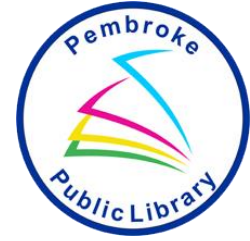


# Pembroke Public Library



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Policy Type:	<b>Operational</b>	Policy Number:	<b>OP-12</b>
Policy Title:	<b>Circulation Policy</b>	Initial Policy Approval Date:	April 19 <sup>th</sup> , 2018
Motion #	<b>18:19</b>	Last Review/Revision Date:	April 19 <sup>th</sup> , 2018
		Year of Next Review:	2022

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The Pembroke Public Library makes materials widely available to the community, in an equitable manner, in order to maximize the use of the collections. The Pembroke 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*.

## **Library Membership and Borrowing:**

1. No fee will be charged for admission to the library.
2. Any person may be a member of the library with borrowing privileges *See Schedule A*.
3. 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.
4. Membership will be granted to an individual who is unable to provide identification verifying address; in this case borrowing is limited to one item on the initial visit and the verification of address will be required for any subsequent loans.
5. Children under the age of 15 must register for membership accompanied by a parent or guardian who presents identification with name and address, and signs for responsibility for fines, damages or lost items.
6. Only members of the library in good standing will be allowed to borrow library materials.
7. Materials may be borrowed by either presenting the membership card or valid identification. See Schedule A.
8. Personal information collected will be subject to the *Pembroke Public Library Policy on Confidentiality & the Protection of Privacy, OP-01*.

**Circulation Policy (continued)**

**Conditions of Membership and Card Use:**

1. Membership is not transferable to other individuals.
2. Members will be issued a library card without charge upon initial registration.
3. An individual is entitled to only one library card. Lost or damaged cards will be replaced for a fee.
4. The card is the property of the Pembroke Public Library and must be returned on request.
5. 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.
6. Change of address, name or phone number must be reported immediately.
7. Membership expires every two years for City of Pembroke residents, and annually for Laurentian Valley residents. Renewal requires verification of the member's name, address, telephone number and payment of outstanding monies owed to the library.
8. Membership is suspended when fines exceed \$5.00 and will be re-instated when all outstanding accounts are settled.
9. Membership can be suspended for violating library policies.

**Borrowing:**

1. Loans
  - a. 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
  - b. reference works, local history materials and newspapers are not available for loan
  - c. the total number of items on loan to any one member will not exceed 100 items
  - d. the number of items that may be borrowed on a particular subject is limited to 4 if there is a high demand for materials
  - e. 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.
2. Renewals
  - a. library items may be renewed in person, by telephone, by website, or online by catalogue access in the library or remotely. *See Schedule C* for renewal Schedule.
  - b. items on reserve for other members cannot be renewed

**Circulation Policy (continued)**

3. Holds/Reserves

- a. library items may be reserved in person, by telephone, by website, or by online 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

4. Returns

- a. materials borrowed may be returned to the library at the circulation desk or in the drop-box after closing
- b. members are required to return materials on or before the due date to avoid overdue fines

5. Circulation Records

- a. Library Circulation and membership records will be used in accordance with *Confidentiality & the Protection of Privacy Policy OP-01*.

**Charges:**

1. Damaged/Lost Items

- a. the library will charge replacement costs for items which are overdue by 90 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 her designate, in keeping with the library's selection policy

2. Overdues and Fines

- a. the board establishes fines as a deterrent to the late return of materials. *See Schedule D* for fine schedule.
- b. fines may be waived for unusual or serious circumstances at the discretion of CEO

**Related Documents:**

1. *Pembroke Public Library Policy, OP 01 - Confidentiality & the Protection of Privacy*

<b>Schedule A: Library memberships</b>	
<b>Regular Membership</b>	<ul style="list-style-type: none"> <li>• A permanent address is required for all Regular Memberships.</li> <li>• Must provide one piece of photo I.D</li> <li>• All identification must be original documents; photocopies or reproductions are not acceptable.</li> <li>• Reside in or pay property taxes in the City of Pembroke and able to show proof</li> <li>• Reside in a township, municipality or unorganized area that is a contracting community such as the Township of Laurentian Valley</li> </ul>
<b>Non-Resident Membership</b>	<ul style="list-style-type: none"> <li>• Non-Resident Memberships will provide all the benefits and privileges afforded with a Regular membership</li> <li>• Non-resident membership annual fee of \$45.00 or \$25.00 for six months for the first family member, and \$5.00 for each additional family member.</li> <li>• Members reside outside of the City of Pembroke, Laurentian Valley or any contracting communities.</li> <li>• A permanent address is required for all Annual Non- Resident Memberships.</li> </ul>
<b>Temporary Membership</b>	<ul style="list-style-type: none"> <li>• Temporary Memberships will provide all the benefits and privileges afforded with a Regular membership</li> <li>• Visitor membership for 3 months is \$20.00 refundable (only kept for 1 year, then considered a donation to Library) plus a \$15.00 service charge.</li> <li>• Persons without a permanent address, temporarily residing a group home, recovery home, hotel or any such institution/residence are eligible</li> </ul>

Schedule A: Library memberships (continued)	
<p><b>Institutional Membership</b></p>	<ul style="list-style-type: none"> <li>• The organization, institution or local board must be within the limits of the City of Pembroke or any contracting community.</li> <li>• A completed Institutional Membership Form must be completed by a representative of the organization, institution or board and signed by the CEO</li> <li>• May be limited and/or restricted on the number of and type of library items that may be borrowed. Other restrictions and/or limits may also be imposed</li> <li>• Overdues, fines/ damages are the responsibility of the institution <i>See Schedule D</i></li> </ul>
<p><b>Institutional Membership : Fee Based</b></p>	<ul style="list-style-type: none"> <li>• The organization, institution or local board is not within the limits of the City of Pembroke, the Township of Laurentian Valley, or any contracting community.</li> <li>• A completed Institutional Membership Form must be completed by a representative of the organization, institution or board and signed by the CEO</li> <li>• May be limited and/or restricted on the number of and type of library items that may be borrowed. Other restrictions and/or limits may also be imposed.</li> <li>• Overdues, fines/ damages are the responsibility of the institution <i>See Schedule D</i></li> </ul>

**Schedule B: Acceptable identification for membership registration.**

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

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

**Schedule C: Loan Periods**

Material Type	Loan Period	Optional Renewals
Books except High Demand	21 days	Yes
Info DVDs and Blu-rays	21 days	Yes
Audio Books	21 days	Yes
Magazines	21 days	Yes
Kits of all types	21 days	Yes
Entertainment DVDs and Blu-rays	7 days	Yes
Music CDs	7 days	Yes
Museum Pass	7 days	Renewals vary by pass
High Demand New Books	14 days	No renewals

**Schedule D: Fines**

<b>Adult Materials</b>	<b>Fines Per Day</b>	<b>Max fine per item</b>
Books and Audio Books	\$0.30	\$6.00
Music CDs	\$1.50	\$15.00
Course DVD/ Blu rays	\$1.50	\$15.00
Kits	\$0.30	\$6.00
Magazines	\$0.30	\$6.00
DVDs and Blu-rays	\$1.50	\$15.00
Museum Pass	\$5.00	\$35.00
Replacement Cards*		\$6.00
<b>Children's Materials</b>	<b>Fine Per Day</b>	<b>Max fine per item</b>
Books and Audio Books	\$0.20	\$6.00
Music CDs	\$1.50	\$15.00
Info DVDs and VHS Videos	\$1.50	\$15.00
Magazines	\$0.20	\$6.00
Phonics and Storytelling Kits	\$0.30	\$6.00
DVDs and Blu-rays	\$1.50	\$15.00
Computer Games	\$1.50	\$15.00
Replacement Cards*		\$6.00

**Note\*:** Annually patrons are allowed 2 'Free' checkouts without library card. If the library card is not available by the third checkout the patron will be required to purchase a replacement card

**Schedule D: Service Fees**

Type of Services	Fees
Printing/Photocopies	<ul style="list-style-type: none"> <li>• \$0.25 per Black &amp; White page,</li> <li>• \$1.00 per Colour page</li> <li>• Note: If a staff member is doing research for a patron, free printouts can be given (reasonable amount) if the information is not available in our collection.</li> </ul>
Microfilm Reader Printing	<ul style="list-style-type: none"> <li>• \$0.50 Black &amp; White per page</li> </ul>
Scanning	<ul style="list-style-type: none"> <li>• \$1.00 per page</li> </ul>
Fax Charges	<ul style="list-style-type: none"> <li>• Local: \$1.00</li> <li>• Long Distance (613 area code): \$1.50</li> <li>• Rest of North America/Central America: \$2.00</li> <li>• Overseas: \$3.00 per page (except China - \$6.00 per page)</li> <li>• Toll Free: (800, 888, etc.) \$1.00</li> </ul>
Damaged Materials Charges	<ul style="list-style-type: none"> <li>• Missing barcodes labels: \$1.00</li> <li>• Magazine replacement: \$10.00</li> <li>• All Audio Visual cases: (DVD, Blu-ray, Talking Book, CD) \$ 5.00</li> <li>• Comic book: \$7.00</li> <li>• Plastic Sleeve for comic books: \$1.00</li> <li>• Cardboard insert for comic books: \$1.00</li> <li>• Museum Passes: \$70.00</li> <li>• Full replacement cost for damaged items</li> </ul>
Inter-Library Loans	<ul style="list-style-type: none"> <li>• Non-pick-up of Inter-Library Loans and special reserves: \$10.00</li> </ul>

**Note: All the fee schedule is set by the Board and subject to change**