costs incurred to process lost or damaged items, missing barcodes, and other repairs.

Related Documents:

- OP-01: Privacy, Access to Information & Electronic Messages Under CASL
- OP-21: Lendable Technology Items
- OP-22: Lendable Non-Traditional Items

Schedules:

- Schedule A: Acceptable Identification to Verify Name and Address for Membership Registration
- Schedule B: Fines and Loan Periods

Schedule A

Acceptable Identification to Verify Name and Address for Membership Registration

Documents are used to verify name and address only. No other information on the document(s) presented is kept on record.

Acceptable Identification	Acceptable Proof of Address
<ul style="list-style-type: none"> • Health card with photo • Citizenship card • Passport • Student ID card • OAS (senior's card) • Employer-issued photo ID card • Ontario Identity Card 	<ul style="list-style-type: none"> • Any benefit statement issued by the Government of Canada • Bank account statement • Utility bill (telephone, hydro, water, gas, cable, etc.) • Driver's license • Mortgage, rental or lease agreement • Property tax assessment or bill • Insurance policy (property, auto, life) • Employer record (pay stub or letter from employer) • Secondary school, college or university report card or transcript

Schedule B

Loans and Renewal Periods (Effective May 19, 2021)

Total number of items allowed per user is 99. No limit by material type.

Material Type	Patron Type	Loan Period	Number of Renewals
Adult and Teen Books	Adult	21 days	2
	Teen	21 days	2
	Juvenile	21 days	2
Express Books	Adult	14 days	0
	Teen	14 days	0
Children's Books	Adult	21 days	2
	Teen	21 days	2
	Juvenile	21 days	2
Audiobooks Language Instruction	Adult	21 days	2
	Teen	21 days	2
Magazines	Adult	7 days	2
	Teen	7 days	2
Audiobooks Fiction & Non-Fiction	Adult	21 days	2
	Teen	21 days	2
Express Audiobooks Fiction & Non-Fiction	Adult	14 days	0
	Teen	14 days	0
Music CDs	Adult	21 days	2
	Teen	21 days	2
Children's Story Kits	Adult	21 days	2
	Teen	21 days	2
	Children	21 days	2
DVDs Fiction, Non-Fiction, Documentaries, TV Series	Adult	7 days	2
	*Teen <i>(Teens may not borrow Restricted DVDs)</i>	7 days	2
Express DVDs	Adult	7 days	0
	*Teen <i>(Teens may not borrow Restricted DVDs)</i>	7 days	0
Interlibrary Loans	Adult	21 days	1 <i>(depends on lending library)</i>
	Teen	21 days	
Board Games	Adult	7 days	2
	Teen	7 days	2
Video Games	Adult	7 days	2
	Teen	7 days	2

Processing Fee: \$5.00
Missing Barcode: \$1.00

Replacement for library cards: \$4.00