

Category: Operational OP-12
Policy Name: Circulation & Membership
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The Lake of Bays Township Public Library makes materials widely available to the community, in an equitable manner, in order to maximize the use of the collections. The Lake of Bays Township 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.

Definitions

Permanent Resident: a person who has a Township of Lake of Bays address, or who owns property in the Township of Lake of Bays. This includes tax payers and those residing at the same address.

Seasonal Resident: A person who owns property in Lake of Bays Township but does not maintain a permanent residence in Lake of Bays Township.

Non-resident: A person who does not reside in the Township of Lake of Bays, or does not pay municipal property taxes in the Township of Lake of Bays.

Section1: Library Membership and Borrowing

1. No fee will be charged for admission to the library.
2. Free membership will be granted to permanent and seasonal residents of Lake of Bays Township who provide verification of address and identification by showing a document bearing name and current address. **See Schedule A for acceptable documentation.**
3. The Lake of Bays Township Public Library has reciprocal borrowing with the District of Muskoka and Haliburton County libraries and members of these communities are treated as permanent residents.
4. Non-residents can purchase a yearly membership. **See Fee Schedule.**
5. Children under the age of 14 must register for membership accompanied by a parent

or guardian who presents identification with name and address, and signs for responsibility for damaged or lost items.

6. Members with outstanding fees may have their access to borrowing restricted.
7. Personal information collected will be subject to the Lake of Bays Township Public Library policy on Privacy.

Section 2: Conditions of Membership and Card Use

1. Members will be issued a library card without charge and should be signed upon receipt.
2. An individual is entitled to only one library card. Lost or damaged cards will be replaced for a fee of \$3.00.
3. Loss or theft of a card should be reported immediately; members are responsible for any materials borrowed on their cards until loss or theft is reported.
4. Change of address, name, email or phone number should be reported immediately.
5. Membership expires annually. Renewal requires verification of the member's contact information.
6. Membership may be suspended for violating library policies.

Section 3: Borrowing

1. Loans
 - a) a standard loan period of two weeks exists for materials borrowed, except those materials for which special loan periods have been established. **See Schedule B**
 - b) the loan period can be adjusted for special circumstances at the discretion of library staff.
 - c) DVD materials classified as 18A (Suitable for people 18 years or older with adult supervision) 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.
2. Renewals
 - a) library items may be renewed in person, by telephone, email, or by catalogue

access in the library or remotely.

- b) items on reserve for other members cannot be renewed.

3. Holds/Reserves

- a) library items may be placed on hold or reserved in person, by telephone, email, or by catalogue access in the library or remotely.
- b) when the item becomes available, the member will be notified.
- c) items will be held for 2 weeks, with the exception of new and in-demand items, which will be held for 7 days. Reminder calls or emails will be made as time permits.

4. Returns

- a) materials borrowed may be returned to the library at the circulation desk or in the drop box.

5. Circulation Records

- a) Library circulation and membership records will be used in accordance with the Lake of Bays Township Public Library's policy on Privacy.

Section 4: Charges

1. Overdue Materials

To ensure barrier-free access to the library's collections, the library operates on a fine free service model. Late fines are not charged for overdue materials. Borrowers are responsible for returning materials promptly by the due date so they can be made available to other community members.

The library will send reminder notices by phone or email as follows:

Notice Type	Timing
Courtesy Reminder	3 days before due date
First overdue notice	7 days after due date
Second overdue notice	14 days after due date
Final overdue notice	30 days after due date
Assumed lost notice	45 days after due date
Billing notice	60 days after due date

At 45 days overdue, the library assumes the item is lost and if not returned within 15 days of the lost notice, we will send an invoice for the replacement cost of the item. However, if the item is then returned in good condition, the member will not have to pay any fee.

2. Damaged Materials

- a) The library will charge replacement costs for items which are damaged
- b) It may not be possible to replace the 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 library staff in keeping with the library's selection policy.

Section 5: Interlibrary Loans

When the library does not own a copy of an item in the collection, members can request the title through Interlibrary loan. The library will make every effort to borrow the item from another Ontario library.

- a) Interlibrary loan service is free for library members.
- b) Interlibrary loans are subject to the rules, regulations and policy established by the governing Provincial agency, the *Ontario Library Service (OLS)*.
- c) Individual libraries set their own unique lending policies for CDs, DVDs, books on CD and rare titles. In some instances these items are not available for loan.
- d) Loan periods for all interlibrary loan materials are set by the lending library.
- e) Renewal (1) for interlibrary loan materials can be made to the lending library if the request is submitted at least 3 days prior to the due date.
- f) When interlibrary loan materials are received at the library, the requester will be contacted by phone or email. Items will be held until the item(s) due date.

Section 6: Suspension of Library Privileges

All library privileges will be suspended when members:

- a) fail to return materials or make recompense for the loss or damage of library materials. Privileges will be reinstated when items returned and outstanding accounts settled.
- b) are unwilling to comply with Library policies.
- c) destroy or damage Library property.

- d) act in a manner which interferes with the general public's enjoyment and use of the Library's facilities.

Limitation of Liability

Lake of Bays Township Public Library shall not be held liable for any damage to audio, video or computer equipment resulting from the use of Library materials.

Related Documents

Public Libraries Act, R.S.O. 1990, c. P44, s. 15(1)
Sharing Library Space Policy
Collection Development Policy

Signature of the Chairperson _____

Document Revision Record:

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Initial Approval	Aug 28, 2017
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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	Acceptable Proof of Address
• Health card with photo • Citizenship card • Passport • Student ID card • OAS (senior's card) • Employer-issued photo ID • Ontario Identity Card	▪ 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 Borrowing Loans & Limits

Item	Loan Period(days)	# of Renewals	Limit Per Card
Books	14	3	none
Books on CD	14	3	none
DVDs incl Blu-ray	7	3	10
Magazines	14	3	none
Muskoka Collection	14	3	5