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## Hastings Highlands Public Library

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**Area:** Operational  
**Policy Title:** Circulation  
**Policy Number:** OP-12

**Initial Policy Approval Date:** October 14, 2014  
**Last Review:** March 23, 2023  
**Year of next review:** 2027

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

### Section 1: 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.
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 A for acceptable documentation. Non-Ratepayer/Non-Resident fees shall be \$20 per person or \$40 per family, (2 Adults & 5 children).
4. Membership may be granted to an individual who is unable to provide identification verifying address. In this case, borrowing is limited to one book item excluding new titles.
5. Children under the age of 12 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 Hastings Highlands Public Library Policy on *Confidentiality & the Protection of Privacy OP-01*.

### Section 2: Conditions of Membership and Card Use

1. Membership is not transferable to other individuals.
2. Members will be issued a library card without charge.
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 Hastings Highlands Public Library and must be returned on request.
5. Loss 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 annually. 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 \$100.00 and will be re-instated when all outstanding accounts are settled.
9. Membership can be suspended for violating library policies.

### **Section 3: 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 B
- 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 25 items
- d) The number of items that may be borrowed on a particular subject is limited to 2 if there is a high demand for materials.
- e) DVD materials that are classified 18<sup>A</sup> (Suitable to 18 years of age or older) or R (Restricted 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 e-mail or by catalogue access in the Library or remotely. See Schedule B for renewal schedule.
- b)
- c) Items on reserve for other members cannot be renewed.

#### 3. Holds/Reserves

- a) Library items may be reserved in person, by telephone, by e-mail 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 5 days, except for DVDs, which will be held for 2 days.

#### 4. Returns

- a) Materials borrowed may be returned to the Library at the circulation desk or in the drop-box.
- b) Members are required to return materials on or before the due date.

#### 5. Circulation Records

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

### **Section 4: Charges**

#### 1. Overdues and Fines

- a) the board establishes fines as a deterrent to the late return of materials. See Schedule C for fine schedule.
- b) fines may be waived for unusual or serious circumstances

## 2. Damaged/Lost Items

- a) The Library will charge replacement costs for items which are overdue by 60 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

### **Related Documents:**

Hastings Highlands Public Library. **OP 01 - Confidentiality & the Protection of Privacy**

### **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.

A valid Ontario Driver's License is acceptable as a single document. In other cases, acceptable identification and proof of current address is required.

#### **Acceptable Identification**

- Health card with photo
- Citizenship card
- Passport
- Student ID card
- OAS (senior's card)
- Employer-issued photo ID card
- BYID(from the LCBO)

#### **Acceptable Proof of Address**

- 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

**Schedule B - Loan Periods**

<b>Material Type</b>	<b>Loan Period</b>	<b>Optional Renewals</b>
Books except Fast Reads	21 days	1
Audio Books	21 days	1
Magazines	7 days	1
Kits of all types	7 days	1
DVDs	7 days	1
Fast Reads (Children and Adult)	7 days	1

**Please note: Now that we no longer collect overdue fines, here is what you need to know about borrowing items from the Library:**

1. HHPL is eliminating fines for everyone.
2. Library customers will still be responsible for returning material on time, and those who do not will still need to pay the replacement cost for any materials lost, damaged or not returned. HHPL will continue to encourage the timely return of materials, including sending due date notifications.
3. All existing overdue fines have been forgiven, and blocked cards have been reset.

**Key Facts:**

1. Given the increased popularity of digital materials, which don't incur late fines, and more online tools to help people manage their borrowing, (e.g. email due date reminders, online account management), fines continue to be a declining source of revenue.
2. HHPL has not charged fines on any materials since the beginning of the pandemic. This policy will make this change permanent.