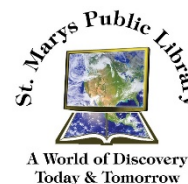

St. Marys Public Library



Policy Type: By-Law

Policy Number: BL-02

Policy Title: **Loan Periods and Fees for Service**

Policy Approval Date: December 2021

1. Objective

- 1.1 The St. Marys Public Library exists to serve the community and is based on the fundamental concept of sharing resources. While the St. Marys Public Library is bound by legislation in the *Public Libraries Act*, R.S.O. 1990, c. P44, the St. Marys Public Library Board makes rules for the use of library materials, charges for certain services in the library, and imposes fines.

2. Policy Statement

- 2.1 To encourage prompt return of its materials, the St. Marys Public Library Board outlines in this policy the fees associated with all late materials; and
- 2.2 This policy outlines additional fees enforced by the St. Marys Public Library Board.

3. Loan Periods

Physical Materials (not online items)

Material Type	No. of Items Per User	Loan Period	No. of Renewals
Books	No limit	3 weeks	3
Audiobooks	No limit	3 weeks	3
Magazines	No limit	1 week	3
DVDs	No limit	1 week	3
Video Games	2 items	1 week	None
Xpress Loans	2 items	1 week	None
Park Passes	1 item	1 week	None
Upper Thames Pass	1 item	2 days	None
Aquatics Pass	1 item	2 days	None
Interlibrary Loan	2 items	3 weeks	1

Electronic items borrowed through products like Download Library do not accrue fines.

4. Library Materials (Fines)

Effective January 2022, the Library will be removing fines on late materials. However, if material is lost, patrons will be billed for the replacement cost of materials as well as any costs accrued in the retrieval of materials back to the library through UMS.

Material Type	Replacement Cost
Children's Books and DVDs	Cost of individual item
Adult Books and DVDs	Cost of individual item
Magazines	\$10 per issue
Video games	Cost of individual item
Parks Pass	Replacement cost
Interlibrary Loan	Cost of item plus charge from owning library

5. Fees and Service Charges

5.1 The St. Marys Public Library Fees are associated with services outside of the scope of the Public Libraries Act. They include the following:

Item	Fee
Non-Resident Card	\$7.00/month
Replacement Library Card	\$2.00
Processing Fee	\$5.00
Damaged Materials	\$5.00 or replacement cost, depending on severity of damage
Lamination	Letter size \$2.00 Legal size \$3.00 ½ Letter size \$1.75 Menu size \$4.00
Printing	0.10 cents per page (black & white) 0.25 cents per page (colour)
Fax (local) Incl. HST	\$1.00 first page 0.25 cents additional pages
Fax (Long Distance) Incl. HST	\$1.00 per page
Fax (Receiving) Incl. HST	0.10 cents per page
Scanning and sending via email	No charge
LCS Digital Projector	\$25.00 per day
Portable Projector Screen	\$10.00 per day
Portable Easel (no paper)	\$5.00 per day
Buffing DVDs	\$2.00 per disc
Exam Proctoring	50.00 per exam
Meeting Room Rental	
Not-for-profit rental	Free
Commercial rental	\$20
Standard Vinyl (6" x 24" piece)	\$1.00 per piece
Heat Transfer Vinyl (6" x 15" piece)	\$4.00 per piece

Button (2" diameter)	0.25 cents per piece
3D Printer Filament	.10 cents per gram

6. Overdue Items

The Library will do its best to notify patrons as their items approach their due date. This is done through email noticed and phone calls from staff. However, it is the responsibility of patrons to keep their contact information in their account records up-to-date and monitor their due dates. When a patron provides an email address on their account, they will receive the following electronic notices:

Item Type	Pre-overdue notice	First overdue notice	Final overdue notice	Billing notice / changed to Lost status	Send to UMS
Hotspots, Xpress, park passes	3 days prior	2 days overdue	9 days overdue	16 days overdue	23 days overdue
All other materials	3 days prior	7 days overdue	21 days overdue	35 days overdue	42 days overdue

Lost items on a card with a total owing of \$50 or more will be referred to our Collection Agency, Unique Management Services (UMS). A recovery fee of \$12.95 per account (not per item) will be added to the patron record. Patrons will be contacted according to the following schedule:

UMS will try and contact via telephone and by written letter. Phone calls will be made Monday to Friday 6-9pm, Saturdays 9-3pm

The process used by UMS is as follows:

UMS Step	Timeline
Skip Tracing (verify contact details)	Immediately
First Letter Notification	Within 24 hours
First Phone Call	22nd day
Second Letter	43rd day
Second Phone Call	64 th day
Third and Final Letter	85 th day
Credit Reporting	115 th Day

Credit reporting is only for patrons 18+ and based on parameters set by PCIN regarding specific dollar amounts still owed.

7. Related Documents

Public Libraries Act, R.S.O. 1990, c. P44
 OP-02 Circulation Policy, St. Marys Public Library Policy

8. History

Date of Latest Board Approval: December 2021

Date(s) of Revision(s): December 2021 – Removal of fines and lowering of some service costs