

## Borrowing Policy

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### Purpose

East Gwillimbury Public Library's corporate value is to provide exceptional experiences to our various stakeholders, during a range of hours and in a variety of locations.

- 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 providing excellent experiences.
- This policy will provide a clear understanding of borrowing services for our staff and public and will ensure a consistent approach to exceptional service standards 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: Aurora, Bradford-West Gwillimbury, Georgina, King Township, Newmarket, Markham, Richmond Hill, Uxbridge, Vaughan, and Whitchurch-Stouffville. Members will be granted borrowing privileges if they reside in, work in, or attend an educational institution in one the aforementioned municipalities.

### **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: Fee Schedule)

### **4. Temporary Address Cards**

Customers who are residing in EG for a short duration, living at a hostel or a shelter, or equivalent, are eligible for a temporary library card that is valid for 6 months. To obtain a temporary address card, the borrower must show identification with their name and temporary address, as well as supporting documentation from the shelter, hostel or equivalent.

### **5. Supported Housing Residents**

Residents who reside in supported housing are eligible for a library card. A letter from the residence stating that the customer is a resident is required.

### **6. Card Expiration**

Library cards expire every two years, with the exception of Temporary Address Cards. At the time of renewal member information must be verified in person. Customers can renew their accounts online but will be asked to verify information upon first visit. To maintain current customer records, the Library will delete customer card accounts annually that have not been used within the last 5 years.

### **7. Registration**

To receive an East Gwillimbury Library card, 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. Online registration for library membership will allow immediate access to e-resources, including downloading books. Members who register online will be asked for identification to borrow physical material and to receive their library card.

<b>Adult</b> 18 + years of Age	Any source of information that gives the customer's name and current address including, but not limited to:
	Driver's license
	Employee identification
	Utility bill
<b>Youth</b> 14 - 17 years of age	Any source of information that gives the customer'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
	Parent or Guardian Identification
<b>Child</b> 0 - 13 years of age	Parent or Guardian Identification

## 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 Circulation Policy.
- 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 receive account updates.
- Return items prior to due date.
- Pay all fines or charges incurred for damaged or lost library materials as per the attached schedule (Appendix A: Fee Schedule) and library card type.
- Report a lost or stolen card as soon as possible.
- Pay for a replacement card as per the attached fee schedule (Appendix A: 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.
- Take responsibility for one's account, including ensuring they are receiving Library communications.

## **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 attached fee schedule.

## **3. 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 Customer Information Policy and the Municipal Freedom of Information and Protection of Privacy Act.

## **4. Request for Information by Customer**

Upon presentation of their library card, or photo identification, a customer may query their own record and those of their 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
- By phone with their library card number

- By email with their library card number

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.

## **5. Request for Information by Police**

Requests for information from the customer 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 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.

## **6. Borrowing Privileges**

A valid EGPL library card or valid photo ID must be presented each time materials are borrowed. Library members must abide by the Responsibilities of Membership section of this policy.

## **7. Loan Periods**

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

## **8. 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.

## **9. Renewals**

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

- Items with holds

- 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 Borrowing Policy, Appendix B. These items will be renewed at the discretion of the lending library.

## **10. Holds**

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

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

Customers will be telephoned or emailed when hold items become available. To protect privacy, Library staff can not reveal the title of the item, except in person. Customers may access title information by using the library catalogue. All materials will be held for 7 days (including closed days) with the exception of Hotspots, which will be held for 3 days.

## **11. Return Time**

All materials may be returned to any branch of the East Gwillimbury Public Library or the Library Locker. When the Library is closed, materials may be returned via the outdoor book drops. Wireless Hotspots and loanable technology must be returned in person at the library during library hours of operation.

## **12. Fines**

The Library does not charge fines on overdue material except interlibrary loan materials. The fine for interlibrary loans is \$0.25 per day per item. If an item is considered lost or damaged separate fines do apply.

### **13. Overdue Notices**

Library members may request an email reminder of items coming due. Library members will be notified when material is two weeks overdue and again at five weeks overdue. When materials are 8 weeks overdue, said items will be considered lost and members will be billed appropriately.

### **14. Suspension of Borrowing Privileges**

Borrowing privileges will be suspended automatically when a member's library account accrues \$20 in fees, or if the library account has 6 or more overdue items currently checked out. Privileges will be reinstated when charges are reduced and/or items are returned.

### **15. 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 and will be charged to the member's library account. A non-refundable processing fee will also be charged to the member's library account. Replacement copies or donations in lieu of payment are not accepted.

### **16. Refunds for Lost Materials**

Refunds will be issued for lost items returned to the Library in good condition if returned within 6 months 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.

### **17. Home Library Service**

Home Library Service offers free delivery of Library materials to East Gwillimbury residents who are unable to visit the Library in person. Service is available on a temporary or long-term basis.

### **18. Institutional Deposits**

The East Gwillimbury Public Library provides Institutional Deposits through partnership with retirement and permanent residences in our community. Each month the library will provide a box with a selection of books and audiobooks to the institution for the residents to enjoy. Organizations wishing to register for this service can contact the Deputy Chief Executive Officer.

## Appendix A: Fee Schedule

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

### Membership

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

### Printing Services

Photocopies (black/white)	\$0.15 / page
Photocopies (colour)	\$0.50/page
Printing (black/white)	\$0.15 / page
Printing – Supply own paper	\$0.10 / page
Scanning	Free
Fax (local or 1-800)	\$1.00 / page
Fax (long distance)	\$1.00 surcharge / fax
Laminating	\$1.00/page

### Make it at Your Library

3D Printing	\$1.60/metre of filament used (PLA)
Cricut	\$1.50 per half foot for iron-on vinyl \$1.00 per half foot for sticker and cling vinyl \$1.00 per half foot for transfer tape \$0.50 per page for cardstock

### 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 Program Guide.



**Lost or Damaged Materials**

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

**Other Fees**

Exam Proctoring	\$45
N.S.F. Fee	\$45

**Item Replacement Costs**

Staff will use the price listed in the item record when determining replacement costs for items.

## Appendix B: Loan Schedule

Item	Loan Period	Item Limit	Renewals
Express Books	7 Days	No Limit	No renewals
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	No Limit	2 renewals
Music CDs	21 Days	No Limit	2 renewals
Magazines	21 Days	No Limit	2 renewals
Wireless HotSpot	14 days	1 item	2 renewals
ILLO	At Discretion of Lending Library	5 Active Requests	At Discretion of Lending Library. (5 days notice needed for renewals)
Sharon Temple passes	7 days	1 pass	No renewals
Light Therapy Lamps	14 days	No limit	2 renewals
Ontario Park Passes	7 days	2 borrows per year per customer	No renewals
Literacy Kits	14 days	No limit	2 renewals
Sensory Kits	14 days	No limit	2 renewals
STEAM Kits	14 days	No limit	2 renewals
Nature Backpacks	14 days	No limit	2 renewals
Library of Things	14 days	2 item limit	No renewals Adult cards only
Video Games	14 days	3 item limit	2 renewals