

Laurentian Hills Public Library

Policy Type:	Operational	Policy Number:	OP-12
Policy Title:	Membership / Circulation	Initial Policy Approval Date:	April 2006
		Last Review/Revision Date:	Oct. 2024
		Year of Next Review:	2028

The Laurentian Hills Public Library makes physical and digital library materials widely available to the community, in an equitable manner, to maximize the use of the Library collection. The Laurentian Hills 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. 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.
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.**
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 12 must register for membership accompanied by a parent or guardian who presents identification with name and address, and accepts 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 **Privacy, Access to Information & Electronic messages under CASL.**

OP-12 Circulation Policy (continued)

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.
4. The library card is the property of the Laurentian Hills 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 every three years. Renewal requires verification of the member's name, address, telephone number, email address and payment of outstanding monies owed to the library.
8. Borrowing privileges may be suspended when charges exceed \$50.00 and will be re-instated when all outstanding accounts are brought below that level.
9. Membership and/or borrowing privileges can be suspended for violating library policies.

Section 3: Borrowing

1. Loans
 - a) a standard loan period of four weeks at Chalk River Branch and three weeks at Point Alexander Branch exists for materials borrowed, except those materials for which special loan periods have been established. **Schedule B**
 - b) reference works, and newspapers are not available for loan.
 - c) museum passes and park passes may only be borrowed by adult members, one pass per family per week
 - d) the total number of items on loan to any one member will not exceed 50 items.
2. Renewals
 - a) library items may be renewed in person, by telephone or online
 - b) items on hold for other members cannot be renewed.
3. Holds/Reserves
 - a) library items may be reserved in person, by telephone, or online.
 - b) when the item becomes available, the member will be notified and asked to pick-up the item within 7 days.
4. Returns
 - a) physical materials borrowed may be returned to the library at the circulation desk or in the external drop-box.
 - b) members are required to return materials on or before the due date.
5. Interlibrary Loans
 - a) Interlibrary loan service is made available to registered patrons of the Laurentian Hills Public Library and to external libraries upon request.
 - b) The Public Library does not charge its members for interlibrary loan services, but charges made by the lending library for loan fees or replacement of lost or damaged items are the responsibility of the member.
 - c) Replacement costs for items lost or damaged lent by Laurentian Hills Library will be the responsibility of the borrowing library.
 - d) New items are available for loan after six months if not reserved and may be renewed.
 - e) Materials from other library systems are subject to loan conditions specified by the lending library.

OP-12 Circulation Policy (continued)

6. Outreach Services
Outreach service is available to home-bound library members. 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
7. Circulation Records
Library Circulation and membership records will be used in accordance with ***Privacy, Access to Information & Electronic messages under CASL.***

Section 4: 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. It may not be possible to replace a specific item with an identical one.
 - c) charges will be applied based on the cost of a substitute item or the current market price of materials when an item is not replaced.
 - d) replacement of the item will be left to the discretion of the C.E.O. or designate, in keeping with the library's collection development policy.
2. Overdue charges and Fines
 - a) Laurentian Hills Library is Fines-free as of 2022 and does not charge overdue fees, but borrowers are responsible for returning items on loan or paying replacement costs for those lost or damaged. Borrowers will be charged replacement costs for items are overdue by 90 days and for those damaged or lost.
 - b) fines for overdue items on interlibrary loan from another library are the responsibility of the borrower.

OP-12 Circulation Policy (continued)

Schedules

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
Driver's license Health card with photo Citizenship card Student ID card OAS (senior's card) Passport Employer-issued photo ID card Ontario Identity Card	<ul style="list-style-type: none"> ▪ Motor Vehicle Permit (driver's license) ▪ Utility bill (telephone, hydro, water, gas, cable TV, internet) ▪ Property tax assessment or bill ▪ Any Benefit Statement issued by the Government of Canada ▪ Mortgage, rental, or lease agreement

Schedule B

Loan Periods – Chalk River

Material Type	Loan Period	Optional Renewals
Books	4 weeks	Yes
Magazines	4 weeks	Yes
DVDs (Adults)	4 weeks	Yes
Children's DVDs	4 weeks	Yes
Kits of all types	4 weeks	Yes
Museum and Parks Passes	7 days	No renewals

Loan Periods – Point Alexander

Material Type	Loan Period	Optional Renewals
Books	21 days	Yes
Magazines	21 days	Yes
DVDs (Adults)	21 days	Yes
Children's DVDs	21 days	Yes
Kits of all types	21 days	Yes
Museum and Parks Passes	7 days	No renewals