

## POLICY

**Policy Type:** Library Services      **Policy Number:** 03-11  
**Policy Title:** Circulation

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### 1. Definitions:

#### Residents

Permanent residents are defined as individuals living permanently within the boundaries of the City of St. Thomas, the City of London, Elgin County and Middlesex County.

#### Non-residents

Non-residents are defined as individuals living permanently outside the boundaries of the City of St. Thomas, the City of London, Elgin County and Middlesex County.

#### Temporary residents

Temporary residents are defined as individuals living in the area for a period of less than six months, and includes holiday and seasonal residents.

### 2. Membership:

#### 2.1. Membership benefits

Benefits of membership are access to St. Thomas Public Library's resources, services and programs, including the privilege of borrowing materials and access to public Internet.

#### 2.2. Membership eligibility

Membership to St. Thomas Public Library is available free of charge to any permanent resident, non-resident, or temporary resident as defined in section 1, upon presentation of appropriate ID.

#### 2.3. Identification requirements

##### 2.3.1. General

An individual may become a member upon presentation of the appropriate identification providing proof of the borrower's name and address.

Acceptable documents for verifying a borrower's identity and address include those accepted by the Ministry of Health in applications for an Ontario Health Card.

#### 2.3.2. Secondary School students

Students enrolled in a secondary school may use a student card issued by the school or school board in which they are currently enrolled as acceptable identification.

#### 2.3.3. Elementary School students

Students in elementary school or of elementary school age (not in secondary school) are exempted from providing identification but are required to provide signed authorization from a parent or legal guardian to borrow library materials.

#### 2.4. Expiration

A borrower's card will expire two years after the date of issue.

#### 2.5. Renewal

A library card may be renewed only when outstanding fines of more than \$10 have been paid.

#### 2.6. Temporary, seasonal or holiday membership

For individuals residing in the area on a temporary basis, memberships will be granted with proof of both temporary and permanent addresses.

For individuals residing at a shelter, the Forensic Mental Health Facility etc., temporary membership may be granted with a letter from the sheltering organization.

The Library reserves the right to limit the number and types of materials and borrowed services accessed.

#### 2.7. Retiree membership

For individuals who have retired from employment at the Library, or retired from participation on the Library Board, memberships will be granted with unique privileges, including no fines accrual and no expiration date.

#### 2.8. Responsibilities of membership

Fair and equal access to library services and materials by all members of the library depends on the fair use of such services and materials by library users. Members have certain responsibilities.

Library members shall:

- be responsible for the care of all items checked out on their cards and agree to abide by the regulations of the Library
- present the library card each time materials are borrowed

- report the loss of a card or change of address as soon as possible
- pay all fines or charges incurred for overdue, damaged or lost library material as per the regulations
- observe all policies set by the board as authorized by the Public Libraries Act

Parents or guardians of children aged 16 years or less are responsible for their children's borrowing and behaviour with respect to the observance of board policy.

The Chief Executive Officer is authorized by the Board to withhold library privileges to anyone refusing to comply with Board policy. The use of the library or its services may be denied for due cause. Such cause may include failure to return borrowed materials or to pay penalties; failure to comply with policies and regulations governing the use of Internet stations provided for public use; destruction of library property; disturbance of other customers after a warning by library staff has been given and ignored by the user; or any other conduct on library premises considered objectionable by library staff.

### **3. Loans:**

#### **3.1. Loan periods**

The normal loan period for circulating material is 21 days. Loan periods for other material shall be as set out in the regulations.

#### **3.2. Borrowing privileges**

All customers, regardless of age, have access to all library materials regardless of format, subject to the restrictions outlined in 3.4 below.

While the library staff can advise children on reading and viewing interests, the material selected by the child is the responsibility of the parent or guardian.

#### **3.3. Limitations on privileges**

Privileges for non-residents and temporary members can be limited to Internet use, access only to databases without residency restrictions, and the borrowing of a limited number of materials, as defined by the regulations.

#### **3.4. Borrowing restrictions**

##### **3.4.1. Non-circulating material**

Some materials such as reference materials, Local History and genealogical materials, may be designated non-circulating to ensure ready access to information resources.

##### **3.4.2. Maximum number of items**

The maximum number of items which may be checked out by one person in different formats is set out in the Regulations. Due to heavy demand on some collections, there may be a maximum number of items which may be checked out by one customer.

### 3.4.3. eReaders

In order to borrow an eReader from the St. Thomas Public Library, a customer must:

- produce a valid St. Thomas Public Library card
- be 19 years of age or older with current valid ID
- be in good standing with the library; no fines; no overdue items

### 3.5. Renewals

Library materials may be renewed for four additional loan periods provided:

- the item(s) are not on reserve for someone else
- the customer's borrowing privileges have not been suspended

Additional renewals may be granted at the discretion of staff.

Renewals for interlibrary loans may be requested from the lending library.

### 3.6. Holds

Library materials may be placed on hold by customers. Customer holds expire after 365 days. When the item becomes available the member will be notified and asked to pick up the reserved item promptly. Reserved materials will be held for a period of 7days.

## 4. Confidentiality of Customer Records:

Library members will be identified by customer number rather than using the person's name on borrower records. Only the library staff will know the name of person assigned to this number.

It must be clearly stated on the membership application what the customer information is used for and why this information is collected. To meet the regulations of the Municipal Freedom of Information and Protection of Privacy Act 1989 which governs the right of access to records held by municipalities and other local bodies, including public library boards, except with customer permission, circulation records will not be retained beyond the time when the materials are returned. Membership applications must clearly state *St. Thomas Public Library collects the personal information of library users under the authority of s. 23(2) of the **Public Libraries Act, R.S.O. 1990, chapter P.44** as amended, for the purposes of library user registration and library operations. Personal information collected for these purposes will only be used internally by St. Thomas Public Library.* No personal information will be released except in the presence of the card-carrying customer.

Information from the Library's database files shall only be released in accordance with our privacy policy.

## 5. Fees & Fines:

5.1. Authority

Fees and fines are imposed under the authority of the Public Libraries Act R.S.O 1990, Ch. P41, s. 23 (3).

5.2. Overdue fines

Retention of borrowed library materials beyond the due date shall be penalized by a fine. Under special circumstances, fines may be waived by staff. The Board may choose to waive fines during an amnesty period, or for other reasons which they deem valid.

5.3. Lost or damaged materials

Members are responsible for materials borrowed on their library card (the card they signed). A borrower will be billed for an item that is lost or damaged beyond repair. The amount billed will include a replacement fee and processing fees.

Customers will be refunded only for the cost of lost material if the lost material is returned in good condition within 90 days of payment.

5.4. Lost or damaged Library Card

A replacement charge will be assessed for lost or damaged cards.

5.5. Schedule

The schedule of fees and fines is set by the board and staff and appears in the Regulations.

**6. Interlibrary Loans (ILL):**

6.1. Purpose of Interlibrary Loan service

The purpose of the interlibrary loan service is to borrow materials, that are not in our collection and that will not be considered for purchase, for our customers through library resource sharing. This service also provides books to other libraries for their customer use.

6.2. Guidelines

Library Staff have the authority to limit the number of ILL requests by one individual at any given point.

Non-resident borrowers are encouraged to borrow materials through their home library.

The borrowing period of ILL materials is determined by the holding library.

All ILL materials must be returned to the St. Thomas Public Library; the borrower must not return the material directly to the holding library.

ILL materials must be borrowed/picked up during the designated time period.  
ILL requests can be cancelled by speaking with library staff

ILL materials will be subject to the same rules as regular library materials regarding overdues and lost or damaged materials. If interlibrary loan material is lost, the lending library determines the replacement cost which will be charged to the customer.

Any customer who disregards the policy or guidelines concerning the borrowing of ILL materials may be denied this privilege.

## **7. Outreach services:**

Outreach service may be available to homebound residents who qualify for the Home Library Service (HLS).

HLS is a permanent service for people who are homebound, living independently, and are no longer able to browse the library. Material is selected by staff, and delivered and picked up by volunteers on a monthly basis. Inquiries should be made through the staff at the Information desk regarding this service.

The library will also endeavor to serve those members of the community in nursing and retirement homes.

## **8. Related Documents:**

03-04-Regulations - Schedule of Fines and Fees

03-06-1-Privacy policy

03-12-Children's & Teens' Services - Children's Rights in the Public Library attachment

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