

LAURENTIAN HILLS PUBLIC LIBRARY BOARD

SERVICE PLAN AND POLICIES

RESPONSIBILITIES OF MEMBERSHIP

Amended February 2021

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

- be responsible for all materials borrowed with his/her card and agree to abide by the regulations of the Laurentian Hills Public Library
- present the library card each time materials are borrowed
- pay all fines or charges incurred for overdue, damaged or lost materials
- observe all policies set by the board as authorized by the Public Libraries Act
- report the loss of a card or change of address as soon as possible

Parents or guardians of members under the age of 14 are responsible for their children's borrowing and behaviour with respect to observance of board policy.

The Chief Executive Officer 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 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.

**LAURENTIAN HILLS PUBLIC LIBRARY
SERVICE PLAN AND POLICIES**

MEMBERSHIP AND CIRCULATION POLICY
Amended February 2021

MEMBERSHIP

1. Membership in the library is free of charge to any resident of the Laurentian Hills Municipality. Residents of Deep River and Head, Clara & Maria may also have membership in the library free of charge under a reciprocal borrowing agreement.
2. Juniors may be transferred to the adult borrowers category upon reaching 14 years of age, or starting high school. Children under high school age must have a parent/guardian indicate they take full responsibility for the materials borrowed.

LOAN PERIOD

The loan period for books is 2 weeks.

The loan period for magazines and videos is 1 week. This may be extended providing no one has reserved the item. In the case of a borrower going on holiday, the loan period of an item with no waiting list will be extended to include the whole of the holiday period.

INTERLIBRARY LOANS

1. Books borrowed from other libraries are available for the period specified by the lending library. A slip stating the due date will be found in the front of the item. **Any charges made by the lending library are the responsibility of the borrower.**
2. The loan period for items lent to other libraries is 35 days. Replacement costs for lost items will be the responsibility of the borrowing library. New items will be lent after six months or if no reserve list exists. The item may be renewed if no reserves have been placed on it during the loan period.

RENEWALS

Patrons may request in person, by telephone or through the online catalog to have an item renewed for an additional 2 weeks, providing no reserve has been placed on the item.

RESERVES

Items may be reserved free of charge. If there is already a waiting list for the item, the name will be added to the end of the list. The borrower is notified as soon as the item becomes available, and it will be held for 7 days. If after that time it has not been picked up, the next person on the waiting list will be called.

OVERDUES

1. **FINES**

The fine for most adult material is 25¢ per library day, per item to a maximum of \$3.00 per item. The fine for most junior material is 10¢ per library day, per item to a maximum of \$2.00 per item.

The overdue fine for magazines is 10¢ per library day, per item to a maximum of \$2.00 per item. The overdue fine for videos is 10¢ per library day, per item to a maximum of \$2.00 per item.

A borrower may be considered delinquent if overdue fines are in excess or have not been paid 1 week after notification by mail. Borrowing privileges of delinquent members will be revoked until fines have been paid. Reinstatement of library privileges upon payment of fines is at the discretion of the librarian. If an item is not returned or the library is not contacted, an invoice for its replacement will be sent.

2. NOTIFICATION

While it is the responsibility of borrowers to return materials by the date due, the library notifies borrowers when materials are overdue by the following method:

- a) 1st notice after 2 weeks by telephone
- b) 2nd notice after 3 weeks by telephone
- c) 3rd notice after 4 weeks by letter stating that an invoice for replacement value of the item(s) will follow if they are not returned within 7 days. Until the materials are returned, the member will be considered delinquent and have borrowing privileges revoked. Reinstatement of library privileges upon payment of the fine and return of the materials is at the discretion of the librarian. (see attached)

LOST OR DAMAGED MATERIALS

In the case of an item lost or damaged beyond repair, the borrower will be charged list replacement price.

USE OF BULLETIN BOARDS

Permission must be granted by the librarian before any material may be posted. Every effort will be made to allow equal access to display space to all community groups.

DISTURBANCES

If a patron causes a disturbance in the library, and ignores a request for due consideration of the rights of other patrons, he/she will be asked to leave. In cases of necessity, the police will be notified.

OUTREACH SERVICES

Outreach service is available to the home-bound in Laurentian Hills. Staff, or volunteers will select, deliver and pick-up library materials. Inquiries should be made through the staff at the circulation desk regarding this service.