



Collingwood Public Library

Policy Type: **Operational**

Policy Number: **OP – 12**

Policy Title: **Circulation**

Policy Approval Date: **October 22, 2020**

Policy Review Date: **October 2024**

The Collingwood Public Library Circulation Policy reflects the Library's mission and visions and is in accordance with the Public Libraries Act (R.S.O. 1990, c. P.44). The purpose of the policy is to make the Library's material widely available to the community, maximize the use of the collections and services and at the same time protecting it, and provide a mechanism to ensure all Library users are served in an accurate, equitable, consistent and accountable manner. The policy provides the framework for management and staff decisions.

Section 1: Scope

The policy applies to all users of the Collingwood Public Library. It covers activities relating to the registration of Library patrons and the borrowing and use of all Library collections and services. It sets the conditions and use of Library membership cards, borrowing privileges, responsibilities and restrictions and a schedule of fees and fines.

Section 2: Membership

Eligibility

Any persons who live, own property or pay property taxes to, attend school in the Town of Collingwood, are employed by the Town of Collingwood are eligible to receive a library card with borrowing privileges without charge and upon presentation of acceptable identification.

A non-resident is an individual who does not live, own property or pay taxes to the Town of Collingwood but may borrow material from the Collingwood Public Library by paying a non-refundable membership fee. Payment of an annual non-resident household membership fee entitles each member of the non-resident household to a library card.

Age Categories

A **Junior** is an individual from birth to and including age twelve (12).

A **Young Adult** is an individual from thirteen (13) years up to and including age seventeen (17).



An **Adult** is an individual who is eighteen (18) years of age and older.

Membership profiles are established by the Library Board with fees set under the Public Libraries Act (R.S.O. 1990, c. P.44 s 23 (3 c)).

Please see Schedule A – Membership Profile Information for specific membership details.

Acceptable identification to establish and/or renew a library membership

To register to become a member of the Collingwood Public Library a phone number is required, and personal identity and address must be verified. Provision of a valid email address is recommended. Current identification providing name and address must be presented.

Acceptable identification includes but is not limited to one piece from the following:

Adult Library Membership Card

- Valid government issued identification showing name, address of residence (example Ontario driver's license)
- Tax notice
- Utility bill (with the exception of cell phone bill) issued within the past 60 days
- Mortgage, rental or lease agreement
- Pay stub or direct deposit stub issued within the past 60 days
- Any other source of identification that gives the patron's name and current address (preferably photo ID)

Young Adult Library Membership Card

- Report card with student's home address
- Student card with student's home address
- Pay stub or direct deposit stub
- Bank statement

Junior Library Membership Card

- Parent's/guardian's identification and proof of address as above
- If parent/guardian is not present, the child will be provided with registration information to take to parent/guardian



Library Card – Conditions and Use

Upon registering for a library card, the patron agrees to abide by the rules and regulations established by the Collingwood Public Library Board and shall:

Accept responsibility for the choice, use, condition and return of all items borrowed on the library card.

Pay outstanding fees.

Present the valid library card to borrow materials, access some collections and /or services of the Collingwood Public Library.

Agree Library cards are non-transferrable (for example Library privileges apply to the individual named only and may not be transferred from one individual to another)

Report a stolen or lost library card. A fee is charged for replacement cards. Patrons who loan a library card to someone else will be responsible for all activity on the library card. The Library will assume permission of use has been given to someone using a card unless the card has been reported lost or stolen.

Report changes to address, phone number or email. Acceptable identification of new address is required.

Agree, as parent or guardian, to accept responsibility for a junior membership and the choice, use, condition and return of all items borrowed on the library card and any changes related to the card. If a parent or guardian wants to restrict their children's access to library collections and/or services, it is their responsibility to make this known to the child and to monitor the child's use of the library card.

Agree, as an applicant for registration, if identification does not satisfy the library's requirements, borrowing will be limited to two items on the initial visit. Further and full borrowing responsibilities will be granted upon presentation of acceptable identification on subsequent visit to Library.

Be aware the Library purges inactive patron records on a regular basis provided there are no outstanding fines, fees or items. Once patron records are purged membership will need to be re-established in order to use Library collections and/or some services.



Return library card on request of Library management.

Renew library card at expiry date by verifying current address with acceptable identification and clearance of outstanding fines and fees.

Circulation (Borrowing) of Library Material

A library patron may borrow circulating items upon presenting a valid Collingwood Public Library membership card.

The number of items a patron may borrow may be limited by membership type, material type, or local demand.

Extended loan periods may be available upon requests and as determined appropriate by staff unless there is a high demand for the material or limited availability.

Standard loan periods of three weeks exists for material borrowed except for high demand material, specific material types or membership types for which special loan periods have been established (Schedule B – Fees and Renewal Limits)

Most library material borrowed may be renewed provided there are no holds. Renewals may be requested in person, by telephone or through the patron's account on the Library's website. Renewal limits are established as unseen (phone, website) and seen (in person at the circulation desk) according to the item type.

Reference and Local History/Genealogy material may not be borrowed.

Overdue Materials

The Collingwood Public Library does not charge overdue fines for materials that are returned late.

It is the responsibility of the library patron to ensure that materials borrowed are returned on time, so they are available to others.

Patrons are notified of pending and/ or overdue materials through a series of notices. Patrons may choose how they wish to receive notification of pending and overdue material (for example email or telephone notification).



All materials returned overnight and before opening in the morning are backdated to the previous day's date. A return box is made available for the return of material after hours.

Lost and/or Damaged Item Charges

A patron is responsible for lost and damaged materials borrowed on their library card and will be charged replacement costs plus a processing fee plus applicable tax. Processing fees are non-refundable.

When materials become 3 weeks overdue the patrons account and borrowing privileges will be suspended.

When materials become 6 weeks overdue, they will be assumed lost and the replacement fee will be applied to the members account. If the items are returned, the replacement costs will be waived, and account privileges will be restored. In extenuating circumstances Public Service Staff may make accommodations.

Patrons will be informed about the charges for lost and/or damaged items by phone, e-mail or letter mail.

A refund will be given for an item that has been paid for provided:

- the item is returned to the public service desk and is determined to be in acceptable physical condition by the staff
- the item is returned within six months of payment
- the item is accompanied by the original receipt as proof of payment

Interlibrary Loan Materials

Charges levied by the lending library for interlibrary loan material will be charged to the library patron. Library staff will attempt to notify patron of the charges to be levied by the loaning library in advance of placing the interlibrary loan order, allowing the patron to determine if they wish to go forward with the request and the loan charge or cancel their interlibrary loan request.

The borrower is responsible for the full replacement cost of lost or damaged items, as assessed by the lending library.



Freedom of Information and Protection of Privacy

The Library adheres to the Municipal Freedom of Information and Protection of Privacy Act.

Personal information collected for the purpose of establishing a library membership will be subject to the Collingwood Public Library's Policy on Confidentiality and the Protection of Privacy OP – 01.

To obtain a library membership, patrons are required to disclose name and address information to staff. A parent or guardian of a person up to 15 years of age may exercise the right to access a child's borrowing information.

Related Documents

Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56

Collingwood Public Library ***OP – 01 Confidentiality and the Protection of Privacy***

Collingwood Public Library ***OP – 05 Resource Sharing***

Collingwood Public Library ***OP – 15 A/V Collection Policy***

Collingwood Public Library ***OP – 16 e-Reader Lending Policy***

Collingwood Public Library ***OP – 17 Accessibility Service (Boo***