

Title Operational Policy
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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 as set by the Caledon Public Library Board

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

- Accessible Customer Service Policy (CPL-16-14)
- Art Exhibit, Display and Community Information Policy (CPL-16-16)
- Collection Development Policy (CPL-16-12)
- Diversity and Inclusion Policy (CPL-20-26)
- Inclement Weather and Unscheduled Closure Policy (CPL-15-03)
- Internet and Technology Acceptable Use Policy (CPL-15-02)
- Partnership Policy (CPL-17-21)
- Privacy Policy (CPL-15-01)
- Programming Policy (CPL-18-25)
- Public Code of Conduct (CPL-16-11)
- Public Complaint Handling Policy (CPL-16-15)
- Rights and Safety of Children in the Library (CPL-16-08)

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 (including G1 or G2)
- 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 (including G1 or G2)
- 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 fees resulting from 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 or email. Any person giving a false name or address will have library privileges withdrawn or refused.

Library memberships may also be obtained online. The submission of an online form through the Library’s website will prompt the sharing of a temporary membership number that will allow immediate access to the Library’s digital collection of electronic titles and databases and the placing of holds on physical materials. Proof of identification and address must be provided in person within thirty (30) days in order to receive a permanent card with full borrowing privileges. This period may be extended in response to unanticipated changes in library service levels.

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 Privacy Policy (CPL-15-01)*.

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 may also choose to display their card using the CPL Mobile app on their mobile device. Patrons are responsible for all materials checked out on their card.

Loan periods

<i>Type of Material</i>	Loan Period
<i>Adult/Teen/Children’s Materials (including audiobooks)</i>	21 days
<i>Magazines</i>	7 days
<i>Fast Lane – Print</i>	7 days
<i>DVDs</i>	7 days
<i>Fast Lane - DVDs</i>	3 days
<i>Video Games</i>	7 days
<i>E-books and E-audiobooks</i>	14 or 21 days

Loan periods for items included within CPL's Library of Things may vary and library management may alter loan periods in response to patron demand and available supply.

Library staff has discretionary power to adjust the loan period and/or number of materials borrowed for individual item types.

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 digital catalogue. The renewal of inter-library 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 eligible item listed in the catalogue. Holds can be placed in person, by telephone or using the Library's digital catalogue. Upon notification that a requested item is available, patrons have seven (7) days to pick up the items. Patrons must present the card on which the hold was placed when checking out the item.

Interlibrary Loans

Items not held within the Caledon Public Library's collection may be acquired from other public libraries through Inter-Library Loan (ILLO) services. To provide this service, the Library will participate in regional, provincial, and national networks, primarily the Ontario Library Service (OLS). As part of these networks, the Library will share its resources with other libraries while giving priority in the use of resources to its own users. 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. This may include limits in the number of Inter-Library Loans or pending ILL requests per patron and other means of managing resulting postage costs.

In providing this service, the Library shall follow the guidelines set by Ontario Library Services (OLS), other networks, and their member libraries. Some ILLO requests may be delivered by photocopying of materials, which shall be done in compliance with the Copyright Act.

Library patrons receiving items through ILLO must respect borrowing regulations that the lending library may impose on the item such as a short loan period or in-library use only, as well as the regulations inherent in their library membership, including the relevant fines referenced within this document.

In accordance with Regulation 976 of the Ontario Public Libraries Act, the Caledon Public Library will not charge its users for materials borrowed on ILLO. However, charges for any photocopies may be passed on to the borrower.

Requests may be limited by format depending on the loan policies of the lending library.

Requests may not be made for the following materials:

- Information available on the Internet or through electronic databases owned by the Library;
- Titles currently owned by the Library which are on hold or in repair; and,
- Any material types specified as not being available for loan.

Interlibrary Renewals

A renewal will be granted only with the permission of the lending library, at that library's sole discretion. A borrower must request a renewal in advance of the due date.

Other libraries that the Library lends materials to through ILL must adhere to the same guidelines of the network in question as well as the Library's instructions. The borrowing library is responsible for materials from the time they leave the Library until they have been returned. The borrowing library must request permission to renew an item before the due date of the item. Items may be recalled at any time at the request of the Caledon Public Library.

The Library reserves the right to decline to lend any item requested through ILL.

Returns

All items borrowed from the Caledon Public Library must be returned to any branch of the Caledon Public Library or designated drop-off location. Items must be returned (or renewed if possible) before closing time on the due date. Some special collections, which may be easily damaged if returned in a drop box, must be returned in person to a branch location. If Caledon Public Library items are returned to a neighbouring library system, the patron is responsible for all replacement charges that may accrue.

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:

- Borrowing of video materials may be restricted to users aged 18 or older in the case where the material has been thus rated in accordance with a recognized industry or government system
- Borrowing of video games rated "Mature" may be restricted to users aged 17 or older.
- Borrowing of some items within CPL's Library of Things, including hotspots, is limited to those aged 18 or older, or those accompanied by a parent or legal guardian.

Audio-visual materials may not be viewed publicly unless public performance rights have been confirmed.

Overdue Materials

Caledon Public Library has eliminated overdue fines as a means of reducing barriers to library services. However, customers remain responsible for returning or renewing borrowed materials in advance of their 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.

One week-after the due date the patron will receive a reminder via automated phone call or email; a second automated call or email 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, the following average replacement costs will be applied. A non-refundable \$3.00 processing fee will also be added to the replacement value of all overdue items.

Type of Material	Average Replacement Cost
<i>Adult Book</i>	\$30.00
<i>Children's Book</i>	\$25.00
<i>Magazine</i>	\$5.00
<i>Comic Book</i>	\$3.00
<i>Compact Disc (including audio books)</i>	\$20.00
<i>DVD</i>	\$25.00
<i>Hotspot</i>	\$200.00
<i>ChromeBook or Tablet</i>	\$450.00
<i>Launch Pad</i>	\$225.00
<i>Library of Things (varied)</i>	\$100.00

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 non-refundable \$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. The Board reserves the right to refer any outstanding account in excess of \$200.00 to a collection agency.

Replacement copies or donations in lieu of payment are not accepted. It may not be desirable or possible to replace a specific item within the collection; replacement is left to the discretion of the CEO/Chief Librarian in accordance with the *Caledon Public Library Collection Development Policy (CPL-16-12)*.

Services

Reference, Information and Technology 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, chat, or text.

The Library offers access to workstations and wireless networks at all branches. Printing, fax and scanning services are also offered at all locations, with related fees applied.

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.

Appropriate use of library technologies and available staff assistance are confirmed in the *Caledon Public Library Internet and Technology Acceptable Use Policy (CPL-15-02)*.

Print Collections, Digital Resources, Databases and eBooks

In addition to a collection of print and audio-visual 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 and Personal Identification Number (PIN) may be required in order 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 *Caledon Public Library Collection Development Policy (CPL-16-12)*.

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 or as part of the Library's efforts to raise funds to supplement the Library's tax-supported budget.

The *Caledon Public Library Programming Policy (CPL-18-25)* outlines the principles and criteria for programs at Caledon Public Library and provides guidelines for staff developing and/or delivering programs.

Invigilation

The Library may be used for writing examinations at no charge provided the conditions set by the examining institution can be met without disruption to the Library's normal functions. The Library will not assume any out-of-pocket costs related to outside examinations. The Library reserves the right to schedule the examination time according to availability of staff members and rooms.

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 or unanticipated situation, including severe weather, are outlined in the *Caledon Public Library Inclement Weather and Unscheduled Closure Policy (CPL-15-03)*.

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 may allow the sale of merchandise by community partners and sponsors at library programs and/or events. With the exception of books, such sales shall be considered only in cases when the intended audience is teens or adults.

The exhibition and sale of artwork is addressed within the *Caledon Public Library Art Exhibit, Display and Community Information Policy (CPL-16-16)*.

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
150 Queen Street South
Bolton, Ontario L7E 1E3
ceo@caledon.library.on.ca

Related Documents:

- [Public Libraries Act](#), R.S.O. 1990, c. P.44
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