



Bibliothèque publique de
Clarence-Rockland
Public Library

Policy Type: **Operational**
Policy Title: **Client Services**
Policy Number: **OP-12**

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The Clarence-Rockland Public Library makes materials widely available to the community, in an equitable manner, in order to maximize the use of the collections. The Clarence-Rockland Public Library Board ensures fair conditions for library membership and borrowing privileges while protecting resources in a responsible manner and in accordance with the **Public Libraries Act**, R.S.O. 1990, c. P44.

Section 1: Library Membership and Borrowing

1. No fee will be charged for admission to any of the Library's locations.
2. Any person may be a member of the Library with borrowing privileges. Membership is free to all residents and tax payers of the City of Clarence-Rockland. For non-residents and non-tax payers, membership is available at a cost. See Appendix A.
3. Membership will be granted to individuals who provide verification of address and identification by showing photo ID bearing his/her name and an accepted document verifying his/her current address. See Appendix A for acceptable documentation.
4. Membership categories are defined as follows:
 - a) Adult: anyone 16 years of age or older. Use of the public internet stations is granted immediately; and
 - b) Child: anyone 15 years of age or younger. Authorization for use of public internet stations must be given or refused by the accompanying parent or guardian at registration. This authorization can be added or revoked at any time by the parent or guardian.
Children 15 years of age or younger must register for membership accompanied by a parent or guardian who presents identification with name and address and signs the card accepting responsibility for fines, damages or lost items associated with that card. A parent or guardian may register a child for a card even if the child is not present. See Appendix A.
5. Only members of the Library in good standing will be allowed to borrow materials.
6. Materials may be borrowed with a valid membership. Library cards must be shown at time of renewal.

7. Personal information collected will be subject to the Clarence-Rockland Public Library Policy on **OP-01 Confidentiality & the Protection of Privacy**.

Section 2: Conditions of Membership and Card Use

1. Membership is not transferable to other individuals.
2. Members will be issued a library card upon reading and accepting the New Membership terms of service. It is the member's responsibility or the responsibility of the parent or guardian in the case of a children's card to sign the card immediately and to safeguard it.
3. An individual is entitled to only one library card. However, multiple membership cards may be issued to children who have more than one principle residence. Lost or damaged cards will be replaced for a fee. See Appendix A.
4. Upon reaching the age of 16 and upon presentation of valid proof, the member will be given a replacement card at no charge. As well, their status will be changed from "Child" to "Adult". All fines and notes pertaining to that membership record will remain. It is the member's responsibility to address any outstanding fines or issues with the parent or guardian who accepted responsibility when the original card or subsequent replacement was issued.
5. The card is the property of the Clarence-Rockland Public Library and must be returned on request.
6. Lost or theft of a card must be reported immediately; members are responsible for any materials borrowed on their cards until loss or theft is reported.
7. Change of address, name or phone number must be reported immediately.
8. Membership is suspended when fines reach \$10.00 and will be re-instated when the total of the outstanding accounts is reduced to under this limit.
9. Membership expires every two years. Renewal of membership status requires verification of the member's name, address, telephone number, e-mail address, if applicable and payment of all fines.
10. Membership can be suspended for violating library policies.

Section 3: Borrowing

1. Loans
 - a) A standard loan period of three weeks exists for materials borrowed except those materials for which special loan periods have been established. See Appendix B.
 - b) Reference works, local history materials, newspapers and current issues of magazines are not available for loan.

- c) The total number of items on loan to any one member will not exceed 30 items for an Adult card and 20 items for a Child card. Furthermore, a maximum of 3 games, 6 DVDs and 1 Museum pass are allowed at any one time.
 - d) The number of items that may be borrowed on a particular subject is limited to 4 if there is a high demand for materials.
 - e) An interlibrary loan item is defined as any item borrowed from another library system other than the Clarence-Rockland Public Library. The date due and the renewability of such an item is at the originating library system's discretion. Such a loan will be identified by a barcode card bearing the Clarence-Rockland Public Library's logo linking the patron to the item for the duration of the loan. Loss of the barcode card will result in a fine. See Appendix C.
2. Renewals:
- a) Library items may be renewed in person at a Library location or remotely, by telephone, on-line or by mobile app. See Appendix B for renewal schedule.
 - b) Items on reserve for other members cannot be renewed.
3. Holds/Reserves:
- a) Library items may be reserved in person at a Library location or remotely, by telephone, on-line or mobile app.
 - b) When the item becomes available, the member will be notified and asked to pick up the item.
 - c) Items will be held for 7 days following the notification.
4. Returns
- a) With the exception of Museum passes, sports equipment and interlibrary loans, materials may be returned to any branch of the Library, at the circulation desk or in the drop-box at that location.
 - b) Members are required to return materials on or before the due date.
5. Circulation Records: Library Circulation and membership records will be used in accordance with **OP-01 Confidentiality & the Protection of Privacy**

Section 4: Charges

1. Damaged/Lost Items
- a) The Library will charge replacement costs for items which are overdue by 30 calendar days or for items which are damaged or lost.
 - b) The replacement cost will be assessed by the Library and will include the purchase cost of the item.
 - c) It may not be possible to replace a specific item with an identical one.
 - d) Replacement of the item will be left to the discretion of the Chief Executive Officer or their designate, in keeping with the Library's selection policy.

2. Overdue Material and Fines

- a) The Board establishes fines as a deterrent to the late return of materials. See Appendix C.
- b) Fines may be waived for unusual or serious circumstances.

Related Documents:

Appendix A – Membership Fees and Acceptable Identification to Verify Name and Address for Membership Registration.

Appendix B - Loan Periods

Appendix C - Fines

Public Libraries Act. R.S.O. 1990, c. P44.

Clarence-Rockland Public Library. **OP-01 - Confidentiality & the Protection of Privacy**

Clarence-Rockland Public Library. **OP-07 – Public Internet Services**

Clarence-Rockland Public Library. **OP-13 - Fees Other than Circulation**

APPENDIXES

Appendix A – Membership Fees and Acceptable Identification to Verify Name and Address for Membership Registration.

Membership Fees	Fee
Annual membership fee for resident or tax payer	Free
Annual membership fee for non-resident or non-tax payer	\$30
Annual membership fee for children of non-resident or non-tax payer	\$5
Temporary non-resident (3 months)	\$8
Replacement membership card	\$5

1. Acceptable photo IDs are used to verify name, birth date and address only. No other information on the document(s) presented is transcribed to the record.
2. Where a child’s card is being issued and both the child and parent or guardian are present, the parent’s or guardian’s valid library card is an acceptable identification or, in the absence of such card, acceptable identification from the list below for either the child or the parent/guardian.
3. Where a child’s card is being issued and the child is not present, an acceptable identification document in the child’s name and the parent’s or guardian’s valid library card or acceptable identification document, as per the chart below, are acceptable.
4. A valid Ontario Driver's License or Ontario Photo Card is acceptable as a single document. In other cases, both acceptable identification and proof of current address are required.

Acceptable Photo Identification

- Health card with photo
- Citizenship card
- Passport
- Student ID card
- OAS (senior’s card)
- Employer-issued photo ID card
- BYID (from the LCBO)

Acceptable Proof of Address

- Any Benefit Statement issued by the Government of Canada
- Bank account statement
- Utility bill (telephone, hydro, water, gas, cable TV)
- Motor Vehicle Permit
- Mortgage, rental or lease agreement
- Property tax assessment or bill
- Insurance policy (property, auto, life)
- Employer record (pay stub or letter from employer)
- Personal mail delivered to the home address by Canada Post
- Secondary school, college or university report card or transcript

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Appendix B - Loan Periods*

Material Type	Loan Period	Optional Renewals
Books	21 days	3
Audio Books	21 days	3
Magazines (except current issue)	21 days	3
Music CDs	21 days	3
Kits of all types	21 days	3
DVDs and Video games	21 days	3
Museum Passes	7 days	no renewals
Sports Equipment (Bourget)	7 days	no renewals
Interlibrary Loan	Please inquire	

* Some loan

periods may be altered, as required.

Appendix C - Fines

Type	Fines Per Day	Max fine per item
Books	\$0.25	\$5.00
Audio Books	\$0.25	\$5.00
Music CDs	\$0.25	\$5.00
Kits of All Types	\$0.25	\$5.00
Magazines	\$0.25	\$5.00
DVDs & Video games	\$0.50	\$10.00
Museum Passes	\$2.00	\$20.00
Interlibrary Loan	\$1.00	\$10.00
Replacement Fee for CD and DVD Cases	—	\$2.50
Replacement for Interlibrary Loan Barcode Card	—	\$2.50
Sports Equipment	\$2.00	\$20.00

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