

## Circulation-1 Hours of service

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson's signature: \_\_\_\_\_

Library services will be provided during the hours that best meet the needs of the community. The library will be open and adequately staffed according to the schedule attached.

The library shall be closed on all Ontario statutory holidays (New Year's Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day) along with Civic Holiday (first Monday in August), Easter Sunday and Thanksgiving Sunday.

The schedule will be reviewed each year or may be revised depending on community needs and finances.

## Circulation-2 Membership

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson's signature: \_\_\_\_\_

Public libraries are required by law to adhere to the *Public Libraries Act, Revised Statutes of Ontario, 1990, chapter P.44* (formerly called the *Public Libraries Act 1984*) which states in Section 23 that library boards shall allow the public to reserve and borrow circulating materials free of charge. The public includes all residents within the municipality for which the library board is established. Therefore:

1. The Brockville Public Library will serve all residents of Brockville. People residing outside of the geographical area of the City of Brockville but owning property in Brockville shall be considered residents and may apply for membership upon presentation of a current city property tax receipt.
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 handicap. No fee will be charged to residents of Brockville 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.
3. A child, who meets the criteria listed in #1 above, may have his or her own library card at birth. Until a child is fourteen years old, a parent or guardian must apply for a library card on his or her behalf and accept responsibility for fines, and damaged or lost items.
4. A child aged 14 and 15 may apply for their own library card (See #4 for Proof of address requirements) with limited access to materials.
5. For a child of separated/divorced parents, each parent may have a card for each child.
6. A resident of Brockville may apply for membership at the library and must furnish verification of home address and identity by showing a document bearing his/her name and current address (e.g., driver's license, health card with picture). If unable to provide a Driver's License, we will accept other ID (e.g. birth certificate, old health card); and something which confirms the address (e.g. recent bill, personalized cheque). **HOSPITAL CARDS ARE NOT ACCEPTABLE.** Persons in temporary residence (e.g. Britannia House) must provide us with a home address, and proof of address and personal identity.
7. A Brockville tax payer's card is free, valid for two years, and is then renewable without charge. Any change of address, name, or telephone number must be reported immediately. Proof of current address is required for renewal of cards. (See #4 for Proof of address requirements)
8. There is a \$5.00 charge to replace a lost or damaged card.
9. No group or institutional memberships are permitted.
10. A resident member who ceases to qualify as a resident must pay a non-resident fee, and provide proof of current address and I.D. (See #4 for Proof of address requirements)
11. A non-resident who becomes a resident is eligible for a free library card. No portion of the non-resident fee is refundable. The patron must present proof of address and I.D. (See #4 for Proof of address requirements)

### **Circulation-3 Other membership types**

Date of original motion: \_\_\_\_\_

Date of review: \_\_\_\_\_

Chairperson's signature: \_\_\_\_\_

#### **1. Out-of-town membership**

Persons who do not reside in the area of the board's jurisdiction, and who do not meet the requirements as stated in CIRCULATION-2, may be charged for library service.

Annual fees for non-residents will be set each year by the library board and will be based on the per capita cost to run the library for its resident patrons. Proof of address and identification is required.

#### **2. Non-Resident Student:**

A non-resident student who attends an elementary school, high school, or college in Brockville may have a library card for his or her express use only, upon payment of an annual fee (see Schedule 2). For a student under the age of 14 a parent/guardian must complete and sign the registration and borrower's card. Proof of ID and address is required.

#### **3. Temporary, seasonal or holiday membership**

Visitors to Brockville may take out a 4-month membership by completing a registration card. A non-refundable fee is charged for the household (see Schedule 2 for the annual fee). Proof of temporary and permanent address is required. *(As a public relations gesture, this membership category can be offered to those who live in Leeds/Grenville and who are reluctant/unable to pay for a full subscription; and also to those who wish to give a gift of a partial subscription. See Schedule 2 for the annual fee.)*

### **Circulation-4 Renewal of membership**

Date or original motion: \_\_\_\_\_

Date of review: \_\_\_\_\_

Chairperson's signature: \_\_\_\_\_

Membership in the library must be renewed every two years 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 with the payment of a fee of \$5.00. Proof of address and identification is required.

## **Circulation-5 Responsibilities of membership**

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_

Chairperson's signature: \_\_\_\_\_

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:

- be responsible for all materials borrowed with his/her card and agree to abide by the regulations of the Brockville Public Library as stated on the membership application and borrower's card which the patron must sign.
- Present his/her 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 material as per the attached schedule
- observe all policies set by the board as authorized by the Public Libraries Act
- report the loss of a card or change of address as soon as possible.

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.

The Chief Executive Officer is authorized by the board to withhold library privileges to anyone refusing to comply with board policy. The use of the library or its services may be denied for due cause. Such cause may be failure to return borrowed materials or to pay penalties; destruction of library property; disturbance of other patrons after a warning by library staff has been given and ignored by the user; or any other conduct on library premises considered objectionable by library staff. In cases of emergency the police will be notified.

## Circulation-6 Confidentiality of patron and circulation records

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson's signature: \_\_\_\_\_

The *Public Libraries Act, R.S.O. 1990, chapter P.44* states, in section 28, 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 ...[except where the] information... identifies an individual user of library services by name or makes him or her readily identifiable by other means."

Numbers will be used in the Brockville Public Library to identify the borrower rather than using the person's name on borrower records. Only the library staff will know the name of person assigned to this number.

It must be clearly stated on the membership application what the patron information is used for and why this information is collected. To meet the regulations of the *Municipal Freedom of Information and Protection of Privacy Act 1989* which governs the right of access to records held by municipalities and other local bodies, including public library boards, circulation records will not be retained beyond the time when the materials are returned. Membership applications must clearly state what the patron information is used for and why it is collected.

The confidentiality of all borrower and loan records applies in all circumstances except where the police have a search warrant.

## Circulation-7            Loans

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson's signature: \_\_\_\_\_

The normal loan period for circulating print material, CD's, and talking books is 21 days. Entertainment videos and DVD's are assigned a 2 day loan period and non-fiction videos and DVD's a 10 day loan period. High-demand materials such as bestsellers will be on a shorter loan period of 10 days. In order to borrow library materials the patron must present his/her library card.

Under exceptional circumstances (distance, weather, age/infirmity) a patron may be permitted to borrow items without a borrower's card.

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

The following **restrictions** exist on borrowing:

- reference materials are non-circulating to ensure ready access to information resources.
- unique and/or fragile material from the local history collection are also restricted.
- in keeping with the Ontario Library Association's *Children's rights in the public library: Guidelines for service*, the library has an open access policy. All library materials are available to anyone, regardless of age. Responsibility for children's reading or viewing or listening rests with their parents and legal guardians. Selection of materials for the adult collection is not restricted by the possibility that children may obtain materials their parents consider inappropriate. The library believes in the freedom of the individual and the right and obligation of parents to develop, interpret and enforce their own code of acceptable conduct upon their household.

**Circulation-8                  Renewals**

Date or original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson’s signature: \_\_\_\_\_

Library materials may be renewed twice provided:

- the item(s) are not on reserve for someone else
- the patron has not reached his/her limit of overdue fines or charges
- the patron has brought their membership card to the library.
- Staff will renew any items forgotten at home but the patron must pay any outstanding fines at the time of the renewal.

The Library’s Unicorn system allows people who have access to a computer to renew items without having to come to the library. For those patrons who do not have access to a computer, staff will renew items that are not overdue and have no holds over the phone. The patron also cannot have a fine of over \$5.00 on their card.

**Circulation-9                  Fines**

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson’s signature: \_\_\_\_\_

Retention of borrowed library materials beyond the date on which library materials are to be returned to the library shall be penalized by a fine.

1. The overdue charge is based on the material type.
2. There is a maximum amount per item.
3. The schedule of fines is set by the board and staff and appears in schedule 5. A copy of the fine policy and schedule will be posted at the circulation desk.
4. The library uses the services of a collection agency.
5. When the library is closed, items (with the exception of CD’s and Talking Books) may be returned through the depository, which is located in the wall beside the carport on George Street. CD’s and Talking Books are fragile and must be returned at the circulation desk.

**Circulation-10      Lost or damaged materials**

Date or original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson's signature: \_\_\_\_\_

Members are responsible for materials while on loan to them. A borrower who loses or damages library material shall be required to contribute to the cost of replacing that material. There will be a charge for items damaged or lost. The damaged item, if beyond repair, may be given to the patron after full payment has been made. Damage notices regarding children's books are addressed to the parents. The payment for a lost item will be the price listed in the record plus a \$5 administration fee.

**Circulation-11      Reserves**

Date or original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson's signature: \_\_\_\_\_

Library materials may be reserved at the circulation desk, over the phone, and through our iBistro catalogue.

When the item becomes available the member will be telephoned or emailed and is asked to pick up the reserved item promptly. Reserved materials will be held for patrons at the circulation desk for a period of 5 days.

To protect patron privacy the telephone message will not specify the title of the reserved item.

The card of the patron who reserved the item must be presented to check out the item.

## Circulation – 12

## Interlibrary Loan

The Brockville Public Library Interlibrary Loan (ILL) service provides patrons with an opportunity to obtain materials not owned by our library. This service is coordinated by the Southern Ontario Library Service.

To ensure appropriate use of interlibrary loan, the library adheres to the terms of the CLA/ASTED Interlibrary Loan Code.

The Brockville Public Library both borrows and lends materials.

Eligibility: The library provides interlibrary loan service to all current library members in good standing.

Cost: There is no charge for this service unless specified by the lending library or if photocopied material is required.

Borrowing Limitations: Materials not available through interlibrary loan include:

- Reference materials
- VHS videos or DVD's
- Computer software

On occasion, some libraries will allow reference materials to be borrowed with the condition they remain in our library for in-house use only.

Submitting requests: There are two ways to access the interlibrary loan service:

1) A library customer can fill out an ILL request form available at the circulation desk, or make a request by phone or email. The information required is as follows: the patron's full name, library card number, telephone number, title and author of the book.

2) A customer can initiate his own ILL requests using the library's Patron-Initiated Interlibrary Loan Service. The interlibrary loan staff must set this up for the customer. A separate request must be made for each item. A customer may have no more than six (6) requests per week.

The Library will not request titles owned by the Brockville Public Library unless the item is overdue more than three months and is presumed lost, or if the patron requires an alternative format.

Turn-Around Time: It can take as little as one day to as much as four (4) weeks or longer to obtain some materials, depending on the availability or type of material requested. The customers will be notified by phone, or by email when the requested item arrives.

Returns: Materials must be returned with the original date due slip around the front cover of the book. Interlibrary loan items may not be renewed. Failure to return borrowed materials on time may jeopardize future borrowing privileges for you and this library.

Responsibilities: Overdue interlibrary loan materials will result in the immediate loss of privileges for that service. The borrower is responsible for fines/and or fees received from the lender as a result of the borrower's misuse of loaned material. Failure to pay for fines/and or fees incurred will result in suspension of interlibrary loan privileges.

**Circulation-13      Special services**

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson’s signature: \_\_\_\_\_

Inquiries should be made through the staff at the circulation desk regarding the following services:

- Shut-in service: volunteers deliver library materials once a month to the home bound library patrons. This service is not available to people in retirement or nursing homes.

**Circulation-14      Projectors**

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson’s signature: \_\_\_\_\_

Overhead and slide projectors and screens may be rented. The borrower must present identification and sign a “Responsibility for Loss or Damage” form.

**Circulation-15      DVD/Video Copyright Policy**

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson’s signature: \_\_\_\_\_

To protect against liability from dvd/video copyright infringements the library has taken the following steps:

1. All dvd/videos designated for Home Use Only will be clearly marked on the back of the video.
2. A sign stating our video copyright warning will be posted adjacent to the video collection stating that: “Most of our videos are for Home Use Only. Only those videos identified as Public Performance may be shown in a public place (classroom, meeting, auditorium, etc.)”

**Circulation – 16      Fax Service Policy**

The Brockville Public Library will be offering an outgoing fax service to the public.

Our fax service is offered during regular library hours.

The Brockville Public Library assumes no responsibility for faxes that are not on time, garbled or incomplete in its transmission, but we will resend for free should there be a problem with the fax going through. (See Schedule 7 for the fee structure).

## **Brockville Public Library**

### **Circulation Policy** **Schedules**

#### **Schedule 1 – Library Hours**

Monday	10 a.m. – 1 p.m.
Tuesday	10 a.m. – 8 p.m.
Wednesday	10 a.m. – 8 p.m.
Thursday	10 a.m. – 8 p.m.
Friday	10 a.m. – 5 p.m.
Saturday	10 a.m. – 5 p.m.
Sunday	1 p.m. – 5 p.m.

Closed Sunday from Canada Day until the first Sunday after Labour Day

#### **Schedule 2 – Membership fees**

Non-resident membership	\$55.00 per year per household (effective January 1, 2007)
Non-resident student	\$42.00 per student per year (effective January 1, 2007)
Membership card replacement	\$5.00
Visitor's membership	\$32.00 for four (4) months (effective January 1, 2007)

#### **Schedule 3 – Borrowing limitations:**

Non-fiction: 2 adult and 2 juvenile books on a **subject** per card (may be lifted during the summer months at the discretion of the staff).

DVD's: 2 entertainment and 2 non-fiction DVD's per card

Maximum number of items per card – unlimited


## Schedule 4 – Children’s Rights in the Public Library

# CHILDREN'S RIGHTS IN THE PUBLIC LIBRARY

Children in Public Libraries have the right to:

1. Intellectual freedom.
2. Equal access to the full range of services and materials available to other users.
3. A full range of materials, services and programs specifically designed and developed to meet their needs.
4. Adequate funding for collections and services related to population, use and local community needs.
5. A library environment that complements their physical and developmental stages.
6. Trained and knowledgeable staff specializing in children's services.
7. Welcoming, respectful, supportive service from birth through the transition to adult user.
8. An advocate who will speak on their behalf to the library administration, library board, municipal council and community to make people aware of the goals of children's services.
9. Library policies written to include the needs of the child.

*Adopted at the Ontario Library Association  
Annual General Meeting, November 1998*



## **Schedule 5 – Fines and charges**

All materials returned overdue are subject to the appropriate fines. The fines charged on overdue adult and children's materials (except videos) - books, compact discs, talking-books, and magazines are \$.25 per day per item to a maximum of \$10.00 per item.

The fines charged on videos/DVD's are \$2.00 per day per video to a maximum of \$10.00 per video/DVD.

The maximum fine per card on all items, adult and children's is \$50.00 (with the exception of videos/DVD's and collection agency accounts).

Patrons will be blocked from borrowing additional materials when their fine total reaches \$5.00.

A receipt will be issued for any fines paid by cheque and for fines of \$10.00 or more with the exception of videos.

The fines may be increased when an account has been sent to the collection agency. It follows from the above that if a patron does not comply with all the rules and does not pay the fines owing to the Brockville Public Library that the Chief Librarian has the right to cancel the membership of that patron.

In cases of overdue books, an overdue notice is sent to the address indicated on the patron's application card, and in the case of children's over dues it is addressed to the parent or guardian. This notice includes the replacement cost of the books along with a brief note on the bottom stating, "For you information we have listed the replacement cost for these overdue items. If you cannot return the item you will be charged the amount listed plus a \$5.00 processing fee will be added for each item. Please be advised that we use the services of a collection agency for overdue accounts (30 days from the date of this notice). If you feel an error has been made, please phone us immediately: 613-342-3936."

A period of at least one month from the overdue notice date is allowed to elapse before a notice is sent to the collection agency stating the amount overdue.

Patrons agree to the above conditions when they sign their membership application: "I, the undersigned agree to comply with the rules of the Brockville Public Library".

**Schedule 6 – Responsibility for Loss or Damage Form**

RESPONSIBILITY FOR LOSS OR DAMAGE

I, the undersigned, do hereby acknowledge receipt of the following: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

in undamaged form from Brockville Public Library. I agree to make good any loss of or damage to this above property incurred by me.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

## **Schedule 7 – Fax Service Fees**

\*Charges to send a fax are:

Local and all of Ontario:

\$2 for the first page \$1 for each page after that.

Canada (outside Ontario) and Continental United States:

\$2 per page

Overseas:

We do not send faxes overseas.

\*We do not charge for the cover sheet that accompanies the fax.