

Terrace Bay Public Library – Circulation Policy

Board Motion Number : 01-37

Date of Original Motion: April 20, 1994

Date of review: May 20, 2008

Chairperson's signature: _____

Cir 1 Hours of Service

Library services will be provided during the hours which best met the needs of the community. The library will be open and adequately staffed according to the attached schedule.

The schedule will be reviewed each year and maybe revised depending on community needs and finances.

Cir – 2 Membership

Public libraries are required by law to adhere to the Public Libraries Act, Revised Statutes of Ontario, 1990, chapter P44 (formerly called the Public Libraries Act 1984) 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:

1. The Terrace Bay Public Library will serve all residents of Terrace Bay. People residing outside of the geographical area of the municipality but owning property, working in or attending an educational institution in the area shall be considered residents.
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, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, age, record of offenses, marital status, family status or handicap. No fee will be charged to residents of Terrace Bay for admission to the library, for use of the library's materials in the library, for borrowing circulating materials, or for use of the basic reference and information services.
3. A child who meets the criteria in #1 above, may apply for his or her own library card at the age of 12. If under the age of 12, a parent or guardian must apply for a library card on his or her behalf and accept responsibility for fines, and damaged or lost items.
4. A resident of Terrace Bay may apply for membership at the library.

Cir – 3 Other membership types

1. Out of town membership

Persons who do not reside in the area of the board's jurisdiction , and who do not meet the requirements as stated in Cir -2, may be charged for library service. The exception to this policy applies to the residents of Schreiber, Jackfish and Rosspport. (see #2 below)

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

2. Resident of Terrace Bay membership

The Terrace Bay Public Library will provide regular library service to the residents of Terrace Bay, Schreiber, and the unorganized townships of Rosspport and Jackfish which do not have their own library service.

All memberships must be renewed annually.

3. Temporary ,seasonal or holiday membership

Memberships will be granted to individuals residing in Terrace Bay on a temporary basis. Both temporary and permanent addresses are required. A non-refundable deposit will be collected. The amount is to set each year by the library board.

Cir – 4 Renewal of membership

Membership in the library for Terrace Bay residents must be renewed on an annual basis from the date of issue. All outstanding fines and fees must be paid in order to renew a membership card. Lost or damaged library cards will be replaced with the payment of a fee. (see attached schedule)

Cir-5 Responsibilities of membership

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

- a) be responsible for all materials borrowed with their card and agree to abide by the regulations of the Terrace Bay Public Library.
- b) Present the library card each time materials are borrowed
- c) Pay all fines or fees incurred for overdue, damaged or lost library materials as per attached schedule
- d) Observe all policies set by the board as authorized by the Public Libraries Act
- e) Report the loss of a card or change of address as soon as possible

Parents or guardians of members under the age of 12 are responsible for their children's borrowing and behaviour with respect to the observance of board policy. The CEO 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 be the failure to return borrowed materials or to pay penalties ; destruction of library property; disturbance of other patrons after 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

To ensure that the Terrace Bay Public Library complies with the spirit, principles and intent of the Municipal Freedom of Information and Protection of Privacy Act and to ensure that all members of the public have access to information about the operations of the library and to their own personal information held by the library in accordance with the access provisions of the MFIPPA and to ensure that the privacy of individual's personal information is protected in compliance with the privacy provisions of MFIPPA.

The Public Libraries Act, R.S.O. 1990, chapter P.44 states in section 28 that "A person may during ordinary 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."

The Terrace Bay Public Library will make information about the library available to the public, and protect the privacy of all individuals' personal information in its custody or control in keeping with the access and privacy provisions of MFIPPA and other applicable legislation.

Protection of privacy – Users:

Collection and use of information: The library will not collect any personal information about users without obtaining their consent to do so subject to the exceptions as contained in Section 29(1) of MFIPPA and personal information will only be used for the stated purpose for which it was collected for a consistent purpose.

Disclosure of Information: The library will not disclose personal information related to a visitor or library user to any third party without obtaining consent to do so, subject to certain exemptions as provided in section 32 of MFIPPA. Situations where the library will disclose this information include the following:

- The library will disclose personal information to a parent or guardian of a person up to 16 years of age who exercises the right of access to the child's personal information in the user or circulation databases.
- In accordance with Section 32(g) of MFIPPA, personal information may be released to a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result.
- In accordance with Section 32(i) of MFIPPA, personal information may be released in compassionate circumstances to facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased.
- The library may release relevant personal information to a company acting on its behalf for the collection of library property or unpaid fees

Retention of information: The library will retain any personal information related to the items borrowed or requested by a user. This includes the following situations:

- All personal information regarding library transactions is retained in the user database. This will assist our patrons with their selection.
- The circulation records of the “Shut in Service” users are retained with their permission. This is done in order to assist staff in selecting materials for the user.
- Records of items with outstanding fees/charges are retained until paid.
- Personal records of all users who have not used their cards in the previous three years and do not have outstanding fines are purged on an annual basis.

Cir- 7 Loans

The normal period for circulating materials is 21 days. High demand materials such as bestsellers will be on a shorter loan period of 7 days. Periodicals, Video cassettes and DVDs will be assigned a 7 day loan period. Other non-book or special materials as designated by the CEO shall be due as specified on the attached schedule.

The following restrictions exist on borrowing:

- Reference materials are non-circulating to ensure ready access to information resources
- Unique and or fragile material from the local history collection are also restricted
- In keeping with the Ontario Library Association’s “Children’s right 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.
- CNIB talking books are only available to certain borrowers. To be a registered borrower for this material the user must have a certificate from a professional authority (a doctor, nurse, social worker or other competent authority who has professional knowledge of the nature and probable duration of the handicap) which states that he reader is unable to read conventional print because of blindness, visual or physical handicap or reading disability.

Cir – 8

Library materials may be renewed up to 3 loan periods provided that :

- The item(s) are not on reserve for another patron
- The item(s) are not in high demand
- The patron has not reached their limit of overdue charges or fines

Cir – 9

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

- The overdue fine is based on the material type
- Fines for any material will not exceed the actual cost of the library material
- The schedule of fines and fees 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
- Fines will be waived in unusual circumstances (illness, death in the family)

Cir- 10 Lost or damaged materials

Members are responsible for materials while on loan to them. A borrower who loses or mutilates library material shall be required to contribute to the cost of replacing that material. Charges for lost or damaged books will be assessed by the CEO. See attached schedule of replacement charges and fees.

Cir – 11 Holds

Library materials not available may be placed on hold at the circulation desk by staff or online by the patron accessing the OPAC and their account.

When the item becomes available the patron will be phoned and asked to pick up the hold item promptly. Reserved material will be held for a maximum of 3 days after the patron has been notified of its availability, at the circulation desk. If the item is not picked up after 3 days, it will become available to the next user with a hold on the item or returned to the stacks if there are no other holds on it.

If a patron wishes to check out material they must have their library card. If they do not, materials can be placed on the holds shelf for 24 hours in order for the patron to return with their card. After 24 hours, if the material has not been picked up it will be returned to the stacks.

Cir -12 Inter library loan

Library materials not available in the Terrace Bay Public Library may be requested through inter library loan. Inquiries may be made at the circulation desk. Any charges made by the lending library are the responsibility of the borrower.

Terrace Bay Public Library - Circulation policy schedules

Fines and charges

Fines for overdue materials (as of April 1, 2008)

- .25 cents per day per item over due to the maximum amount of \$15.00 total for each item on the patron's account
- \$1.00 per day per videocassette or DVD to a maximum of \$15.00 total for each item on a patron's account
- \$1.00 per day per bestseller 7 day loan book to a maximum of \$15.00 total for each item on a patron's account

Patrons will be blocked from borrowing when their fines reach \$20.00

Other charges (as of April 1, 2008)

- Temporary resident fee - \$10.00
- Lost or damaged (can't read barcode)card replacement - \$5.00
- Photocopies - .25 cents per sheet
- Printer copies - .25 cents per sheet B&W / \$1.25 per sheet colour

Default prices for replacement (as of April 1, 2008)

- Adult hardcover book - \$35.00
- Junior hardcover book - \$20.00
- Paperback - \$15.00
- CD/Videocassette/DVD - \$25.00
- Talking book on CD - \$30.00

+ \$5.00 processing fee to be added to each item

Overdue items and claimed returned items revert to lost after 90 days and patrons are billed accordingly. Lost or damaged library materials are charged according to the default replacement cost or by the assessment of the library staff member in charge. If a lost item is returned within 60 days of the receipt of payment, the replacement charge will be refunded less the processing fee.

Programs will be offered free of charge whenever possible or on a cost-recovery basis.

Hours of service (as of April 1, 2008)

June 1st – August 31st

Monday 10am – 8pm

Tuesday 10am – 8pm

Wednesday 10 am – 8pm

Thursday 10 am – 5pm

Friday 10am – 5pm

Saturday and Sunday - CLOSED

September 1st – May 31st

Monday 10am – 8pm

Tuesday 10am – 8pm

Wednesday 10am – 8pm

Thursday 10am – 8pm

Friday 10am – 5pm

Saturday 11am – 3pm

Sunday – CLOSED

Holds/Reserves

Reserve items will be held for patrons at the circulation desk according to the following schedule:

Best sellers – 1 day

New Books – 3 days

Regular items with a reserve list – 3 days

All other items – 7 days