

Burk's Falls Armour & Ryerson Union Public Library Board Policy Manual

Section:

Number: C-4.

Patron Services

Title:

Membership and Circulation

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Reviewed: January 15, 2020;

Adopted: February 20, 2002

Revised: September 19, 2007, October 16, 2013

August 15, 2018

Policy

Public Libraries are required by law to adhere to the **Public Libraries Act, RSO 1990** which states in Section 23, that Boards shall allow the public to reserve and borrow circulating materials free of charge. The public includes all residents within the municipalities for which the Board is established, including contracting municipalities. To this end, the Board has developed the following procedures and guidelines for the circulation of the collection of the Burk's Falls, Armour & Ryerson Union Public Library.

Procedures

Section 1: Hours of service

Library services will be provided during the hours which best meet the needs of the community. The Library will be open and adequately staffed according to the schedule posted in the library and on the website.

The schedule will be reviewed annually and may be revised, depending on community needs and budget restrictions.

Section 2: Membership

1. The Library will serve all residents of the Village of Burk's Falls, and the Townships of Armour, Ryerson and McMurrich/Monteith. People residing outside of the geographical area of the municipalities but owning property in the area shall be considered residents.

Non-resident membership

Patrons who do not reside in the Board's jurisdiction (Non-residents) will be asked to pay a fee set by the BFARUPL Board (2018 - currently \$50) for the use of library services. In addition, Occasional Use cards are available for summer residents or visitors and the fee is prorated according to the length of stay, based on the annual rate.

2. The Library will be readily accessible and its doors open for free and equal use by all members of the community regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, age, record of offences, marital status, family status or disability. No fee will be charged to residents and property owners of Burk's Falls, Armour, Ryerson and McMurrich/Monteith for admission to the Library, for use of the Library's materials in the Library, for borrowing circulating materials, or for use of the basic reference and information services.

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3. A child/youth, who meets the criteria listed in #1 above, may apply for a library card. If a person is under the age of 16, a parent or guardian must apply for a library card on the child's behalf and accept responsibility for fines, damaged or lost items and other charges.
4. A resident of Burk's Falls, Armour, Ryerson or McMurrich/Monteith may apply for membership at the Library and must furnish verification of address and identity by showing a document bearing his/her name and current address. A [list of appropriate forms](#) of identification is appended to this policy (Schedule A).
5. Library cards are not transferable.
6. An individual is entitled to only one library card. Lost or damaged cards will be replaced for a fee.
7. The card is the property of the Burk's Falls, Armour & Ryerson Union Public Library and must be returned on request.
8. Membership in the Library will be renewed annually, one year from the date of issue. All outstanding fines and charges must be paid in order to renew a membership card. Lost or damaged Library cards will be replaced upon payment of a fee. See attached [schedule](#).

Section 3: Responsibilities of membership

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

1. Be responsible for all materials borrowed with his/her card and agree to abide by the regulations of the Library.
2. Present the Library card each time materials are borrowed.
3. Pay all fines or charges incurred for overdue, damaged or lost library material
4. Replacement costs will be charged for damaged or lost Library materials. Non-payment of charges may result in suspension of membership privileges.
5. Observe all policies set by the Board as authorized by the **Act**; and
6. Report the loss of a card or change of address as soon as possible.

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Parents or guardians of members under the age of 16 are responsible for their children's borrowing and behaviour with respect to the observance of Board policy.

Section 4: Borrowing

1. Loans

The normal loan period for circulating print and audio material is 21 days. DVDs will be assigned a seven-day loan period.

By request, a longer loan period may be available for patrons taking vacations.

The following **restrictions** exist on borrowing:

- a) Reference materials are non-circulating to ensure ready access to information resources.
- b) Local history collection materials are non-circulating.
- c) There is a maximum number of items (20) which may be checked out by one patron per loan period. DVDs are limited to 4 per loan period per patron. Books on tape and CD are limited to 6 per loan period per patron. This limitation is necessary because of heavy demand on the collection.
- d) In keeping with the Ontario Library Association's [*Children's rights in the public library: Guidelines for service*](#), there are no restrictions on the material borrowed by children. While the Library staff can advise children on reading interests, the material selected by the child is the responsibility of the parent or guardian.

Library materials may be renewed for up to three (3) loan periods provided:

- a) the item(s) is not on reserve for someone else;
- b) the item(s) is not in high demand; and
- c) the patron has no overdue fines or charges.

Generally, there will be no renewals for interlibrary loans.

2. Holds/Reserves

Library materials not available on the shelves may be reserved at the circulation desk.

When the item becomes available the member will be telephoned and asked to pick up the reserved item promptly. Reserved materials, which belong to the Library, will be held for patrons at the circulation desk for a period of one (1) week.

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3. Returns

- a) materials borrowed must be returned to the library at the circulation desk or in the drop-box
 - b) members are required to return materials on or before the due date
4. **Special Equipment** (electronic devices such as e-readers, Play Away resources, CNIB resources and other equipment such as Tackle Share fishing gear, Muskoka Parry Sound Health Unit Step – up kits, etc.)

Burk's Falls, Armour & Ryerson Union Public Library has in its collection a limited number of these resources for use by patrons. Some have been donated through specific partnerships with organizations such as the CNIB or health units and others have been purchased by the library. Some specific guidelines are attached to the use of this equipment.

- a) Patrons will be asked to sign a [Borrower's Agreement](#) prior to removing the equipment from the library.
- b) Patrons are requested NOT TO RETURN EQUIPMENT IN THE BOOK DROP. The equipment must be returned to Staff, in person, where it was checked out.
- c) Only one piece of Special Equipment per patron account may be checked out at one time.
- d) The patron agrees to return the equipment in the same condition as when received and if the equipment is damaged or lost while on loan, agrees to reimburse the library for costs up to the full replacement value of the device.
- e) Tampering with security features of the eReader is prohibited. Tampering includes; but is not limited to, hacking, cracking or modifications of any sort.
- f) eReaders are checked out with some titles pre-loaded and external content may be added by the patron. eReader patrons are asked to remove added content before returning the eReader
- g) to the library. The library is not responsible or liable for the loss of any purchased content downloaded to the eReader.

Section 4: Charges

1. Damaged/Lost Items

- a) the library will charge replacement costs for items which are overdue by 60 days or for

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items which are damaged or lost

- b) the replacement cost will be assessed by the library and will include the purchase cost and the processing cost of the item. It may not be possible to replace a specific item with an identical one
 - c) charges will be levied based on the cost of a substitute item or the current average price of materials when an item is not replaced
 - d) replacement of the item will be left to the discretion of the Chief Executive Officer or her designate, in keeping with the library's selection policy
2. Fines for Overdue Items
- a) The board establishes fines as a deterrent to the late return of materials. There is an appended [fine schedule](#) at the end of this policy.
 - b) Fines may be waived for unusual or serious circumstances

Section 5: Outreach service

Outreach service is available to the home-bound in the Village of Burk's Falls and the Townships of Armour, Ryerson and McMurrich-Monteith as resources permit. Volunteers deliver and pick up Library materials. Inquiries should be made through the staff at the circulation desk regarding this service.

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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 case acceptable identification and proof of current address is required.

Acceptable Identification

- Citizenship card
- Passport
- Student ID card
- OAS (senior's card)
- Employer-issued photo ID card
- BYID(from the LCBO)

Acceptable Proof of Address

- Any Benefit Statement issued by the Government of Canada
- Bank account statement
- Utility bill (telephone, hydro, water, gas, cable TV)
- Motor Vehicle Permit
- Mortgage, rental or lease agreement
- Property tax assessment or bill
- Insurance policy (property, auto, life)
- Employer record (pay stub or letter from employer)
- Secondary school, college or university report card or transcript

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Schedule B - Loan Periods

Material Type	Loan Period	Optional Renewals
Books	21 days	1
Audio Books	21 days	1
Magazines	21 days	1
Magazines Current Issue	7 days	1
Kits of all types	21 days	1
Entertainment DVDs	7 days	1
Special equipment (e-readers, Daisy readers, Play Away)	7 days	1

Schedule C - Fines (reviewed January 2013)

Type	Fines Per Day	Max fine per item
Books	\$0.20	\$5.00
Audio Books	\$0.20	\$5.00
Kits	\$0.20	\$5.00
Magazines	\$0.20	\$5.00
DVDs	\$1.00	\$5.00
e-reader, Play-Away, Daisy Reader	\$0.20	\$5.00
Interlibrary-Loan material	\$1.00	No Maximum
Replacement Cards		\$5.00