

	<b>THE CORPORATION OF THE COUNTY OF LAMBTON LAMBTON COUNTY LIBRARY POLICY MANUAL</b>			
	Subject:	<b>Circulation Policy</b>	<b>Section R02</b>	<b>Index #02</b>
	Effective Date:	October 4, 2023	Approved By: Lambton County Council	
	Revision Date:	August 22, 2023		
Drafted on:	November 20, 2019			

**PURPOSE**

The purpose of this policy is to define the library policies and procedures for membership and borrowing library materials.

**POLICY**

Lambton County Library strives to make its collection accessible to the community in a free and equitable manner while reasonably protecting its resources. It does so through the application of consistent rules and regulations in accordance with the Public Libraries Act (R.S.O. 1990, c. P.44, section 23), departmental and corporate policies.

**RESPONSIBILITY**

The responsibility for the implementation of this policy lies with the Manager, Library Services. This authority may be delegated to staff members in the Libraries Department.

**DEFINITIONS**

**"Accessible borrower cards"** provide access to Lambton County Library resources for patrons who self-identify as homebound, have a condition restricting their ability to physically access the library, or who have a cognitive disability.

**"Adults"** are individuals aged eighteen (18) years and older.

**"Children"** are individuals aged zero (0) to twelve (12).

**"Circulation"** is the borrowing of library materials for use outside of the library premises.

**"Institutional borrower cards"** provide staff of local organizations with access to Lambton County Library's resources and collections.

**"Loan Period"** is the total number of days that one can keep a specific item before renewing or returning it to the library.

**"Non-Residents"** are individuals who do not live, work, attend school or own property in the County of Lambton, or who do not live on a First Nations reserve in Ontario.

**"Parent"** is any person who is either the natural, adoptive, foster parent, or legal guardian of the child.

**"Reciprocal Borrowing"** is an agreement between two or more library systems which allows library patrons of one system to freely use the services of another. The patrons of both library systems benefit by being able to use the most convenient location, regardless of municipal boundaries.

**"Teens"** are individuals aged thirteen (13) to seventeen (17).

**"Transitional Membership"** is used for individuals who are unable to provide identification showing proof of address.

## REGULATIONS

### 1. Membership

- 1.1. Library membership is free for anyone who lives, works, attends school or owns property in Lambton County or lives on a First Nations reserve in Ontario.
- 1.2. Membership will be granted for a period of two years at which point membership may be renewed. Cardholders will be contacted by email to provide notification of the pending expiry.
- 1.3. Identification must be provided in order to obtain library membership. For adults, one piece of photo identification is sufficient if it includes current and accurate address information; otherwise at least two pieces of identification are required and at least one must include current address information. For children, one piece of identification is sufficient along with one piece of identification from the named parent / guardian.
  - 1.3.1. Acceptable documents (physical or electronic) for verifying a borrower's identity and / or address include any of the following:
    - Any benefit statement issued by the Government of Canada and / or the Province of Ontario;
    - Bank account statement;
    - Citizenship Card / Certificate;
    - Employer-issued Photo I.D. Card or pay stub;
    - Health Card with photo;

- Insurance Policy (property, auto, life);
- Motor Vehicle Permit;
- Nexus Card;
- Old Age Security (OAS) card;
- Ontario College of Teachers' Registration Card;
- Ontario Photo Card;
- Ontario Registered Early Childhood Educator Registration Card;
- Passport;
- Property Tax Assessment/bill or Mortgage/Rental/Lease Agreement;
- School Report Card or valid Student Card;
- Secure Certificate of Indian Status;
- Utility Bill (telephone, hydro, gas, water, internet or television service);
- Valid Driver's License or Temporary Driver's License;
- Written verification from a social service agency confirming a person's identity and / or temporary address.

1.3.2. Transitional membership will be granted to an individual who is unable to provide identification showing proof of address. For individuals with transitional memberships, borrowing is limited to two items with some exceptions to the type of material borrowed. Transitional memberships expire every three months.

- 1.4. Membership may be suspended for violating Lambton County Library's Rules of Conduct or other policies.
- 1.5. Should a membership expire, the record will be deleted after a period of three years. Only memberships free from outstanding fees or items will be deleted.
- 1.6. Lambton County Library has reciprocal borrowing agreements with neighbouring library systems including the Municipality of Chatham-Kent and Middlesex and Huron Counties. Library cardholders from Chatham-Kent, Middlesex and Huron may register with Lambton County Library to obtain free library membership upon presentation of their library card and valid photo ID.
- 1.7. Memberships for Lambton County Library may be purchased for those who do not meet the free eligibility criteria. Purchased memberships (Non-Resident Memberships) are available on a bi-annual basis at a cost set forth in The Corporation of the County of Lambton Services and Fees Schedule.

## **2. Library Cards**

- 2.1. Library cards issued by the County of Lambton remain the property of the Library and are non-transferable.
- 2.2. By becoming a member of the Lambton County Library, and using a library card, the borrower agrees to present their library card (physical or virtual) each time materials are borrowed (or present appropriate identification); return all items borrowed; pay replacement and processing fees for lost or damaged materials; report promptly a lost or stolen card to avoid charges; notify the library of any change of address and / or telephone number and abide by The Corporation of the County of Lambton Rules of Conduct and all policies set forth by Lambton County Library.
- 2.3. Cardholders must report lost or stolen library cards. Lost, stolen or damaged

cards must be replaced by the member at a cost set forth in The Corporation of the County of Lambton Services and Fees Schedule.

- 2.4. Cardholders are responsible for any item(s) checked out on their cards.
- 2.5. Parents are responsible for materials borrowed by their children or children in their care. Parents are also responsible for any fees associated with materials borrowed by their children or children in their care.
- 2.6. Materials selected by children are the responsibility of their parents.

### **3. Privacy of Records**

- 3.1. Lambton County Library respects the privacy of individuals and operates in accordance with the Public Library Act (R.S.O. 1990, c. P.44) and The Corporation of the County of Lambton's Freedom of Information and Protection of Privacy Policy (A19.02).

### **4. Membership Types**

- 4.1. Membership types are categorized as follows: Adult, Teen, Child, Transitional, Accessible, Institutional, Branch Use and Non-Resident.
- 4.2. Those seeking Accessible membership status and Institutional membership status are required to apply to Lambton County Library. The limits, loan periods, and fees for these memberships are outlined in the attached Schedule A.
- 4.3. Institutional memberships must be applied for using the Lambton County Library Institutional Borrower Form (R02.02.004).
- 4.4. Accessible memberships must be applied for using the Lambton County Library Accessible Borrower Form (R02.02.003).

### **5. Borrowing Materials**

- 5.1. A loan period enables fair access to the library's resources by all patrons.
- 5.2. Loan period and borrowing limits are determined by membership type and are outlined in the attached Schedule A.
- 5.3. A valid Lambton County Library card (physical or virtual) is required to borrow material and is to be presented each time items are borrowed from the library (or present appropriate identification).
- 5.4. Although the majority of items are available for loan, some items may be restricted to use within the library only. Restrictions may be temporary to meet a temporary need, or may be permanent.
- 5.5. Cardholders may renew library materials up to a maximum of three loan periods. Materials with holds cannot be renewed.
- 5.6. Lambton County Library participates in an Interlibrary Loan (ILLO) system administered by the Ontario Library Service (OLS). The loan period for inter-library loan materials is 21 days unless a shorter period of time is specified by the lending library. To borrow materials from ILLO, members must have a valid Lambton County Library membership.
  - 5.6.1. Lambton County Library offers ILLO services as set out in the Interlibrary

Loan Policy (R02.04).

- 5.6.2. Lambton County Library will not charge patrons for interlibrary loan, unless charged by the lending library.
- 5.6.3. A service fee will be imposed for ILLO materials that are not picked up, as outlined in the County of Lambton Services and Fee Schedule.
- 5.6.4. The number of requests per cardholder is limited to five (5) per month.

## **6. Holds**

- 6.1. Patrons may place holds by telephone, in person or online for materials which are currently held by Lambton County Library, or on order for the collection.
- 6.2. Items will be held for seven days.
- 6.3. A maximum of 40 holds (on physical materials) per library card are permitted at any one time.

## **7. Fees**

- 7.1. Lambton County Library issues and collects fees on lost and damaged material.
- 7.2. Fines and fees may apply to materials borrowed through the ILLO system. Fines and replacement fees for ILLO materials are set by the lending library. Some lending libraries charge borrowing fees to access the material. Lambton County Library patrons will be advised of any borrowing fees and agree to pay applicable fees.
- 7.3. Lambton County Library will use reminder notices and issue invoices in an effort to prompt payment for overdue or lost materials.
- 7.4. Borrowing privileges may be suspended if fees reach the maximum threshold.
- 7.5. Parents are held responsible for fees incurred by their children or children in their care.
- 7.6. Institutional fees are the responsibility of the individual borrower.
- 7.7. In certain special and unusual circumstances, fees may be forgiven as outlined in the Overdue Accounts and Write-Off Policy (F23.01).
- 7.8. Library cardholders are responsible for damaged, lost or stolen materials, and will be responsible for any replacement costs as outlined in The Corporation of the County of Lambton Services and Fees Schedule.
- 7.9. Materials that are 30 days overdue are considered lost and patrons will be invoiced a replacement fee.
- 7.10. In the event a library cardholder finds a lost book after paying the replacement fee, the cardholder will be refunded provided the lost item is returned within 90 days of original invoice date.
- 7.11. Refunds are not applicable to interlibrary loan materials.
- 7.12. The Library will not waive replacement fees from items that have been returned to the Library after six months from the original invoice date.
- 7.13. It may not be desirable to replace a specific item with an identical one. As a result, Lambton County Library will not accept patron supplied replacement copies of damaged, lost or stolen materials.
- 7.14. All fees are listed annually in The Corporation of the County of Lambton Services and Fees Schedule.

## ASSOCIATED DOCUMENTS

The Corporation of the County of Lambton Freedom of Information and Protection of Privacy Policy (A19.02)

The Corporation of the County of Lambton Services and Fees Schedule

Lambton County Library Accessible Borrower Form (R02.02.003)

Lambton County Library Borrower Registration Form (R02.02.002)

Lambton County Library Circulation Policy - Schedule A (R02.02.001)

Lambton County Library Interlibrary Loan Policy (R02.04)

Lambton County Library Institutional Borrower Form (R02.02.004)

Lambton County Library Write-Off Policy (F23.01)

## POLICY HISTORY

REVISION	DATE	PREPARED BY
Revised	August 22, 2023	Manager, Library Services
Revised	December 30, 2021	Manager, Library Services
Revised	November 20, 2019	Manager, Library Services
Revised	February 3, 2016	Branch Services Manager
Revised	December 1, 2008	General Manager, Community Services
Revised	April 1, 2008	General Manager, Community Services
Revised	July 4, 1997	Chief Librarian
Created	April 12, 1995	Chief Librarian