

**THOROLD PUBLIC LIBRARY BOARD**  
**Policy Manual**

**Policy No: 19-007**

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**Motion: 19-12-05**

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**Year of Next Review 2024**

**Circulation Policy**

**Section 1: Libraries in Niagara Cooperative (LiNC)**

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**Purpose:**

The purpose of the LiNC Public Library Circulation Policy is to set the parameters for the borrowing of materials by the public as well as the collection and use of personal information. The LiNC PL Circulation Policy shall be reviewed annually by the LiNC Executive Team and follows all provisions of the Public Libraries Act.

**Cardholder Conditions:**

- a. Libraries in Niagara Cooperative (LiNC) cardholders have the same borrowing privileges at all LiNC public library locations. The only exceptions to this statement are in requesting interlibrary loans and restricted access to the electronic resources offered by each LiNC library.
- b. Regardless of a member's place of residence, the LiNC library that a cardholder initially registers at is considered their home library for that library card.
- c. New library card memberships will not be issued to anyone whose borrowing privileges have been suspended from another LiNC library.
- d. LiNC library cardholders must present a valid library card from one of the LiNC libraries in order to checkout materials or access their account. If the card cannot be presented, valid photo I.D. is required.
- e. Library cards expire annually. At the time of expiration, the cardholder's contact information will be verified. Updates must be completed with a cardholder's home library.

f. By obtaining a library card that is valid for use at a LiNC library, the cardholder will abide by all of the policies established by the LiNC Executive Team and their corresponding Library Boards, including but not limited to:

- Responsibility for the care of all items checked out on their cards
- Paying outstanding fines and fees
- Paying for lost or damaged material and associated processing fees
- Reporting a lost or stolen card
- Reporting change of name, address, telephone number, email address
- Presenting library card or acceptable identification every time material is borrowed
- Understanding that the holder is responsible for materials should the card be loaned to another user

Not fulfilling the above responsibilities may result in suspension of cardholder privileges.

## Lending Periods, Fines

Item	Loan Period	Renewals	Holds
Books, Audiobooks, Music CDs	21 days	2	Yes
DVDs, Blu-Rays	7 days	2	Yes
Magazines	7 days	2	Yes

\*Overdue fines will be assessed per individual LiNC library, please see individual library policies for their fine schedule.

## Overdue Materials Notification

- a) Cardholders are notified when their material is overdue. For those cardholders not using email notification, contact with the cardholder will be made after 7 days and a final notice will be communicated to the cardholder after 21 days.

## Replacement Fees

- a) Damaged library materials will have a processing fee of \$5.00 and the replacement cost of the material applied to the card holder's account.

- b) Items that remain overdue for longer than 60 days will be considered lost and the borrower privileges will be suspended until the processing fee and replacement cost are paid.
- d) Items that are found after the replacement fee has been paid are the property of the cardholder. No refunds will be made.

## Limits

- a) Borrowing privileges will be suspended for accounts that have \$10.00 or more in unpaid fines or fees.
- b) Cardholders are limited to a maximum total of 99 items checked out at any one time.

## Privacy Statement

LiNC public libraries abide by the Municipal Freedom of Information and Protection of Privacy Act.

For the purposes of fulfilling its mandate to make materials available, keeping necessary records, planning purposes, and ensuring the Library's resources are safeguarded, LiNC libraries collect and utilize personal information. This information will not be sold, given, or intentionally made available to other institutions or individuals without express cardholder consent.

Employees of the LiNC libraries are required to maintain confidentiality with regard to the following information:

- all records identifying the names, library card numbers, or contact information of library users;
- all records identifying material the library user currently has checked out or has checked out in the past;
- all records identifying the library user's overdue material(s);
- all records identifying users of public computers;
- all reference questions;
- all inter-library loan transactions;
- all holds placed, trapped, or held;
- all online searches and their results;
- all items photocopied, printed, or faxed;
- all suggested purchases of library material submitted by library users;
- all information pertaining to the identity of anyone conducting research on a particular subject.

## Cooperation with Authorities

In accordance with various federal and provincial Acts and Regulations, requests for information about any LiNC library cardholder will be referred to the cardholder's home library CEO.

## Section 2: Thorold Public Library

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### Section 2: Loan Periods

The Board will set loan periods for library materials as follows effective July 1, 2019

Material Type	Loan Period
Adult Books	21 days
Children's Books	21 days
New BluRay (Second Copy)	2 days
Movies	7 days
Audiobooks	21 days
Magazines	14 days
Music CDs	21 days
Videogames	7 days
Non-Traditional Items	14 days
<b>Lendable Technology</b>	14 days

1.. Two renewals will be allowed on all items except new release items and Lendable Technology (one renewal only). Renewals will not be allowed if an item is new or on reserve for another patron.

2. The Library's collection of Non-Traditional Items may include but is not limited to:

- Board games
- Puzzles
- Recreation and crafting equipment
- Science and technology equipment

3. The Library's collection of Lendable Technology items may include but is not limited to:

- Launchpad
- Wifi hotspots
- Chromebooks and/or laptops

Please note: Parents or guardians are responsible for their children with respect to the observance of Board Policy. (Please refer to the Library membership and Registration Policy)

## **Fines/Fees/Charges**

The Board will set library fines/fees/charges effective July 1, 2019.

### **1. Fines**

<b>Material Type</b>	<b>Overdue Fine per Day</b>	<b>Maximum Fine per Title</b>
New Adult Books	\$0.25	\$5.00
Adult Books	\$0.25	\$5.00
Children's Books	\$0.25	\$5.00
New Movies	\$1.00	\$5.00
Movies	\$1.00	\$5.00
New Audiobooks	\$0.25	\$5.00
Audiobooks	\$0.25	\$5.00
Magazines	\$0.25	\$5.00
Music CDs	\$0.25	\$5.00
Videogames	\$1.00	\$5.00
Non-Traditional Item	\$1.00	\$5.00
<b>Lendable Technology</b>	<b>\$5.00</b>	<b>\$100.00</b>

### **Maximum Fines**

Adult Materials \$35.00

Juvenile Materials \$10.00

### **Fees**

~~Replacement Membership Card — \$3.00 per card~~

~~No Membership Card \$1.00 per look-up~~, must provide current and valid identification

Audio Visual Equipment Rental:

Overhead projector: \$20.00 per 24 hour period

### **Missing/Damaged Items**

Barcode \$1.00 per barcode

Media Case \$2.00

## **Processing Fees**

A processing charge of \$5.00 per item will be charged for all lost or damaged materials.

## **2. Overdue Accounts**

The following action shall be taken to recover past due accounts;

### Step 1

A patron shall be notified by phone, mailer, or email when materials are 7 days overdue. The patron will be advised what items have not been returned and notified that his/her borrowing privileges have been suspended.

### Step 2

If materials are not returned within 14 days of the issuance of the first notice, a second notice will be sent by mail or email.

### Step 3

If materials are not returned within 30 days of the due date the item status will be changed to lost and a billing notice will be sent to the borrower for the cost of the materials plus a processing charge.

### Step 4

If payment has not been received or materials have not been returned within 30 days of the billing notice the overdue account may be forwarded to a commercial collection agency in an effort to recoup the amount of the invoice. An additional fee of \$10.00 will be added to the amount owing.

**3.** Library borrowing privileges will be suspended when outstanding fines, fees and or charges are greater than \$10.00. When a child's borrowing privileges are suspended because of outstanding fines or materials, the borrowing privileges of the parent signing responsibility for the child will also be suspended. The fines, fees and or charges must be paid in full at the time the library card is renewed.

**4.** There will be a \$25.00 per day fine for all overdue audiovisual rental equipment.

**5.** There will be a \$20.00 charge for all N.S.F. cheques.

## **6. Claims Returned**

If an item has not been recovered within twelve months after the patron has claimed it was returned to the library, the patron will be contacted a final time in an attempt to recover the item. The patron may then be billed for the cost of the item, plus processing fees. This policy will be made known to the patron when the claims returned statement is made.

## **7. Damaged/Lost Library Materials**

The Chief Librarian will determine whether a damaged item is repairable or not. If it is, a charge will be levied for the approximate cost of repairs. If the items are beyond repair, the patron will be charged the full retail price, plus processing costs. The patron will be given a receipt plus the damaged item.

In the case of lost items, patrons will pay the full retail price, plus processing costs. The patron will be given a receipt and told that if the item is found, they are to consider it their property.

The library may accept a new copy of the damaged and/or lost library item plus the processing fee in lieu of payment for lost items.

Refunds will be granted only under unusual circumstances and with the approval of the Chief Librarian.

## **3. Chargeable Services**

The Library will charge for the following services.

### **Lamination:**

Lamination of materials will be done by staff members at the following costs:

Business or wallet card -	\$1.00
8.5 X 11 Page	\$2.00
8.5 X 14 Page	\$2.50
11 X 17 Page	\$3.00

### **Printing and Photocopying Charges:**

#### **Black and white printing:**

\$0.20 per one sided sheet

#### **Colour printing: (per one sided sheet)**

Letter size sheet \$1.00

Legal size sheet \$1.50

Ledger size sheet \$2.00

Related Documents:

Library Membership and Registration Policy