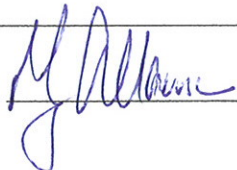


Grey Highlands Public Library Board - Circulation Policy

Board motion number: 01-17

Date of review: _____

Date of original motion: 29/03/01

Chairperson's signature: 

Cir-1 Hours of service

- 1.1 Library services will be provided during the hours which best meet the needs of the community. Each library branch will be open and adequately staffed according to the schedule attached.
- 1.2 The schedule will be reviewed each year or may be revised depending on community needs and finances.

Cir-2 Membership

- 2.1 Public libraries are required by law to adhere to the ***Public Libraries Act, Revised Statutes of Ontario, 1990, chapter P.44, and subsequent amendments***, which states in Section 23 that library boards shall allow the public to reserve and borrow circulating materials free of charge. The public includes all residents within the municipality for which the library board is established. Therefore:
 - 2.1.1 The Grey Highlands Public Library will serve all residents of the municipality of Grey Highlands. People residing outside of the geographical area of the municipality but owning property in the area shall be considered residents. Residents applying for membership at the library must furnish verification of address and identity by showing a document bearing his/her name and current address (e.g., driver's license, student card).
 - 2.1.2 The library will be readily accessible and its doors open for free and equal use by all members of the community regardless of race, ethnic origin, citizenship, creed, sex, age, record of offences, marital status, family status or handicap. No fee will be charged to residents of Grey Highlands for admission to the library, for use of the library's materials in the library or for use of the basic reference and information services.
 - 2.1.3 A child, who meets the criteria listed in 2.1.1 above, may apply for his or her own library card at the age of 14. If a child is under the age of 14, a parent or guardian must apply for a library card on his or her behalf.

Cir-3 Other membership types

3.1 Out-of-town membership

Persons who do not reside in the area of the board's jurisdiction, and/or do not meet the requirements as stated in CIR-2, may be charged for library service. The exception to this policy applies to residents living in municipalities with whom the board has contracted for library services.

Annual fees for non-residents will be set each year by the library board.

3.2 Contracting municipalities

The Grey Highlands Public Library Board will provide regular library service to the residents of *municipalities wishing to contract for library services*.

This service is provided in contract and in exchange for an annual monetary contribution from the contracting municipality. The size and nature of this contribution will be set jointly each year by the Grey Highlands Library Board and the *contracting municipal council or library board*.

3.3 Temporary, seasonal or holiday membership

Memberships will be granted to individuals residing in Grey Highlands on a temporary basis. Both the temporary and permanent addresses are needed.

A membership fee plus refundable deposit will be collected, of which the amount will be set each year by the library board.

Cir-4 Renewal of membership

- 4.1 Membership in the library will be renewed annually, one year from the date of issue. All outstanding fines and charges must be paid in order to renew a membership card. Lost or damaged library cards will be replaced upon the payment of a fee (see attached schedule).

Cir-5 Responsibilities of membership

- 5.1 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 and each library member shall:

- 5.1.1 be responsible for all materials borrowed using his/her card and



- agree to abide by the regulations of the Grey Highlands Public Library.
- 5.1.2 present the library card each time materials are borrowed
 - 5.1.3 pay all fines or charges incurred for overdue, damaged or lost library material as per the attached schedule;
 - 5.1.4 observe all policies set by the board as authorized by the Public Libraries Act;
 - 5.1.5 report the loss of a card or change of address as soon as possible.
- 5.2 Parents or guardians of members under the age of 14 are responsible for their borrowing and behaviour with respect to the observance of board policy.
- 5.3 The Branch Librarians are 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 be failure to return borrowed materials or to pay penalties; destruction of library property; disturbance of other patrons 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.

Cir-6 Confidentiality of patron and circulation records

- 6.1 The *Public Libraries Act, R.S.O. 1990, chapter P.44, and subsequent amendments*, states, in section 28, that

"A person may, during regular business hours, inspect any records, books, accounts and documents in the possession or control of a board's secretary ...[except where the] information ... identifies an individual user of library services by name or makes him or her readily identifiable by other means."

Therefore to ensure patron confidentiality the following measures will be taken:

- 6.1.2 It must be clearly stated on the membership application how the patron information is used and why this information is collected.
- 6.1.3 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, circulation records will not be retained indefinitely.

- 6.1.3 The patron's borrowing records of the Grey Highlands Public Library are confidential regardless of the source of inquiry
- 6.1.4 Circulation records shall not be made available to anyone except pursuant to such process, order, or subpoena as may be authorized by law.
- 6.1.5 Should a lawful order or subpoena requesting the information be presented, the branch head shall immediately inform the CEO and the CEO shall immediately consult the chairperson of the board. Upon receipt of such process, order or subpoena, consultation shall be made with the legal officer retained by the library board to determine if such process, order or subpoena is in proper form and if there is a showing of good cause for its issuance.
- 6.1.6 All demands for public library records, both authorized and unauthorized, must be reported at the next formal meeting of the library board

Cir-7 Loans

- 7.1 The normal loan period for circulating print material is 21 days. Videos will be assigned a 48-hour loan period. High-demand materials such as bestsellers may be on a shorter loan period. Other non-book or special materials, as designated by the Branch Head, shall be due as specified on the attached schedule.
- 7.2 By request, a longer loan period may be available for patrons taking vacations.
- 7.3 The following **restrictions** exist on borrowing:
 - 7.3.1 reference materials are non-circulating to ensure ready access to information resources.
 - 7.3.2 unique and/or fragile material from the local history collection are also restricted.
 - 7.3.4 there is a maximum number of items (15 print and 5 cassettes) which may be checked out by one patron except in the case where the material is considered a block loan. This limitation is necessary because of heavy demand on the collection as a whole.
 - 7.3.5 new patrons may be limited to 4 items until membership has been processed.
 - 7.3.6 CNIB talking books are only available to certain borrowers. To be a registered borrower, the user must have a certificate from a professional authority (a doctor, nurse, social worker or other competent authority who has a professional knowledge of the nature and probable duration of the handicap) which states that the reader is unable to read conventional print because of blindness, visual or physical handicap or reading disability.

- 7.4 In keeping with the Ontario Library Association's *Children's rights in the public library: Guidelines for service*, there are no restrictions on the material borrowed by children. While the library staff can advise children on reading interests, the material selected by the child is the responsibility of the parent or guardian.

Cir-8 Renewals

- 8.1 Library materials may be renewed for up to three (3) loan periods provided:

- a) the item(s) are not on reserve for someone else
- b) the item(s) are not in high demand
- c) the patron has not reached his/her limit of overdue fines or charges

- 8.2 Renewals by telephone are permitted.

- 8.3 Renewals for interlibrary loans may be requested from the lending library. Requests for the renewal of interlibrary loan material must be received at least three days before the due date.

Cir-9 Fines

- 9.1 Retention of borrowed library materials beyond the date the materials are to be returned to the library shall be penalized by a fine.

- 9.1.1 The overdue charge is based on the patron type and a lesser fine rate is in effect for children.

- 9.1.2 There is a maximum amount per item. Fines for any material will not exceed the actual cost of the library material.

- 9.1.3 The schedule of fines is set by the board and staff and appears in the schedule attached. A copy of the fine policy and schedule will be posted at the circulation desk.

- 9.1.4 Fines may be reduced or waived in certain circumstances (e.g., illness or a death in the family, other).

Cir-10 Lost or damaged materials

- 10.1 Members are responsible for materials while on loan to them. A borrower who loses

or damages library material shall be required to contribute to the cost of replacing the material. Charges for lost or damaged materials will be assessed by the Branch Head and will be based on the actual replacement cost plus a processing charge.

Cir-11 Reserves

- 11.1 Library materials not available on the shelves may be reserved at the circulation desk (or public access terminals- when available).
- 11.2 When the item becomes available the member will be telephoned and is asked to pick up the reserved item promptly. Reserved materials will be held for patrons at the circulation desk.

Cir-12 Interlibrary loan

- 12.1 Library materials not available at any branches of the Grey Highlands Public Library may be requested through interlibrary loan. Inquiries may be made at the circulation desk. Any charges made by the lending library are the responsibility of the borrower.
- 12.2 To ensure appropriate use of interlibrary loan, the Library will adhere to the terms of SOLS Interlibrary Loan Code in all its transactions.

Cir-13 Outreach services

- 13.1 Outreach service is available to the home-bound in the municipality of Grey Highlands. Volunteers select, deliver and pick-up library materials. Inquiries regarding this service should be made at the circulation desk.
- 13.2 The library will also endeavor to serve those members of the community who live at the *Grey Gables /other* through a regular visiting library service.