



Circulation Policy

Authority: Library Board

Date Created: April 26, 2010

Date Reviewed: March 25, 2013

Purpose

East Gwillimbury Public Library's corporate value is to deliver excellent customer service to our various stakeholders, during a range of hours and in a variety of locations.

1. The intent of this policy is to provide the overall principles and framework to facilitate free and equitable access to Library collections and services and to help us maintain our corporate value of excellent customer service.
2. This policy will provide a clear understanding of circulation services for our staff and public, and will ensure a consistent approach to excellent customer services throughout the East Gwillimbury Public Library system.

Membership

1. Residents

East Gwillimbury Public Library cards are free to all residents of the Town of East Gwillimbury. Non-residents of the municipality who own property, work in, or attend an educational institution in the municipality will be treated as residents.

2. Reciprocal

East Gwillimbury Public Library has reciprocal borrowing agreements with the following library systems: Bradford-West Gwillimbury, Georgina, King Township, Newmarket, Markham and Whitchurch-Stouffville. Members in good standing of these libraries will be granted borrowing privileges with proof of residency and a valid library card from their home library.

3. Non-Residents

Non-residents, exclusive of the above mentioned exceptions, are eligible for Library membership on an annual basis as per the non-resident fee schedule. (See: Appendix A: Fine/Fee Schedule)

4. Special Needs Status

People with disabilities may apply for Special Needs Status to be exempt from paying fines on overdue materials (Quote Section). Applicants must complete a form and provide an official note from a health care professional.

According to the Accessibility for Ontarians with Disabilities Act 2005, a disability is:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

5. Card Expiration

Library cards expire every two years. At the time of renewal user information must be verified in person and all outstanding charges must be paid in full before the card will be renewed.

6. Registration

To become a member of the East Gwillimbury Public Library a registration form must be completed in full and signed. Current identification providing name and permanent address must be presented. Additional information, such as a telephone number and/or email address, though not required, are requested for communication purposes.

<p>Adult (18 + years of Age)</p>	Any source of information that gives the patron's name and current address including, but not limited to:
	Driver's license
	Employee identification
	Utility bill
<p>Youth 14 - 17 years of age</p>	Any source of information that gives the patron's name and current address including, but not limited to:
	Driver's license
	Report Card with address
	Bill (cell phone, etc.)
	Bank Statement
	Student identification card
<p>Child 0 - 13 years of age</p>	Parent's Identification
	Parent's signature on the registration form

Responsibilities of Membership

Equal access to library services and materials by all members of the Library depends on the reasonable use of such services and materials by library members.

1. Conditions of Membership

Library members shall:

- Agree to abide by the rules and regulations of the East Gwillimbury Public Library as stated on the Patron Application Form (Appendix C).
- Take responsibility for the care of all items checked out on one's card.
- Present one's library card to borrow and renew items, and to get an update on patron transactions.
- Pay all fines or charges incurred for overdue, damaged or lost library materials as per the attached schedule (Appendix A: Fines / Fees Schedule).
- Report a lost or stolen card as soon as possible.
- Pay for a replacement card as per the attached fee schedule (Appendix A: Fines/Fees Schedule).
- Report changes of name, address, telephone number and/or email address.

- Observe all policies set by the Board as authorized in the Public Libraries Act.

2. Members under 14 Years of Age

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

Parents understand that children have access to all library materials, including adult and a/v materials and accept responsibility for the child's selection, use and return of all materials, as well as any fines or fees that may accumulate as stated in the Patron Registration Form (Appendix C).

Confidentiality of Membership Information

The East Gwillimbury Public Library respects the privacy of all library members and will keep all information related to membership confidential in accordance with the Library's Confidentiality of Patron Information Policy and the Municipal Freedom of Information and Protection of Privacy Act.

1. Request for Information by Patron

Upon presentation of his/her library card, or photo identification, a customer may query his/her own record and those of his/her children or wards less than 14 years of age.

Customers are entitled to know:

- The information that is recorded in their registration files.
- The materials that are charged out to them.
- The amount of fines or fees they owe, and why.
- The status of holds placed.

Customers may access this information:

- In person at any branch with their library card or valid identification.
- Online through the library catalogue with their library card number and PIN.

Persons phoning or emailing the Library for information will be asked to prove their identity before receiving information.

The *Public Libraries Act, R.S.O. 1990, chapter P.44, section 28* states 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." This does not apply to information that, in the Secretary's opinion, is of intimate financial or personal nature, or identifies an individual user of library services by name or makes them readily identifiable by other means.

2. Request for Information by Police

Requests for information from the patron files by police and/or government agencies shall only be provided upon presentation of a warrant. The Chief Executive Officer, or designate, shall consult with the Board's solicitor and/or the Town's Legal Department for advice and to ensure that the warrant is in proper form. Information or access to the files shall be permitted only to the extent stated in the warrant.

Borrowing Privileges

A valid EGPL library card must be presented each time materials are borrowed.

Library members must abide by the Responsibilities of Membership section of this policy.

1. Loan Periods

A loan period is established to enable fair access to the Library's resources by all patrons.

The usual loan period for most items is 3 weeks. Loan periods may be reduced for popular items or special formats.

An extended loan period request may be granted. This is subject to staff discretion and is based on the number and types of material available.

Please see Appendix B for a complete schedule of loan periods.

2. Loan Limits

The Library reserves the right to limit the loan period and/or number of items borrowed on the basis of local demand and material supply.

Format limits can be found in Appendix B.

3. Renewals

All items may be renewed two (2) times except in the following circumstances:

- Items with reserves
- Special collection materials
- Another Library's materials (ILLO)
- Special formats

Please see Appendix B for renewal details.

Renewals can be requested in person, by telephone (with library card number), or through the library catalogue (with library card number and PIN).

Interlibrary Loan (ILLO) material renewals must be requested 5 working days prior to the due date as stated in accordance with the Library's Interlibrary Loan Policy. These items will be renewed at the discretion of the lending library.

4. Reserves

Reserves may be placed on all circulating materials except express collection materials.

Reserves may be placed in person, by telephone (with library card number), or through the library catalogue (with library card number and PIN).

Patrons will be telephoned or emailed when reserved items become available. To protect privacy, Library staff can not reveal the title of the reserved item, except in person. Patrons may access title information by using the library catalogue. The item should be picked up promptly, but will be held for a period of five (5) days.

5. Return Time

All materials may be returned to any branch of the East Gwillimbury Public Library during operating hours. When the Library is closed, materials may be returned via the outdoor book drops.

6. Fines

To encourage the prompt use and return of library materials, an overdue fine is charged for late returns.

Overdue fines for library materials are based on the item type. Please see Appendix A for the fine schedule.

Fines will accumulate until the materials are returned, the patron notifies the Library that the item was lost, or the maximum fine is reached.

Library staff will advise members of outstanding fines during every check-out transaction. Library members are expected to resolve these fines promptly.

Library members with Special Needs Status and Group Home Residents are not charged overdue fines, but will be charged for lost or damaged materials.

7. Overdue Notices

Library members may request an email reminder of items coming due.

Library members will be notified when material is one week overdue, and twice more at three week intervals. When materials are eleven weeks overdue, said items will be considered lost and members will be billed appropriately.

8. Suspension of Borrowing Privileges

Borrowing privileges will be suspended when library members have fines, fees and/or overdue materials in excess of the maximum allowable amount. Privileges will be reinstated when charges are reduced.

All monies owed to the Library must be paid in full before library membership can be renewed.

9. Lost / Damaged Materials

Library members shall report lost or damaged materials at the earliest possible opportunity.

Charges for lost/damaged materials are based on the cost of each individual item. A non-refundable processing fee will also be charged.

Replacement copies or donations in lieu of payment are not accepted.

10. Refunds for Lost Materials

Refunds will be issued for lost items returned to the Library in good condition if returned within one (1) year from the date of payment. The original lost item receipt must also be presented to receive a refund. The processing fee will not be refunded.

Appendix A: Fine / Fee Schedule

Overdue Fines

Item Type	Fine / Day / Day	Maximum Fine / Item
Adult Materials	\$0.25	\$10
Children's Materials	\$0.15	\$5
DVD/Videos/Best Sellers	\$1.00	\$10

*** Borrowing privileges will be suspended when fines/fees exceed \$20**

Membership

Annual Non-Resident Membership (Adult)	\$40
Annual Non-Resident Membership (Student)	\$15

Printing Services

Photocopies (black/white)	\$0.15 / page
Printing (black/white)	\$0.15 / page
Printing – Supply own paper	\$0.10 / page
Fax (local or 1-800)	\$1.00 / page
Fax (long distance)	\$1.00 surcharge / fax

Equipment Rental

See Appendix E for Equipment Rental Form and fees

Programs

Program fees are set on a program by program basis.. For information on our current program offerings please see the current issue of the Library Newsletter.

Lost or Damaged Materials

Damaged AV Case	\$5
Lost or Damaged Juvenile Kit Bag	\$5
Lost Processing Fee	\$5

Other Fees

Exam Proctoring	\$45
Replacement Membership Card	\$2
Ear buds	TBA
USB Flash Drives	TBA
ILLO Blue Band/Barcode Replacement	\$1
N.S.F. Fee	\$45

Item Replacement Costs*

*Staff will use these prices if the item price is not included in the item record.

Adult Fiction	\$32
Adult Non-Fiction	\$40
Large Print	\$32
Reference Book	\$50
Government Documents	\$30
Local History	\$30
Literacy Material	\$30
Magazine	\$6
Juvenile/Young Adult Fiction	\$19
Juvenile Non-Fiction	\$23
Juvenile Easy Readers	\$20
Juvenile Picture Books / Board Books	\$20
Juvenile Kits	\$22
Mass Market Paperbacks (adult and juv.)	\$9
Books on CD	\$45
Music CDs	\$19
DVDs	\$31

Appendix B: Loan Schedule

Item	Loan Period	Item Limit	Renewals
Best Sellers	10 Days		Not renewable
Express Books	7 Days	6 items	Not renewable
Express Movies	2 Days	6 items	Not renewable
Adult Books	21 Days	No Limit	2 renewals
Young Adult Books	21 Days	No Limit	2 renewals
Juvenile Books	21 Days	No Limit	2 renewals
Audio Books	21 Days	No Limit	2 renewals
Movies	7 Days	6 items	Not renewable
Music CDs	21 Days	No Limit	2 renewals
Magazines	21 Days	No Limit	2 renewals
ILLO	At Discretion of Lending Library	No Limit	At Discretion of Lending Library. (5 days notice needed for renewals)

Appendix C: Patron Registration Form

The information provided on this form is collected under the authority of the *Public Libraries Act*, R.S.O. 1990, c.P.44, s23 (4). In accordance with the *Municipal Freedom of Information and Protection of Personal Privacy Act*, R.S.O. 2002, C.M.56, s28-29, personal information collection will be used for fundraising and in the management and administration of library services.

IDENTIFICATION AND PROOF OF ADDRESS ARE REQUIRED FOR ALL REGISTRATIONS

PERSONAL INFORMATION (please print clearly)

First Name	Date
Last Name	Middle Initial
Date of Birth (required for ages 17 and under) _____ dd/mm/yyyy	Gender M <input type="checkbox"/> F <input type="checkbox"/>

Please provide this information so that the Library may compile demographic information to serve you better

ADDRESS (mailing and/or permanent)

Street Address	RR/PO Box/Unit #	
City/Town	Province	Postal Code
Home Telephone	Business Telephone or Cell	
School or Employer	City/Town	
Email Address _____	Would you like to receive all library notices via email? Y <input type="checkbox"/> N <input type="checkbox"/>	
Would you like to subscribe to the Library's free electronic newsletter? Y <input type="checkbox"/> N <input type="checkbox"/>		

REQUIRED FOR CHILDREN UP TO AGE 13

As a parent or guardian of this child, I understand that children have access to all library materials, including adult and A/V materials and I accept responsibility for my child's selection, use and return of all materials, as well as any fines or fees that may accumulate.

Name _____ Signature _____

MEMBERSHIP TERMS AND AGREEMENT (Lost or stolen cards must be reported immediately)

I accept responsibility for all library materials borrowed with this card and will abide by the rules and regulations of the library.

Signature _____

STAFF USE ONLY

Please check all that apply

<input type="checkbox"/> EGHL	<input type="checkbox"/> EGNONRES	Check for prior card	Y <input type="checkbox"/> N <input type="checkbox"/>
<input type="checkbox"/> EGMA	<input type="checkbox"/> EGNONRESSTU	ID Verified	Y <input type="checkbox"/> N <input type="checkbox"/>
<input type="checkbox"/> EGADULT	<input type="checkbox"/> EGPAGES	ID Type _____	
<input type="checkbox"/> EGEMPLOYEE	<input type="checkbox"/> EGPRENSCHOOL	Welcome Brochure Provided	Y <input type="checkbox"/> N <input type="checkbox"/>
<input type="checkbox"/> EGGROUP	<input type="checkbox"/> EGSENIOR	Internet Use	Y <input type="checkbox"/> N <input type="checkbox"/>
<input type="checkbox"/> EGJUVENILE	<input type="checkbox"/> EGYOUTH	<i>If user is requesting Internet Access, please have them fill out the appropriate form at Reference Desk.</i>	

Barcode _____

Staff Initials _____

Appendix D: Application for Special Needs Status

People with disabilities may apply for Special Needs Status to be exempt from paying fines on overdue materials in accordance with the Circulation Policy of the East Gwillimbury Public Library.

According to the ***Accessibility for Ontarians with Disabilities Act 2005***, a disability is:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

To apply, complete this form and return with the note on official letterhead from a health care professional to any branch of the East Gwillimbury Public Library or mail to:

East Gwillimbury Public Library
Attention: Library Services Coordinator
P.O. Box 1609
19513 Yonge Street
Holland Landing, Ontario
L9N 1P2

The Library will notify you when your application has been approved.

The information provided on this form is collected under the authority of the *Public Libraries Act*, R.S.O. 1990, c.P.44, s23 (4). In accordance with the *Municipal Freedom of Information and Protection of Personal Privacy Act*, R.S.O. 2002, C.M.56, s28-29,

personal information collection will be used for fundraising and in the management and administration of library services.

Application for Special Needs Status

(Please print clearly)

To be completed by the Customer:

I apply to have my card designated as "Special Needs" to be exempt from paying fines on overdue materials. I am unable to return borrowed materials within a set period of time because of a disability.

First Name_____
Last Name_____
Library Card Number_____
Street Address_____
City/Province_____
Postal Code_____
Signature_____
Date (MM/DD/YYYY)**To be completed by the Health Care Professional:**

A Health Care Professional must:

1. Complete the following section of this form **and**
2. Provide a note on official letterhead indicating that the applicant has a disability which prevents him/her from returning borrowed library materials within a set period of time.

I certify that the applicant is unable to return borrowed library materials within a set period of time because of a disability.

First Name_____
Last Name_____
Title or Occupation_____
Telephone Number_____
Street Address_____
City/Province_____
Postal Code_____
Signature_____
Date (MM/DD/YYYY)

For Office Use: _____

Library Services Coordinator_____
Date (MM/DD/YYYY)

Appendix E: Equipment Rental Form

Name: _____ Date of Rental: _____

Town Dept. or Group: _____

Address: _____

Valid Driver's License **OR** Library Card #: _____

Telephone: _____ Email: _____

Are you at least 18 years of age (Town employees are exempt)? **Yes** **No**
 Rental materials require a **valid** library card OR photo ID.

STAFF USE ONLY

- | | |
|--|--|
| <input type="checkbox"/> Projector Screen (\$5 per day) | <input type="checkbox"/> Podium with PA system (\$10 per day) - HL only |
| <input type="checkbox"/> Overhead Projector (\$5 per day) – HL only | <input type="checkbox"/> TV/VCR/DVD (\$5 per day) |
| <input type="checkbox"/> Stereo (No charge) | <input type="checkbox"/> Town Employee or Senior's Group (No Charge) |

LAPTOPS AND DIGITAL PROJECTORS

Holland Landing Branch only

- Laptop – includes external mouse and speakers **(\$25 per 4 hour block)**
- Digital projector **(\$25 per 4 hour block)**
- Senior's Group (\$10 per 4 hour block for both projector and laptop)**
- Town Employee (No Charge)**

CHECK OUT

- Item Reserved: Yes No
- Payment Received: \$ _____
- Equipment Checked
- Return by: _____
- After Hours Late Fee Prepaid \$ _____

CHECK IN

- Item in working order
- Equipment Checked **(staff to check on return)**
- Item worked for patron
- Returned on time: Yes No
- If No**
- Late Fee Paid: \$ _____
- After Hours Late Fee Paid \$ _____

***Attach original form to equipment and file copy**

Staff Initials: _____

Staff Initials: _____

Contract: I hereby acknowledge receipt of the items listed above.

I am responsible for the use and care of the equipment for the duration of checkout, including applicable fees as well as the cost of repair or replacement in the event of loss or damage.

Returns:

I will return all equipment to the Library during open hours.

Laptops and digital projectors incur a **Late Fee of \$5.00 per hour** during regular business hours.

I agree to return the equipment on or before the library closes at _____ O'clock.
OR;

I will be charged an **After Hours Fee of \$5.00** for each item returned after closing time. **Items must be turned over to Facilities or Maintenance staff after hours to be locked in Library.**

I have agreed to pay an **After Hours Fee of \$5.00** for each item returned after closing time and will return the equipment to the Facilities or Maintenance staff.

I will pick up the item(s) by _____ on _____ 20____. If I do not pick up by this time or contact the library in advance to change the pick-up time, my reservation will be cancelled.

Signature of Applicant: _____

Date: _____

PUBLIC PERFORMANCE RIGHTS

GUIDELINES

Please read this information carefully.

- The Canadian Copyright Act (Section 42.2) governs how copyrighted materials, such as videos/DVDs, may be used.
- Under the Canadian Copyright Act any viewing or exhibition of videos/DVDs in a public place (libraries are considered public places) must have PUBLIC PERFORMANCE RIGHTS.
- You can show videos/DVDs, only if a site license has been purchased. The purchased rights are for one showing only.
- Neither the rental nor the purchase of video/DVD carries with it automatically the right to show the movie publicly outside the home, unless the site where the video/DVD is used is properly licensed for public exhibition, with a rights representative such as Audio Cine Films or Criterion Pictures. Ownership of the video/DVD and the right to use it publicly are two separate issues. The copyright holder retains exclusive public performance rights. In some cases, the public performance rights are included in the purchase price of the video/DVD. Many videos/DVDs produced for educational purposes include the public performance rights. For example, productions of the films for Humanities and Sciences (Film Media Group) or the National Film Board of Canada usually include the public performance rights.
- Copyright licenses are required for all videos/DVDs presentations using library property – this applies in ALL cases, even if videos/DVDs are shown freely, rented locally, or personally owned by professors or students.
- Videos/DVDs licensed and produced in other countries (e.g. China, India etc.) and are not available in Canada cannot be licensed and are usually just available for private home rentals and viewings.
- Numerous titles have never been made available in Canada or have expired rights (out of service) – nothing much can be done concerning these cases. Audio Ciné Films Inc., Criterion Pictures or any other distributor cannot issue presentation licenses for films that they do not represent.
- You may not show clips of any length, whether it is 2, 5 or 10 minutes. Everything is subject to copyright and is protected.
- It is illegal to make a “back-up” copy of any purchased video unless you have the written permission of the copyright holder

THE LIBRARY ASSUMES NO RESPONSIBILITY IF THE VIDEO/DVD IS SHOWN ILLEGALLY

Approved Date: May 27, 2013

Motion #: 2013:46

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