



SUBJECT: BORROWING POLICY

Policy No: 2019-10

Date: April 15, 2019

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Number of Pages: 14 (*including appendices*)

PURPOSE

The Borrowing Policy outlines the eligibility for a library card; the responsibilities of the cardholder; loan periods; and the fees, charges and fines as set by the Innisfil Public Library Board (The Board).

POLICY

Application

All residents of Innisfil, as well as those who own businesses or property, work or go to school in the municipality, are entitled and encouraged to have a library card. In registering for a library card, members agree to follow all rules and regulations of the Innisfil Public Library (The Library). A valid library card is required to borrow materials from the Library and to access some services.

Definitions

Cost Recovery *includes the cost of materials plus an administration fee.*

Interlibrary Loan *–is the process of lending and borrowing information resources to and from public libraries across the province and beyond, thus expanding the quantity of resource materials available to library customers.*

Guidelines

Membership

General

The Innisfil Public Library Board recognizes that a primary objective of the Ontario Public Library Act, RSO, 1990, Chapter P.44 is to ensure equal access to library resources for all citizens, regardless of their ability to pay or the nature of the format. Free library membership is available to all year-round residents of Innisfil, to seasonal residents owning property in the Town, to children attending school in Innisfil, and to those who own or operate a business, or who work in Innisfil.

- Proof of residency, school attendance or workplace is required when registering.
- Children under 14 years of age must have their registration form signed by a parent or legal guardian. In doing so, the parent or legal guardian accepts financial responsibility for all materials borrowed on that card.
- Youth, aged 18 years of age and under who do not possess identification must have the registration form signed by a parent or legal guardian.
- Library circulation and member records will be handled in accordance with the *Freedom of Information and Protection of Privacy Act*.

Non-Residents/Reciprocal Borrowing

- Non-residents will pay a fee as established by the Library Board.
- Where reciprocal borrowing agreements exist, customers may borrow library materials subject to the terms of the current agreement.
- Where a service contract has been signed with a neighbouring municipality or the library board of a neighbouring municipality, the Library will provide library service to residents of the contracting municipality or library board, subject to the terms of the agreement.

Responsibilities of Library Customers

Customers:

- Must comply with library policy;
- Must present their library card or identification each time they borrow materials or use library computers;
- Must notify the Library promptly of a change of address or loss of their library card;
- Are financially responsible for materials borrowed on their card - outstanding accounts will result in the loss of borrowing privileges.

Parents or Legal Guardians:

- Who register children under 14 years of age accept financial responsibility for all materials borrowed.
- Have sole responsibility for what is borrowed by their children.
- Must not leave children unsupervised in the Library. (Children's Services Policy & Youth Services Policy).

Withdrawal of Service

The use of the Library and its services will be denied to individuals who:

- Are unwilling to comply with library policy;
- Destroy or damage library property;
- Act in a manner which interferes with the general public's enjoyment and use of the Library's facilities;
- Fail to return materials or make recompense for the loss or damage of library materials. Customer privileges will be suspended until all items are returned and all outstanding accounts settled, and may be suspended for all accounts associated with the same address as determined by Staff.

Borrowing

General

See attached 'Schedule A' for loan periods of specific items.

- Materials designated as *Reference* do not circulate, unless authorized by the Manager, Collections Services, or Designate.
- Reference items from one branch may be placed on reserve to go to another branch. Once received at the requesting branch, they are for use only by the customer and then shipped back to the original branch.
- The number of materials on a particular subject a customer may borrow may be limited subject to heavy demand and/or at the discretion of the Manager, Collections Services, or Designate.
- Library newspapers and the professional collection do not circulate.
- As material becomes available in alternate formats, the Library will determine loan periods and renewal periods based on criteria such as demand, availability, etc.

Renewals

Books and Audiobooks may be renewed three (3) times. DVDs/Blu-ray, video games, TV series, and magazines may be renewed once. Materials on a reserve list cannot be renewed.

Items on Hold

Holds will be permitted on most circulating library materials owned by the Library.

- Customers whose requests have been filled will be contacted as specified by the Customer.
- Holds, except for DVDs/Blu-ray, and video games, will be held for one calendar week after the customer has been contacted. After this time period, the materials will return to general circulation or be passed on to the next customer on the reserve list. DVDs/Blu-ray and video games, are held for two (2) operational days after the customer has been contacted.
- Customers, who fail to pick up materials within the appropriate time-period or who do not contact the Library, can request the same materials again but will not retain their priority position.

Interlibrary Loans

Where materials and/or information are not available from the Library, Interlibrary Loan service may be offered. Customers are encouraged to create their own Interlibrary Loan requests.

- Customers must be in good standing before using Interlibrary Loan services. Customers may have only one ILLO account with the Library.
- Most libraries, including Innisfil Public Library, provide Interlibrary Loan service without compensation. Where a lending library or institution applies a charge, the customer will be informed of the charge. If the customer is not willing to pay the charge, the 'Interloan' (Interlibrary Loan material) will be cancelled.
- Interlibrary loans are subject to the rules, regulations and policy as established by the governing Provincial agency.
- Loan periods for all Interlibrary Loan materials are set by the lending library.

- Renewals for Interlibrary Loan materials will not be processed unless library customers ask for a renewal four (4) operational days prior to the original date due.
- When Interlibrary Loan materials are received by the Library, the requester will be contacted as specified by the Customer. Items will be held for one calendar week.
- If the customer has not picked up the materials or contacted the Library within the operational week, the Interlibrary Loan materials will be returned to the lending library. A fee will be levied to the customer for ILLO items not picked up. Items not picked up cannot be re-ordered for six months.
- The Library may loan book club sets to other libraries. No borrowing charge will be levied as Innisfil customers benefit from free borrowing of sets for book club programming purposes. If sets are lost or damaged, charges will be invoiced based on the fees outlined in Schedule A.

Fees, Fines and Lost/Damaged Items

All Fees, Fines and other charges are approved by the Library Board and found in the attached Appendices below.

Membership Fees

See attached '*Schedule A – Loan Periods, Fines and Fees*'.

- Customer cards which have deteriorated through normal use shall be replaced free of charge.

Printing Charges

See attached '*Schedule A – Loan Periods, Fines and Fees*'.

- The Library offers computer printing in black and white, and in colour.
- Printouts are available from the microfilm reader printer at the Stroud location.

Faxing Charges

See attached '*Schedule A – Loan Periods, Fines and Fees*'.

Overdue Material Fines

See attached '*Schedule A – Loan Periods, Fines and Fees*'.

- The Library levies a fine when library materials are not returned **by closing time on the due date**.
- Overdue charges will be applied on each overdue item.
- The fine rates will be established, from time to time, by the Board.
- All fines are calculated only for the days that the Library is open to the public. Customers holding material for a specified time past the due date will receive an electronic overdue notice by phone or by email. Customers who provide the Library with an email address will be provided with a pre-due date notification which reminds the customer of pending due dates.
- Where overdue materials have not been returned after six (6) weeks, and the customer responsible has had at least one notice, the overdue material(s) shall be considered lost.

Lost and/or Damaged Item Charges

See attached '*Schedule B - Replacement Costs for Lost or Damaged Items*'.

- The replacement charges include a fee for shipping, processing and cataloguing.
- Lost and/or damaged materials that are the property of a library other than the Library will be invoiced at a rate determined by the owning library.
- Lost and/or damaged materials charges will reflect current average market values, as outlined in Schedule B.
- Lost and/or damaged materials paid for by a library customer shall then be considered the property of that customer as payment for lost materials is not refundable.
- Customers will be informed about the charges for lost and/or damaged items through various venues, including posting on Maker and MediaLAB kits.

Appendices

Schedule A – Loan Periods, Fines and Fees – 2019

Schedule B – Replacement Costs for Lost or Damaged Items – 2019

Schedule C – Replacement Costs re Maker Kits – 2019

Schedule D – Replacement Costs re MediaLAB Lending Kits – 2019

Schedule E - Replacement Costs re Special Equipment - 2019

Related Policies:

Collection Management Policy

Children’s Services Policy

Youth Services Policy

Approved by the Innisfil Public Library Board, April 15, 2019,
Motion Number: 2019.37

Supersedes Policy #2017-07, approved March 20, 2017, Motion #2017.27; &
Policy #2013-17, approved November 18, 2013, Motion #2013.101; &
Policy #2010-18, approved October 12, 2010, Motion #2010.64; &
Policy #2006-06, approved March 20, 2006, Motion #2006.24; &
Policy #2002-34 (*Lost/Damaged/Overdue Materials*), approved November 11, 2002,
Motion #2002.52; &
Policy #2002-33 (*Patron Borrowing*), revision approved November 11, 2002, Motion
#2002.51; &
Policy #2002-32 (*Circulation*), approved November 11, 2002, Motion #2002.49; &
Policy #2002-31 (*Fees & Fines*), approved December 9, 2002, Motion #2002.63 &
Motion #2002.64; &
Policy #2002-28 (*Seasonal & Temporary Residents*), approved December 9, 2002,
Motion #2002.62; &
Policy #2002-25 (*Fees & Fines Schedule*), approved October 15, 2002, Motion
#2002.43; &
Policy #2001-16 (*Circulation*), approved November 11, 2002, Motion #2002.49;
Policy #2001-14 (*Lost/Damaged/Overdue Materials*), approved January 14, 2002,
Motion #2002.07;
Policy #2001-01 (*Patron Borrowing*), approved October 12, 2000, Motion #2000.36; &
Policy #12 (*Overdues*), issued May 26, 1993, Motion #93.36;
Policy #07 (*Circulation*), issued September 11, 1995, Motion #95.38
Policy #6 (*Borrowing*), issued July 15, 1991.
Policy #5 (*Overdues*), issued June 24, 1991.

Schedule A – Loan Periods, Fines and Fees – 2019

Item Borrowed	Loan Period	Limits
Books, Audiobooks	Three (3) week period	Some system limits and limits may be imposed due to demand
Magazines	One (1) week period	
DVDs/Blu-ray and Video Games	One (1) week period	Maximum of 10 per format
TV Series	Three (3) week loan	Maximum of 10 per card
Heavy demand materials such as Best Sellers, New Materials, School Project Materials	May be restricted to loan periods of less than three (3) weeks	Limits may be imposed due to demand
Maker Kits	One Week with One Renewal	1 per card
MediaLAB Kits	One Week	1 per card
D.A.I.S.Y. Reader	Three (3) week period	
Membership	Fee	Limits
Non-Resident Fee – 1 year membership	\$60.00 per household per year	
Non-Resident Fee – 6 months	\$35.00 per household	
Non-Resident Fee – 3 months	\$25.00 per household	
Lost/Damaged Card Fee	\$5.00	
Printing	Charge	
A photocopy or computer printout	Black & White: \$0.25 per page side; Colour: \$0.50 per page side.	

Faxing	Charge	
Faxing – Local	\$1.00 per page	
Faxing – Long Distance	\$2.00 per page	
Faxing – International	\$4.00 per page	
Faxing – Incoming	\$1.00 per page	
HackLAB	Charge	
Materials for Hacker Equipment, such as vinyl pieces, etc.	Cost Recovery	
Maintenance Fee for use of customer provided materials with HackLAB equipment	\$2.50 per half hour of use.	
Late/Overdue Item	Fines	Maximum Fine Per Item
Books, Magazines, Audiobooks	\$0.25 per item per day	\$5.00 maximum per item
DVDs/Blu-Ray and Video Games	\$1.00 per item per day	\$5.00 maximum per item
Interloan Material	\$0.25 per item per day	\$5.00 maximum per item
Interloan Not Picked Up by Customer		\$1.00 per item
D.A.I.S.Y. Reader	\$1.00 per day	\$5.00 maximum

Late/Overdue Maker Kits	Fines Per Day	Maximum
Maker Kits – LEGO WeDo 2.0	\$1.00 per day	\$5.00 Maximum
Maker Kits - Snap Circuits	\$1.00 per day	\$5.00 Maximum
Maker Kits - Leap Motion	\$1.00 per day	\$5.00 Maximum
Maker Kits - Raspberry Pi	\$1.00 per day	\$5.00 Maximum
Maker Kits - littleBits (Synth kit)	\$1.00 per day	\$5.00 Maximum
Maker Kits – littleBits (Deluxe kit)	\$1.00 per day	\$5.00 Maximum
Maker Kits – littleBits (Space kit)	\$1.00 per day	\$5.00 Maximum
Maker Kits - Sphero	\$1.00 per day	\$5.00 Maximum
Maker Kits - Makey	\$1.00 per day	\$5.00 Maximum
Late/Overdue MediaLAB Equipment	Fines Per Day	
Video Camera Kit(XA20 Video Camera + SD Card)	\$20.00 per day	
Tripod	\$5.00 per day	
Audio Kit A(Boom Mic, Arm, Short XLR Cable, Long XLR Cable)	\$10.00 per day	
Audio Kit B(Small Shotgun Mic, Wireless Lapel Mic)	\$10.00 per day	
Overall Maximum Overdue Charge		
Overall Maximum overdue charge per customer per transaction		\$25.00 per customer

Schedule B - Replacement Costs for Lost or Damaged Items – 2019

PRICING OF BOOKS & MATERIALS	Approved Charges
Case/cover art replacement for: DVD/Blu-Ray case and full-length Audiobook case	\$10.00
Adult Fiction (Hardcover)	\$40.00
Adult Fiction (Mass Market Paperback)	\$10.00
Adult Fiction (Trade Paperback)	\$30.00
Adult Non-Fiction (Hardcover)	\$45.00
Adult Non-Fiction (Paperback)	\$30.00
Young Adult Fiction (Paperback)	\$20.00
Young Adult Fiction (Hardcover)	\$30.00
Juvenile Picture Book (Hardcover)	\$25.00
Juvenile Picture Book (Paperback)	\$10.00
Juvenile Fiction (Paperback)	\$12.00
Juvenile Fiction (Hardcover)	\$25.00
Juvenile Easy Read (Paperback)	\$9.00
Juvenile Easy Read (Hardcover)	\$20.00
Board Books	\$15.00
Juvenile Non-Fiction (Hardcover)	\$25.00
Juvenile Non-Fiction (Paperback)	\$15.00
Fiction or Non-Fiction – Large Print	\$40.00
Reference	\$85.00
Magazine	\$10.00
Adult Audiobooks CD format – Fiction and Non-Fiction	\$40.00
Adult Audiobooks CD format – Non-Fiction	\$40.00
Adult Audiobooks CD format - (more than 5 pieces)	\$50.00
Juvenile Audiobooks CD Format	\$30.00

DVD Series	\$50.00
DVD/Blu-ray Fiction	\$35.00
DVD/Blu-ray Non-Fiction	\$40.00
DVD/Blu-ray Juvenile	\$25.00
Video Games	\$75.00
Interlibrary Loan	<i>TBD by Lending Library</i>

Schedule C – Replacement Costs re Maker Kits - 2019

The Innisfil ideaLAB & Library defines equipment loss and damage in the following ways:

Equipment Failure – Equipment failure is a normal consequence of equipment use. Normal repair costs will be covered by the Library. Borrowers will be charged for any damages resulting from repair attempts made by anyone other than Library Staff. Borrowers must report any problems with equipment to the Library. Failure to do so may result in the user being charged for equipment replacement or repair.

Lost Item – Borrowers will be charged for full replacement costs of missing items.

Damaged Item – Damages will be repaired by the Library and costs will be charged to the borrower.

Missing Pieces – Many Maker Kits contain multiple small pieces and loss of pieces is a consequence of use. For these kits, any loss of pieces over 10% will be charged a base fee of \$20 to cover replacing pieces. For any kits containing larger, specialized pieces, a replacement fee per piece will be charged.

Kit Replacement Fees

Item Borrowed	Replacement Fee
Lego WeDo 2.0	\$185.00
Snap Circuits	\$73.00
Leap Motion	\$80.00
Raspberry Pi	\$100.00
littleBits (Synth kit)	\$160.00
littleBits (Deluxe kit)	\$200.00
littleBits (Space kit)	\$150.00
Sphero	\$150.00
Makey Makey	\$75.00

Missing Piece Replacement Fees

Item Borrowed	Replacement Fee
Lego WeDo Medium Motor	\$30.00
Lego WeDo Motion Sensor	\$30.00
Lego WeDo Tilt Sensor	\$30.00
Lego WeDo Smarthub	\$80.00
Raspberry Pi Power Supply	\$14.00
Raspberry Pi Model B Board	\$58.00
littleBits – any missing power or input bit	\$10.00
littleBits – any missing wire or output	\$15.00
Makey Makey Alligator Clips	\$3.00
Makey Makey SD Card	\$15.00
Snap Circuits AC Charger	\$15.00
Snap Circuit – any missing circuit pieces	\$7.00

Schedule D – Replacement Costs re MediaLAB Lending Kits - 2019

The Innisfil ideaLAB & Library defines equipment loss and damage in the following ways:

Equipment Failure – Equipment failure is a normal consequence of equipment use. Normal repair costs will be covered by the Library. Borrowers will be charged for any damages resulting from repair attempts made by anyone other than Library Staff. Borrowers must report any problems with equipment to the Library.

Loss – Borrowers will be charged for full replacement costs of missing items.

Damage – Damages will be repaired by the Library and costs will be charged to the borrower.

Kit Replacement Costs

Item Borrowed	Replacement Fee
Audio Lending Kit A	\$1,686.00
Audio Lending Kit B	\$470.00
Tripod Lending Kit	\$150.00
XA20 Video Camera Lending Kit	\$2,050.00

Missing Piece(s) Replacement Costs

Item Borrowed	Replacement Fee
Shotgun mic	\$1,015.00
Boom pole	\$475.00
Windshield muff	\$85.00
Shock mount	\$50.00
Long XLR cable	\$15.00
Short XLR cable	\$6.00
Boom pole bag	\$40.00
Tripod	\$150.00
Quick Shoe Only	\$25.00
Canon XA20	\$2,000.00
Charging Cable	\$50.00
Battery	\$90.00
Lens Hood	\$20.00
Video Camera SD Card	\$50.00
Small Shotgun Mic	\$480.00
Wireless Lapel Mic	\$45.00

Schedule E – Replacement Costs re Special Equipment – 2019

The Innisfil ideaLAB & Library defines equipment loss and damage in the following ways:

Equipment Failure – Equipment failure is a normal consequence of equipment use. Normal repair costs will be covered by the Library. Borrowers must report any problems with equipment to the Library.

Loss – Borrowers will be charged for full replacement costs of missing items.

Damage – Borrowers will be charged for full replacement costs of damaged items.

Equipment Replacement Costs

Item Borrowed	Replacement Fee
D.A.I.S.Y. Reader – Victor Reader Stratus 4M	\$525.00

Missing Piece(s) Replacement Costs

Item Borrowed	Replacement Fee
Laptop Briefcase	\$60.00
AC Adapter	\$42.00
Battery	\$60.00