

Title Operational Policy
Policy Number CPL-16-04
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Previously amended May 2011



Purpose

The Caledon Public Library Board provides a wide variety of library services to the community. The Board functions in compliance with the Ontario Public Libraries Act to ensure fair conditions for library membership and borrowing privileges while responsibly protecting resources on behalf of stakeholders.

This policy is intended to support fair and equitable public access and direct Library staff in the provision of services to all customers in an accurate, accountable and consistent manner. The policy outlines:

The eligibility criteria for a library membership;

The responsibilities of the card holder;

Borrowing periods and fees and fines as set by the Caledon Public Library Board.

This policy may be read in conjunction with the following documents:

- Collection Development Policy
- Privacy Policy
- Internet and Technology Acceptable Use Policy
- Inclement Weather and Unscheduled Closure Policy
- Rights and Safety of Children in the Library (March 2016)
- Patron Code of Conduct (May 2016)

Guidelines

Memberships

Membership with the Caledon Public Library is free to all who live, work, attend school, or own property within the boundaries of the Town of Caledon.

Membership is also available without charge to those who live or own property in one of the following municipalities bordering the Town of Caledon:

- City of Brampton
- City of Vaughan
- Town of East Garafraxa
- Town of Erin
- Town of Halton Hills

- Town of Mono
- Town of New Tecumseth
- Town of Orangeville
- Township of Adjala-Tosorontio
- Township of King

All others will be required to pay a non-resident fee of \$25.00 annually.

In order to register as a member of the Caledon Public Library one piece of valid personal identification displaying the applicant's current address must be verified. Acceptable identification includes but is not limited to:

Adult (18+ years of age)

- Driver's License
- Mortgage, rental or lease agreement
- Pay stub/Direct deposit stub
- Utility Bill
- Bank statement/Personal cheque

Teen (13-17 years of age)

- Driver's License
- Report card with address
- Student card/ Pay stub/Direct deposit stub

Child (birth - 12 years of age)

- Parent's identification and proof of address

A library card will be mailed within two business days of application if identification provided does not reflect the current address. In such cases, borrowing privileges will be limited to two (2) items until a valid piece of personal identification confirming the correct address is produced.

Signing the library card implies the card holder's acceptance of and adherence to all rules and regulations of the Caledon Public Library. The signatory is responsible (or the parent/guardian if the cardholder is under 18 years of age) for all fines and damage or loss of materials. The registration card for a child under the age of 13 must be signed by the parent or legal guardian, confirming that the parent or guardian assumes responsibility for material borrowed on a child's library card. Teens (ages 13 and up) who do not have valid identification must also have their library card application form signed by a parent or legal guardian.

Library cards are valid for one (1) year from date of issue, at which time they may be renewed. Any changes in patron information must be verified with valid identification and any outstanding charges must be paid at time of renewal. Identification or payment must be processed during first post-renewal visit if membership is renewed by phone. Any person giving a false name or address will have library privileges withdrawn or refused.

Changes in personal information such as name, address or telephone number, as well as loss or theft of library card should be reported immediately to the Library. The manner in which patron information is collected, retained and protected is outlined in the Caledon Public Library's Privacy Policy.

Replacement cards are available for a fee of \$3.00.

Borrowing Information

A valid Caledon Public Library card must be presented each time materials are borrowed. Patrons are responsible for all materials checked out on their card.

Loan periods

Type of Material	Loan Period
Adult/Young Adult Materials (including magazines and audiobooks)	21 days
DVDs	7 days
DVDs ~ Classic	21 days
Video Games	7 days
Children's Materials (borrowed on a child's card)	21 days
Children's Materials (borrowed on an adult card)	21 days
E-books and E-audiobooks	14 days

Library staff has discretionary power to adjust the loan period for individual items.

Renewals

Generally, library print and audiovisual materials may be renewed five (5) times as long as they have not been requested by another patron. Patrons can renew material in person, by telephone or using the Library's online catalogue. The renewal of interlibrary loan material is subject to the guidelines of the lending library.

Holds

Any patron with a valid Caledon Public Library membership may request, without charge, a hold for any item listed in the catalogue. Holds can be placed in person, by telephone or using the Library's online catalogue. Upon notification that a requested item is available, patrons have seven (7) days to pick up the items. Patrons must bring the card on which the hold was placed when checking out the item.

Items not held within the Caledon Public Library's collection may be acquired from other public libraries through Inter-Library Loan services. The availability and lending of Inter-Library Loan materials are limited by the age of the material in question and the lending library's policies and practices.

Returns

All items borrowed from the Caledon Public Library must be returned to one of the seven branches located within Caledon. If Caledon Public Library items are returned to a neighbouring Library system, the patron is responsible for all fines and charges accrued.

Restrictions on Use

The Library supports the right and responsibility of parents or caregivers to determine and monitor their child's use of library collections and services. However, use of the following materials is restricted:

DVDs rated "R" by the Ontario Film Review Board may not be borrowed by persons under 18 years of age. Video games rated "M" may not be borrowed by persons under the age of 17
Audio-visual materials may not be used for purposes requiring public performance rights.

Overdue Fines

Late fines accrue for items returned after their due date. Items must be returned (or renewed if possible) before closing time on the due date. The cost of replacing the materials and a processing charge is charged to the patron if the materials are not returned within 45 days of their due date, and borrowing privileges may be suspended when materials remain long overdue. Borrowing privileges will also be suspended when a patron has accumulated \$20.00 or more in fines. The Board reserves the right to refer any outstanding account in excess of \$200.00 to a collection agency.

Type of Material	Fines
Adult/Young Adult Materials (including magazines and audiobooks)	\$0.25/day to maximum of \$10.00 per item
DVDs and Video Games	\$1.00/day to maximum of \$10.00 per item
Children's Materials (borrowed on a child's card)	\$0.05/day to a maximum of \$5.00 per item
Children's Materials (borrowed on an adult card)	\$0.25/day to maximum of \$10.00 per item
E-books and E-audiobooks	No Fines

One week-after the due date the patron will receive a reminder via automated phone call; a second automated call will be made to those who have not returned their materials within 30 days of the due date. A bill will be mailed for any long overdue materials for which replacement charges have been applied. Where possible the charge will be at actual cost. If such cost is not available, average replacement costs will be applied. A \$3.00 processing fee will also be added to the replacement value of all overdue items.

Lost and Damaged Material

Patrons are responsible for all materials while they are on loan to them and shall report any loss or damage. A patron who loses or damages library material is required to pay the cost of replacement

as well as a \$3.00 processing fee per item. A replacement charge will be levied for damage to library materials while in the cardholder's possession if the item is deemed no longer suitable for use. Borrowing privileges may be suspended until all such charges are paid in full. Replacement copies or donations in lieu of payment are not accepted. It may not be desirable or possible to replace a specific item; replacement is left to the discretion of the Chief Librarian in accordance with the Collection Development Policy.

Services

Reference, Information and Technical Support Services

It is the mandate of the Caledon Public Library to provide patrons with guidance and assistance in accessing and determining the value and relevancy of information and locating print and digital resources. Patrons may seek assistance by visiting any library branch or may contact Library staff by telephone, email or text.

Library staff are available to assist users in getting started and to offer suggestions for effective searching or for accessing on-line instruction; however individuals who require extra help are encouraged to take advantage of available computer training sessions or scheduled support hours. Staff assistance may be limited by time and type of question.

Print Collections, Digital Resources, Databases and eBooks

In addition to a collection of print materials, the Library subscribes to a wealth of online resources, databases and eBooks on behalf of Caledon Public Library members. These are accessible via the Library's website or dedicated mobile application. Most are available outside of library hours of operation and can be accessed remotely. A valid library card number must be entered to access these tools. The selection and ongoing maintenance of the Library's print and electronic collections is managed within the guidelines of the Caledon Public Library's Collection Development Policy. Criteria and best practices directing the use of donated materials are also stipulated within the Collection Development Policy.

Programs

The Caledon Public Library is committed to providing and/or facilitating community-based programming which supports the Library's mission and strategic goals. While the majority of programs are offered at no cost to participants, charges may be levied in an effort to recover some or all of the associated costs of a given offering.

Most children's programs are restricted to defined age groups. The Library may request presentation of proof of age (e.g., birth certificate) for program registrations, where age is a determining factor for acceptance.

Where there are restrictions of space, residents of Caledon will be given preference in registering for library programs.

The Library reserves the right to cancel any program due to inclement weather, limited participant registration or other unforeseen circumstances. Cancelled programs may not be rescheduled.

Facilities

Hours of Operation

The hours that Caledon Public Library Branches will be open to the public shall be determined by the Board and posted in each library building and on the Library's website.

The roles and responsibilities in situations where the Caledon Public Library temporarily suspends or curtails operations due to an emergency situation, including severe weather, are outlined in the Library's Inclement Weather and Unscheduled Closure Policy.

Solicitation

Solicitation of donations or the sale of tickets or other promotional materials for fundraising or commercial purposes is not permitted in the Library, with the exception of Library Board or Town of Caledon sponsored events. The Library will continue with the distribution and collection of donations for Remembrance Day Poppies at the Library notwithstanding this policy.

Contravention of Policy

The Caledon Public Library Board reserves the right to remove the privileges of any Library user found in contravention of the Caledon Public Library Board's policies. Discretionary power to refuse membership or renewal of membership to any person who neglects or refuses to comply with the rules and regulations of the Caledon Public Library Board rests with the CEO and Chief Librarian.

Appeal Process

An appeal or application for re-instatement of membership privileges may be submitted, in writing, to the CEO and Chief Librarian. Library privileges are not automatically re-instated. Only one appeal will be considered during the term of the suspension.

Office of the CEO and Chief Librarian
Caledon Public Library
6500 Old Church Road
Caledon East, Ontario L7C 0H3

Related Documents:

- *Public Libraries Act*, R.S.O. 1990, c. P.44
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