

CIRCULATION AND SERVICES

1. Introduction - Provision of Services

This policy provides the overall framework for the provision of Library services in accordance with the Public Libraries Act.

This policy sets out the services that the Library will provide and ensures equitable access and the fair use of collections among all stakeholders.

This policy includes four appendices.

- Appendix A: Hours of Operation
- Appendix B: Associated Libraries
- Appendix C: Loan Limits and Loan Periods
- Appendix D: Fines and Fees

1.1 Definitions

“Library” shall mean The St. Marys Public Library

“Board” shall mean the Library Board of the St. Marys Public Library

“CEO” shall mean the Chief Executive Officer of the St. Marys Public Library

“Town” shall mean the Town of St. Marys

“Cardholder” or “Member” shall mean a person holding a valid Library Card issued by the St. Marys Public Library

“Community” shall include the residents of St. Marys and Contracting Municipalities, non-resident Library Cardholders, and communities served by other libraries with which we share services

“Library Card” shall mean a library card issued by the St. Marys Public Library

“Children” or “Child” shall mean individuals from birth up to age fourteen (14)

“Young Adult” or “Teen” shall mean an individual from fourteen (14) years up to and including age seventeen (17)

“Adult” shall mean an individual from eighteen (18) years up to and including age sixty-five (65)

“Senior” shall mean an individual who is older than sixty-five (65)

“PCIN” shall mean Perth County Information Network (See Appendix B)

“SOLS” shall mean Southern Ontario Library Service

2. Hours of Service

The Library will provide services and programs during the hours which best meet the needs of the community within the constraints of available resources. (For current hours see Appendix A)

The schedule will be reviewed as needed and may be revised depending on community needs and/or budget.

3. In - Library Use

The Library will be readily accessible for free and equal use by all. No fee will be charged for admission to the Library, for use of the Library's materials in the Library, for using the Public Access Computers, or for use of the basic reference and information services. Conduct in the Library is governed by the Library Rules of Conduct Policy and violations of this policy may result in denial of access to the Library premises. Children using the Library are also subject to the Children's Services Policy and, in accordance with that policy, those under 7 years of age should not be left unattended.

4. Who is Eligible for a Library Card

Anyone wishing to obtain a Library Card must present proof of eligibility.

Cardholders may periodically be requested to re-submit evidence of eligibility as determined by the Library.

Cards issued at no cost (Resident Cards)

Those eligible for a Library Card at no cost are:

- Residents of St. Marys
- Residents of Contracting Municipalities (See Appendix B)
- Cardholders of libraries with reciprocal borrowing privileges (See Appendix B)
- Those who work in the Town of St. Marys or in Contracting Municipalities
- Employees or students of schools situated within St. Marys or Contracting Municipalities
- Library Staff
- Taxpayers of St. Marys or Contracting Municipalities (business owners, property owners)

Cards issued for a fee and with restrictions (Non-resident cards)

Those not eligible under the above criteria may be eligible for a Non- Resident card for a Non-refundable fee and for a limited period and with some restrictions on use (See Appendix C).

4.1. PCIN Members

A Cardholder of any PCIN member library may use that card at any PCIN member library. The use of a Library Card at any other PCIN library is subject to that library's loan periods, fines and other circulation rules. Although most circulation rules are common, there may be items or services specific to a library for which that library sets the rules.

4.2. Children

For a Child under age 14 to obtain a card, a parent or guardian must co-sign to acknowledge their responsibility. A Child's Library Card permits use of all aspects of the Library's collection and services.

4.3. Suspension of a Library Card

Borrowing privileges may be suspended when a Cardholder exceeds maximum allowable fines or other charges (See Appendix D) or violates other Library policies.

The Library card is the property of the Library and must be returned on request.

5. Protection of Personal Information

The Library values the privacy of its users. Anyone requiring information about the use and care of personal information may consult the Library's Privacy and Access to Information Policy or contact the CEO.

6. Services of the Library

In addition to access to the collection while in the Library as outlined above, the Library provides the services outlined below.

6.1. Loans

Cardholders may borrow materials from and return them to the Library.

Loan periods are set to provide reasonable and equitable access to Library materials and to ensure the return of items (See Appendix C).

Materials which are in heavy demand may be given shorter than usual loan periods and/or the number of items loaned at one time may be restricted. In order to provide prompt service on an equitable basis to all, reference materials are generally non-circulating.

6.1.1. Renewals

If no holds have been placed on an item, it may be renewed up to three loan periods, provided that the Cardholder has not reached the limit of overdue fines and charges.

6.1.2. Lost or Damaged Material

The Library charges Cardholders for lost or damaged materials based on the cost of the item plus a processing fee (See Appendix D).

6.1.3. Visiting Library Service

Visiting Library Service is available to Library Cardholders who are confined to a private residence or institution for a period of time. The Library provides Visiting Library Service to eligible members who, for reasons of restricted vision, mobility, or long-term illness, are unable to use regular Library facilities. A Cardholder must complete an application to be considered for this service.

6.2. Digital Services

The Library adheres to the laws of Canada governing the copying of all materials. The Library retains a copying license for public libraries through Access, the Canadian Copyright Licensing Agency. There is a charge for making a photocopy, printing from computer and electronic resources, sending facsimiles and scanning and emailing images or documents (See Appendix D).

6.3. Multimedia Equipment Service

The Library has equipment available for loan for a fee (See Appendix D) to individuals, service clubs, churches, non-profit organizations and businesses of St. Marys and Contracting Municipalities. A signed agreement to terms of use will be required.

Library programs and presentations will take precedence over non-Library usage.

Requests are granted on a first-come, first-served basis and should be made as far in advance as possible to ensure availability.

The Library is not responsible for any damage to personal property of users of the equipment.

Equipment must be returned in the same condition with all accessories within the specified time period. The daily charge continues to apply until return.

Users are prohibited from attempting to repair equipment should it become broken or damaged.

6.4. Display Space

The Library recognizes the value of local collectors, artists and historians to the community and supports local individuals and organizations through the provision of display space when possible.

The promotion of Library services and programs will take precedence over non-Library activities.

Works of art or collections may be displayed subject to the availability of secure space. The only secure exhibit space currently available is in display cases.

Exhibitors must be residents of St. Marys or Contracting Municipalities or members of, or endorsed by, St. Marys and Contracting Municipalities' community organizations or groups. The individual or endorsing group must be identified in the display.

Pricing information on the art or collection is not permitted.

A nominal fee may be charged for use of display space (See Appendix D).

The Library is not responsible for theft or damage. Insurance is the responsibility of the exhibitor. A signed release form will be required.

The Library reserves the right to apply community standard criteria to all exhibits. Acceptance or refusal of any specific exhibit is at the discretion of the CEO.

6.5. Programs

The Library offers a wide range of public programs as part of its regular service to the community as outlined in the Programming Policy.

6.6. Meeting Rooms

The Library's meeting rooms are primarily intended for Library purposes, including programs conducted, initiated or co-sponsored by the Library.

When the rooms are not required by the Library, they may be used by community organizations for meetings and programs of an informational, educational or cultural nature.

Individuals or organizations agree that they will comply with applicable federal, provincial and municipal laws in their use of Library meeting rooms.

Rental fees for use of the meeting rooms may be charged (See Appendix D). A signed agreement to terms of use will be required.

Activities that are likely to result in more than normal wear and tear on meeting rooms or

that will cause disruption to other Library services will not be permitted.

Use of the meeting rooms does not imply endorsement of the group, its beliefs and activities.

The Library accepts no responsibility for lost or stolen articles.

All setup and clean-up will be the responsibility of the user. All tables and chairs shall be returned to their original state.

The Library reserves the right to revoke meeting room privileges if a user or a group fails to comply with this policy.

6.7. Community Information

As part of its service to the community, the Library allows public display of information of interest to the community. Space is available on the bulletin board close to the Church Street entrance. The display of information must conform to the Community Information Policy.

6.8. Internet Access

The Library provides Internet access as a complement to other information resources and to enhance access to electronic services. Anyone who does not abide by the Library's Internet Use Policy may be denied access to the Library's Internet workstations.

7. Cooperation with Other Libraries

The Library cooperates with other libraries in order to meet more fully the needs of the community.

7.1 PCIN

A Cardholder may request a book, movie, or other material from PCIN member libraries to be delivered to the St. Marys Public Library and may return it at any PCIN member library. Some exceptions to items available for borrowing may apply depending on the individual library's circulation policy. However, as noted above, a Library Card may be used at any other PCIN library.

The Library does not allow loan of the following materials to other PCIN libraries: Games and some DVDs and other materials as decided by the CEO.

7.2. Interlibrary Loan

Items not found in the library's or PCIN collections may be obtained through interlibrary loan. Both print and non-print materials may be requested. Audio-visual materials and items published within the past twelve (12) months may not be requested.

Interlibrary loans may be requested only by Cardholders. Cardholders may request up to six (6) loans at one time.

The Library does not charge for interlibrary loan service.

Loan periods and renewal policies are set by the lending institution. Renewals must be requested at least one (1) week prior to the due date.

All interlibrary loan materials must be returned to St. Marys Public Library.

All interlibrary loan materials are subject to the same rules as the Library's materials as regards to overdue and lost or damaged items, except in respect of the loan periods and renewal policies.

Individuals who show repeated disregard for the rules governing interlibrary loans may be denied this privilege.

The Library adheres to the practices outlined in the SOLS' INFO Resource Sharing Network Participation Policies and Standards.

The Library does not allow interlibrary loan of the following materials: reference books, DVDs, Games, newspapers, best sellers in high demand and other materials as decided by the CEO.

Renewals may not be permitted if the materials on loan are in demand at the Library.

7.3. Reciprocal Agreements

The Library seeks agreements with neighbouring municipalities and regions as outlined in Appendix B which allows St. Marys Library patrons to present their St. Marys Library Card to receive borrowing privileges in non PCIN regional libraries. Library patrons in these municipalities may also present their home library card in St. Marys to receive borrowing privileges.

History

Date of Latest Board Approval: October 1, 2015

Date(s) of Revision(s): May 2003, May 2012, December 2012 (for format change only), June 2013, November 2013, September 2014

Date of next scheduled review: October, 2018

Related Documents

Children's Services Policy

Teen Services Policy Community Information Policy Rules of Conduct Policy

Privacy and Access to Information Policy

Public Internet Use Policy

SOLS Info Resource Sharing Network Participation Policies and Standards

<http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/index.htm>

Ontario Library Association's Children's Rights in the Public Library

http://accessola2.com/data/5/rec_docs/319_Children%27s_Rights_in_the_Public_Library.pdf

Ontario Library Association's Teen's Rights in the Public Library

Appendices A to D of this document

Appendix A: Hours of Service (Circulation and Services Policy)

Section A: Hours of Operation

- Monday - Thursday 10:30 a.m. to 8:00 p.m.
- Friday 10:30 a.m. to 5:00 p.m.
- Saturday 10:00 a.m. to 4:00 p.m.
- Sunday CLOSED

Section B: Days Closed

- Every Sunday
- New Year's Day
- Family Day – Early Closure
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Day
- Labour Day
- Thanksgiving Day
- Christmas Eve – Early Closure
- Christmas
- Boxing Day
- New Year's Eve – Early Closure

The Library CEO may close the Library for an additional day for staff training if necessary.

The above information is subject to change on an annual basis. Annual schedule for Library closure shall be decided by the Board.

Appendix B: Associated Libraries (Circulation and Services Policy)

Participating PCIN libraries

- North Perth
- Perth East
- Stratford
- West Perth

Libraries with reciprocal borrowing privileges

- Huron County
- Middlesex County
- Oxford County
- Region of Waterloo
- Wellington

Contracting Municipalities

- Perth South

Appendix C: Loan Limits and Periods (Circulation and Services Policy)

Loan Limits (number of items that may be taken out on one card at one time)

- Books (print, audio) and magazines – no limit, or 2 if part of the “Express Collection”
- DVDs – 10, or 2 if part of the “Express Collection”
- Music CDs – no limit
- E-readers – 1
- Games – 2

Loan Periods (Clients receiving Visiting Library Service are eligible for longer loan periods)

- Books (print, audio) – generally 3 weeks but may be limited to 2 weeks if in high demand, or 1 week if part of the “Express Collection”
- Magazines – 1 week
- DVDs – 1 week, or 2 days if part of the “Express Collection”
- Music CDs – 3 weeks
- E-readers – 2 weeks
- Games – 3 weeks

NON-RESIDENT CARDS are limited to 10 items of any type out on loan at any time

RENEWALS are generally allowed three times except for items which have had a hold placed on them or for interlibrary loans which may be at the discretion of the lending library.

Appendix D: Fines and Fees (Circulation and Services Policy)

Fines for Overdue Material

- For most items, \$.25 per item per day,
for adult or young adult items - maximum per item \$10.00
for children's items – maximum per item \$5.00
young children's board books are exempt from fines
- For DVDs, \$1 per item per day

For those receiving Visiting Library Service or in other special circumstances at the discretion of the CEO, fines may be waived or reduced.

NOTE: Accumulated fines of \$10.00 or more may result in suspension of borrowing privileges.

Fees Associated with Cards and

Borrowing Non-Resident Card

The monthly fee for a non-resident card is \$7.00 (eligibility for a card at no fee is set out in Section 4 of this policy), it is recommended that the fee be paid in advance to avoid monthly renewals.

Replacement Card

The fee for a replacement card is \$3.00.

Processing Fee for Lost or Damaged Materials

In addition to the cost of the material there will be a charge of \$5.00 for processing.

Interlibrary Loans

Some lending institutions do charge a fee. The cardholder will be advised in advance if there is a fee for material requested.

Fees for Other Services

Photocopy	Per page
Black and white	\$0.25
Colour	\$1.25
Black and white (50 copies+)	\$0.20

Black and white (100 copies+) \$0.15

Black and white (bring own paper)\$0.15

Printing **Per page**

Black and white \$0.25

Colour \$1.25

Fax

Sending Local call and toll free

First page \$1.00

Additional pages \$0.25

Sending Long distance

First page \$3.00

Additional pages \$1.00

Receiving \$0.25

Scanning and sending via email

Per page \$0.25

Multimedia Equipment Use **Per day**

LCD digital projector \$25.00

Overhead projector \$10.00

Portable projection screen \$10.00

Portable easels (you supply paper) \$5.00

TV/VCR/DVD projector \$10.00

Buffing CD/DVD \$2.00/disk

Exam Proctoring \$30.00/exam

Meeting Room Rental **Non-Profit Organization** **For Profit Organization**

Upstairs none \$20.00 per hour

Upstairs + kitchen none \$30.00 per hour

MakerSpace Materials

Standard Vinyl (6"x24" piece) \$1.00

Heat Transfer Vinyl (6"x15" piece) \$4.00

Cardstock (12"x12" sheet) \$0.50

Button (per 2" button) \$0.25

Thumb Drive \$12.00

Note: Taxes are included in the schedule.