

Circulation Policy



Type of Policy	Operational
Policy	OP-04

Purpose:

The Callander Public Library (CPL) makes materials widely available to the community, in a fair, consistent and equitable manner, in order to maximize the use of the CPL collections. The CPL 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. This policy provides a framework for decisions to be made by staff and management.

Note: This Circulation Policy replaces **E-Reader Policy**, OP-2 and **Seniors Technology Lending Policy**, OP-12

1. Membership

- 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) Any person residing, owning or renting property within the Municipality of Callander may register for a CPL membership free of charge.
- d) Any student or teacher at M.T. Davidson Public School or St. Theresa Catholic Elementary School may register for a CPL membership free of charge, regardless of their address for the duration of the school year.
- e) Municipal employees may register for a CPL membership free of charge, regardless of their address.
- f) An applicant for membership that does not fit into any of the above categories, is subject to a non-resident or seasonal fee, as established by the Library Board. **See Schedule A** for fees and conditions.
- g) Membership will be granted to individuals who provide verification of address and identification by showing a document bearing his/her name and current address. **See Schedule B** for acceptable documentation.
- h) Membership will be granted to an individual who is unable to provide identification verifying address or is unable to pay the Non-Resident or Seasonal fee **on initial visit**. In these cases borrowing is limited to one item on the initial visit and the verification of address and/or payment of non-resident or seasonal fees will be required for any subsequent loans.
- i) Free Temporary Library cards, valid for three months from the date of issue are available to members of the public who **do not** have a permanent residence and are unable to pay the seasonal membership fee due. Temporary Library cards allow the holder to borrow two items at a time and are limited to books, DVDs and magazines. Temporary card holders may not

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borrow *Special Items* as identified in **Schedule D**. Temporary card holders may utilize *Special Items* in the library.

- j) Children under the age of 13 must register for membership accompanied by a parent or legal guardian who presents identification with name and address, and signs for responsibility for fines, damages or lost items.
- k) Personal information collected will be subject to the ***Privacy, Access to Information & Electronic messages under CASL (OP-03)***.
- l) New members will be given a copy of the Welcome to the Callander Public Library pamphlet which outlines conditions of membership and fines and fees.

2. Conditions of Membership and Card Use

- a) Membership is not transferable to other individuals.
- b) Members will be issued a library card without charge.
- c) An individual is entitled to only one library card. Lost or damaged cards will be replaced for a fee of \$2.00.
- d) The card is the property of the CPL and must be returned on request.
- e) Loss or theft of a card must be reported immediately; members are responsible for any materials borrowed on their card until loss or theft is reported to the CPL.
- f) Change of address, name or phone number must be reported immediately.
- g) Membership expires according to **Schedule A**. Renewal requires verification of the member's name, address, telephone number, email address and payment of outstanding monies owed to the library.
- h) Membership is suspended when:
 - Library materials are not returned or renewed on the day they are due.
 - Fees for Non-Resident or Seasonal Memberships are due.
- i) Membership will be re-instated when all materials are returned and/or outstanding accounts are settled.
- j) Membership can be suspended for violating library policies.
- k) Only members of the library in good standing will be allowed to borrow library materials.
- l) Materials may be borrowed by either presenting the membership card or valid identification. **See Schedule B.**

3. Borrowing

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- a) Loans:
 - i) A standard loan period of three weeks exists for materials borrowed, except those materials for which special loan periods have been established. **See Schedule C**
 - ii) Reference works, local history materials and newspapers are not available for loan.
 - iii) The total number of items on loan to any one member will not exceed 50 items on adult cards and 10 on children’s cards.
 - iv) The number of items that may be borrowed on a particular subject is limited to 4 if there is a high demand for those materials.
 - v) DVD/video materials that are classified 18A (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 lent to members under the age of 18. Proof of age is required.
 - vi) Some materials cannot be lent to members under the age of 18. **See Schedule C**
 - vii) *Special Items* identified in **Schedule D** require the borrower to complete a *Special Items Lending Agreement*, **see Appendix A.**
 - viii) Interlibrary loan access can be restricted at the discretion of the CEO or designate for any member who repeatedly does not pick up interlibrary loans or returns interlibrary loans late.

- b) Holds:
 - i) Library members in good standing may place a hold on library materials.
 - ii) Library members may place a hold in person, by telephone, by email, or by catalogue access in the library or remotely.
 - iii) Placing a hold on an item adds the library members name on a waiting list. Library members cannot request an item for a specific time.
 - iv) When an item becomes available, the member will be notified by phone or email.
 - v) Patrons with items not picked-up in 5 library business days will receive a second notification, at which time patrons will be instructed that they have two days to pick up the item before it goes to the next person waiting or is returned to the shelf.

- c) Renewals:
 - i) Library members may renew an item in person, by telephone, by email, or by catalogue access (before the due date) in the library or remotely
 - ii) Library materials that can be renewed are listed in **Schedule D.**
 - iii) Number of times an item may be renewed is listed in **Schedule D.**
 - iv) Items cannot be renewed if a hold has been placed on an item.

- d) Returns:

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- i) Materials borrowed may be returned to the library at the circulation desk or in the drop-box, except items identified as special items in **Schedule D**, these items must be returned to the circulation desk.
 - ii) Members are required to return materials on or before the due date.
- e) Circulation Records:
- i) Circulation and membership records will be used in accordance with **Privacy, Access to Information & Electronic messages under CASL (OP-03)**

4. Charges:

- a) Damaged/Lost Items:
- i) The CPL will charge replacement costs for items which are overdue by 60 days or for items which are damaged or lost.
 - ii) The replacement cost will be assessed by the CPL 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.
 - iii) Charges will be levied based on the cost of a substituted item or the current average price of materials when an item is not replaced, at the discretion of the CEO.
 - iv) Replacement of the item will be left to the discretion of the CEO or designate, in keeping with the CPL **Collection Development Policy (OP-01)**.
- b) Overdues and Fines:
- i) As a fine free library, the board requires that all patrons be in good standing in order to borrow all library materials. A patron in good standing has:
 - returned or renewed all overdue library materials
 - has paid the replacement cost for any lost or damaged materials
 - has paid their yearly membership fee (non-residents only)
 - ii) Patrons who provide an email address will receive an email notification 2 days before their item is due and a notification when the item is overdue.

Related Documents:

- Callander Public Library. Privacy, Access to Information & Electronic messages under CASL (OP-03)
- Callander Public Library. Collection Development Policy (OP-01)

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Schedules

Schedule A

Types of Membership

Membership	Fee	Privilege Length
Resident	None	Valid for two years
Non-Resident	\$40.00	Valid for one year
Seasonal	\$10.00	Valid for three months
Temporary	None	Valid for three months
School	None	Valid September to June 30

*Fee covers all residents of a single household, each individual household member is entitled to a card under one fee.

Schedule B

Acceptable Identification to Verify Name and Address for Membership Registration.

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 TV) ▪ Motor Vehicle Permit ▪ 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

**A valid Ontario Driver's License is acceptable as a single document. In all other cases acceptable identification and proof of current address is required. Documents are used to verify name and address only. No other information on the document(s) presented is kept on record.*

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Schedule C

Loan Periods, Renewals, and Age Restrictions

Material Type	Loan Period	Optional Renewals	Age Restriction
Books	21 days	2	No
Info DVDs	21 days	2	*Maybe
Audio Books	21 days	2	No
Magazines	21 days	2	No
Entertainment DVDs (Adult)	4 days	No renewals	*Maybe
Children's Entertainment DVDs	4 days	No renewals	No
Series and Non-fiction DVDs	21 days	No renewals	*Maybe
Fishing Poles	14 days	2	Adult Card
Interlibrary Loans	21 days	no renewals	No
Daisy Reader	21 days	2	Adult Card
Daisy Reader MP3 CDs	21 days	2	Adult Card
Projector	2 days	No renewals	18 years and older
eReader	14 days	No renewals	18 years and older
Tablets	7 days	No renewals	55 years and older
Wifi Hotspot	7 days	No renewals	55 years and older
Snowshoes	7 days	No renewals	18 years and older
Puppets	7 days	2	No
Parks Day Use Pass	7 days	2	18 years and older
Callander Bay Heritage Museum Pass	2 days	2	Adult Card
Learning Kits	7 days	No renewals	No
Musical Instruments	21 days	2	No

***If the item is classified 18A or R it will not be lent to members under the age of 18. See section 3.1.e**

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Schedule D

List of Special Items, Restrictions and Replacement Costs

Material Type	Age Restriction	Replacement Fee
Daisy Reader	Adult Card	\$600.00
Projector	18 years and older	\$200.00
eReader	18 years and older	\$150.00
Tablets	55 years and older	\$600.00
Wifi Hotspot	55 years and older	\$250.00
Snowshoes	18 years and older	\$150.00
Nordic Walking Poles	18 years and older	\$50.00
Ontario Parks Day Use Pass	18 years and older	\$225.00

**All items listed on above table must have Special Items Lending Agreement completed when items are checked out and must be returned to the circulation desk*

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Appendix A

Special Items Lending Agreement

1. Reason for Lending Agreement

This agreement is to be signed by the Borrower and Library staff anytime an item is borrowed that has unusual borrowing rules or there is a significant cost to replace the items borrowed. These items will be referred to as *Special Items*. All items in the chart the below are considered *Special Items*.

Special Items:

Material Type	Loan Period	Optional Renewals	Age Restriction	Replacement Fee
Daisy Reader	21 days	2	Adult Card	\$600.00
Projector	2 days	No renewals	18 years and older	\$200.00
eReader	14 days	No renewals	18 years and older	\$150.00
Tablets	7 days	No renewals	55 years and older	\$600.00
Wifi Hotspot	7 days	No renewals	55 years and older	\$250.00
Snowshoes	7 days	No renewals	18 years and older	\$150.00
Nordic Walking Poles	7 days	No renewals	18 years and older	\$50.00
Ontario Parks Day Use Pass	7 days	2	18 years and older	\$225.00

2. Borrowing Conditions for *Special Items*:

- Details on loan period, renewals, age requirements and fines are all indicated in the chart above.
- These items must be returned directly to library staff during regular operating hours. These items **must not** be returned in the dropbox.
- Staff may ask to see your Library card and/or identification when loaning materials that require a loan agreement.
- Staff reserve the right to limit the amount of special items loaned to a household at any time to ensure equal access in the community

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- Borrowers may be required to wait one week before they can borrow another special item to ensure equal access in the community.
- Holds on these items cannot be placed online, members are required to contact library staff to place a hold on *Special Items*.

3. Conditions for Use of *Special Items*:

- Any use of Library items borrowed for illegal purposes, unauthorized copying of copyright-protected material in any format, or transmission of threatening, harassing, defamatory or obscene materials is strictly prohibited.
- Overdue devices may be disabled, rendering the device unusable. Devices more than two days overdue will result in a 4 week suspension of borrowing special items.
- The CPL is not responsible for any liability, damages or expense resulting from use or misuse of the item(s) borrowed under this loan agreement.
- The CPL is not responsible for the connection of a borrowed device to other electronic devices, or data loss resulting from use of a borrowed device. The CPL is not responsible for downloaded content on tablets.
- Personal information may not be stored on devices borrowed from the CPL.

5. Conditions for Loss & Damage of *Special Items*:

- The CPL reserves the right to charge the borrowing patron’s account for the cost of repairing or replacing a damaged item covered under this borrowing agreement at the CEO’s discretion. Borrowing patrons will not be held liable for damage that the Library judges to be the result of normal wear and tear.
- Borrowing patrons will be charged for the cost of replacing a lost item covered under this borrowing agreement.
- The CPL reserves the right to refuse service to patrons who abuse equipment or who are repeatedly late in returning items covered under this borrowing agreement.

Material Type	Date Borrowed	Date Due	Overdue Fines	Cost to replace	Loan Period

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Material Type	Date Borrowed	Date Due	Overdue Fines	Cost to replace	Loan Period

Name: _____

Address: _____

Phone Number: _____

Library Card Number: _____

1. I agree to return the items listed in the same working order and condition as when received, and if such equipment is damaged or lost while on loan, agree to reimburse the library for the cost of replacement. This includes any cases the items were loaned in, charging cords, etc.
2. I have read, understand and agree to the terms and conditions of this Special Items Lending Agreement

Signature of Borrower: _____ Date: _____

For Library Staff to complete when loaning special items:

I have reviewed the items listed for loan, all items are accounted for and were in good working order when loaned to the individual listed above.

Staff Signature: _____ Date: _____

For Library Staff to complete when checking-in special items:

I have reviewed the items listed above, all items are accounted for and were returned in good working order.

Staff Signature: _____ Date: _____