

Brockville Public Library

Policy Type: Operational

Policy Number: 15

Policy Title: Borrowing Library Resources

Approval Date: January 26, 2015

Review Date: February 2018

General Policy

The Borrowing Library Resources Policy reflects the vision, mission and values of the Brockville Public Library. The objective of this policy is to:

- make resources widely available to the community
- maximize equitable and accessible use of collections and services
- facilitate requests for and the return of resources in a timely fashion
- establish borrowing privileges, responsibilities and limitations

The Public Libraries Act (R.S.O. 1990, c. P.44, section 23) permits the Library to charge certain types of fees and establish borrowing guidelines.

Borrowing times and fees will be reviewed as required to ensure that they are reasonable, effective, financially accountable and similar to libraries with comparable demographics.

Guidelines

Borrowing Privileges, Responsibilities and Limitations

- A valid library card must be presented for each library transaction.
- In the event a person does not have their library card they may present other identification to enjoy Library privileges. See Joining the Library Policy 14: Appendix A.
- A borrowing period is established for each resource type to enable equitable availability and access for everyone. See Appendix A.
- Borrowing periods may be reduced for popular items or special formats.
- A small portion of the Library resources are for in-library use only. Examples are reference and local history items.
- Remote access to electronic products and e-titles may be limited by licensing agreements.

- The onus is on the customer to renew their borrowed resources if necessary. Materials may generally be renewed in-person, over the phone or on-line unless the item is on hold for another customer, the item is overdue or the cardholder's account is not in good-standing. The number of renewals on any one item is limited. Please see Appendix E.
- Customers may request extended borrowing periods for most resources to accommodate special personal circumstances.
- Resources may be returned in-person during regular business hours or through the designated book drop available 24/7.
- In keeping with the Ontario Library Association's, Children's Rights in the Public Library: Guidelines for Service, the Library has an open access policy. All Library materials are available to anyone regardless of age. Responsibility for children's resource selections rests with their parents and legal guardians.
- It is the responsibility of the customer to ensure that materials are returned on time so that they may be available to others.

Holds (Reserves)

- Most resources may be placed on hold in-person, by telephone or on-line.
- The Library will notify the customer by the customer's preferred choice of telephone or e-mail communication when the item becomes available.
- To protect customer privacy, a telephone message left with someone in the household or on an answering device will not specify the title or other details of the item.
- Items will be held for pick-up for a determined length of time. See Appendix D.
- The Library card for the account the hold was placed on must be presented to check out the item.

Late Fees

- The Library Board has established late fees as a deterrent to the late return of resources. Late fees will accumulate until the materials are returned. There is an established maximum fee schedule. Library late fees which accumulate to a certain level will result in the suspension of Library borrowing privileges. See Appendix A.
- As a courtesy service, customers will be notified of overdue resources by established timelines and protocols. If communication attempts are unsuccessful the late fees are still due to the Library. See Appendix B for overdue protocols.
- Late fees are charged to all borrowers for the late return of Library material. Late fees are only charged for the Library's open business days.
- Customers may request a receipt for paid late fees.

- Certain cardholder classifications are exempt from late fees. See Joining the Library Policy: Appendix B.
- Severe weather or unusual personal circumstances may be cause for Library staff to waive the late fees.
- Late fees charged in error by the Library will be cleared from the cardholder's account.
- The Library may occasionally offer late fee forgiveness incentives.

Lost | Damaged Resources

- All customers are responsible for Library resources borrowed from the Library.
- The Library will charge the current replacement cost of the item plus a processing fee to the customer for resources which are long overdue, lost, totally damaged or partially damaged rendering the item unusable. See Appendix C.
- For resources with multiple pieces which may be replaced individually without compromising the complete use of the resource, a partial fee will be charged.
- Damages do not include the cumulative wear and tear which occurs through the regular circulation of the resources.
- Donated replacement copies or donations in lieu of the lost/damaged fees are generally not acceptable. Exceptions may be made with approval from the collection managers.
- Receipts will be issued for all lost and damaged resources that have been paid for by the customer. The receipt will show details of the title, replacement cost and the processing fee. If the item is found within three (3) months, the item is in an acceptable circulating condition and the receipt is presented, a refund will be issued for the replacement cost. Processing fees and previously paid late fees will not be reimbursed.
- The replacement of a specific item which has been paid for will be left to the discretion of the CEO or designate, in keeping with the Library's collection policies.
- As a note, Brockville Public Library is not responsible for damage done to customer's equipment or software which occurs while using Library audio-visual resources.
- Damaged/lost items are purged from the Library's database on an established timeline.

Interlibrary Loan Borrowing Service

The Brockville Public Library's Interlibrary Loan (ILL) service offers cardholding customers an opportunity to obtain resources not owned by BPL. This service is coordinated province-wide through the Southern Ontario Library Service. Please note that other libraries are not obligated to share their materials. Resources from other library systems are subject to the borrowing conditions specified by the lending library.

- Requests may be made in person, over the phone, by e-mail or by using our customer-initiated ILL portal. Library staff will train customers on the customer-initiated processes.
- There are no fees for BPL's interlibrary loan services.
- Interlibrary loan resources are specially processed for borrowing and the customer is required to return all documentation with the ILL materials.
- Resources may only be renewed under special circumstances.
- ILL resources that are not returned by the due date will result in loss of the customer's ILL privileges.

Home Outreach | Delivery

Brockville Public Library will deliver resources to customer's homes or places of residence when they are unable to visit the Library. BPL will deliver to retirement homes but at this time does not provide the service to nursing homes due to access and retrieval logistics.

- Customers must have a BPL card
- Library materials will be delivered by volunteers on a set/pre-arranged schedule.
- Reading and format preference lists are coordinated with the home outreach staff member.

Book Club Sets

Brockville Public Library maintains selected popular book club titles that are available for borrowing. Each kit contains print copies and some sets include large print and audio formats.

- Book Club sets may be reserved by contacting the Library.
- See Appendix A for borrowing timelines and limits.

Museum and Other Passes

BPL offers free passes to several partnered institutions. Pass privileges are stipulated by the issuing organization. See Appendix A for borrowing timelines and limits.

Equipment and Hardware

Various popular, small equipment and hardware resources are available to borrow. Items offered are subject to trends and demands. Examples may include energy meters, pedometers, and e-readers. See Appendix A for borrowing timelines and limits.

Suspension of Borrowing Privileges

Borrowing privileges are suspended under the following circumstances:

- The maximum level of fees owed has been exceeded.
- The maximum number of overdue items has been exceeded.

Board Motion Number: 004 - 2015

Date: January 26, 2015

Signature of Chairman _____

*Sources: Huron County Library
Quinte West Public Library
Bruce County Public Library
Toronto Public Library*

Appendix A

Borrowing Times, Limits and Late Fees

Resource	Borrowing Time	Borrowing Limit/Card	Daily Fee/Day	Maximum Fee
Books, Magazines, Talking Books, Music CD's, CNIB discs	3 weeks	50	.25	10.00
Blu-Ray	2 days	4	2.00	10.00
New Adult DVD	2 days	4	2.00	10.00
Regular Adult DVD	7 days	10	1.00	10.00
Family DVDs	7 days	10	1.00	10.00
TV Series	7 days	2	2.00	10.00
e-titles	10 or 14 days	10	n/a	n/a
Video Games	10 days	2	2.00	10.00
Interlibrary Loan	set by lending library	10	.25	10.00
Book Club Sets	6 weeks	2	2.00	10.00
Pedometers	3 weeks		2.00	10.00
Energy Meters	10 days		2.00	10.00
e-readers	3 weeks		2.00	10.00
Museum Passes	7 days	4	2.00	10.00

Appendix B

Overdue Protocols

10 day past due reminders/notification will be given by phone or email.
40 day past due notice and invoice will be sent by mail.

Appendix C

Lost | Damaged Resources

Fees for lost and/or damaged items are the original cost of the item plus a \$5.00 per item processing fee.

If the item is found within three (3) months, the item is in an acceptable circulating condition and the receipt is presented, a refund will be issued for the replacement cost. Processing fees and previously paid late fees will not be reimbursed.

Appendix D

Holds (Reserves)

Resources on hold will be held for 5 calendar days, including the day of notification, at the lower level customer service desk.

Appendix E

Renewals

Each item may be renewed 2 (two) times.