



# Woodstock Public Library Policy

---

**Policy Name:** Circulation Policy

**Category:** Library Services

**Version:** 11 May 2021

---

## **POLICY STATEMENT AND RATIONALE**

This policy will provide mechanisms to ensure equitable access and fair use of library collections and services, through the establishment of rules and regulations that protects library collections in a manner that is consistent with principles of financial accountability, while respecting the dignity and independence of all patrons.

## **SCOPE**

This policy shall apply to the Woodstock Public Library.

## **DEFINITIONS**

In reading and interpreting this policy, the following definitions shall apply;  
“CEO” means the Chief Executive Officer of the Woodstock Public Library.

“Collection Agency” is a company used by the Library to recover materials that are past due, damaged or lost.

“Library” means the Woodstock Public Library.

“Library Board” means the Woodstock Public Library Board.

“Library Materials” are items that can be borrowed from the library, such as books, DVDs, magazines or video games.

“Services” are resources or programs offered by the Library, such as photocopying or room rentals.

# **POLICY, PROCEDURE AND IMPLEMENTATION**

## **1.0 Responsibility**

1.1 The CEO is responsible for implementing the appropriate procedures in order to ensure that the Library staff understand and adhere to the intent of this policy, and to protect and safeguard the Library's collection and services.

## **2.0 Authority**

2.1 The Library Board has authority under Section 23(4) of the Public Libraries Act, R.S.O. 1990, c. P44 to establish rules and regulations pertaining to the use of library services, impose fines, and suspend library privileges, and the power to regulate all other matters connected with the management of the library and library property.

## **3.0 Underlying Principles**

3.1 The Library shall endeavour to:

- Promote universal access to a broad range of human knowledge, experience, information and ideas by making materials widely available.
- Promote intellectual freedom and respect an individual's right to privacy and choice.
- Ensure the Library's stewardship of materials as public assets, held in trust for our community.
- Maximize the use of collections and services in a fair and socially equitable manner for all patrons.

## **4.0 Eligibility**

4.1 A person who lives, owns or rents property in the municipality of Woodstock is eligible to receive a library card without charge, upon presentation of acceptable identification.

4.2 A person who does not live or own property in Woodstock is deemed to be a non-resident. A non-resident may receive a library card by paying a non-refundable annual fee as approved by the Board, and upon presentation of acceptable identification.

4.3 A non-resident must provide proof of payment of taxes within the current year to the City of Woodstock or a rental or lease agreement for property within the City in order to obtain an exemption from the non-resident borrowers' fee.

## **POLICY, PROCEDURE AND IMPLEMENTATION cont'd**

- 4.4 A non-resident student who is enrolled in a secondary school, post-secondary institution, or adult education program in Woodstock, is eligible to receive a library card with the payment of an annual student fee. A student card issued by an institution, school or school board in which the student is currently enrolled will be accepted as proper identification.
- 4.5 A non-resident student who is enrolled in an elementary school in Woodstock or is of elementary age, is eligible to receive a library card with the payment of an annual student fee. A parent or legal guardian must be present to provide identification, to show proof of address, complete the application form, and sign the library card.
- 4.6 Children under the age of 13 require the approval of their parent or legal guardian to receive a library card. A parent or legal guardian must be present to provide identification, to show proof of address, complete the application form, and sign the library card.
- 4.7 The person named in the library record agrees to accept responsibility for use of the card and agrees to abide by the rules of the Library. The library card remains the property of the Library, and may be revoked or cancelled at any time with cause. A customer is entitled to only one library card.

### **5.0 Privacy of Customer Information**

- 5.1 The Library complies with all laws including the provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and Canadian Anti-spam Legislation.
- 5.2 To obtain a library card, a customer must provide name, address information, and date of birth to Library staff members (where applicable). To obtain a virtual library card (e-Resource only access) name, address, and date of birth are required through online registration.
- 5.3 A parent or guardian of a person less than age 16 may have access to the child's personal information.
- 5.4 A customer's current circulation activity information is available to staff as long as the item remains on loan or as long as fees remain unpaid. A history of resolved bills is also retained.
- 5.5 Backup files of circulation activity information are temporarily retained for the purpose of restoring data in case of system failure and file corruption. These files are overwritten on a scheduled basis.

## **POLICY, PROCEDURE AND IMPLEMENTATION cont'd**

### **6.0 Library Cards**

- 6.1 A library card shall be presented for library service. In the absence of a library card, acceptable identification must be presented.
- 6.2 A library card number and PIN may be required to access some library services.
- 6.3 Potential patrons must complete an application form prior to the issuing of a borrower's card.
- 6.4 Patrons need to renew their library card periodically by providing identification to confirm their personal information.
- 6.5 A library card is not transferable. The card owner accepts all responsibility for any fees generated by its use.
- 6.6 The temporary transfer of a borrower's card privileges to someone else is permissible where an application from such a transfer, naming the person to whom the card is to be transferred, is received in writing from the registered card holder, and where such a transfer is approved by the Library.
- 6.7 It remains the patron's responsibility to safeguard their card and PIN. Loss or theft of a library card must be reported to Library staff members immediately. A customer is responsible for any items borrowed and any charges incurred until the loss or theft is reported.
- 6.8 Changes in personal information, such as changes in address or telephone numbers, must be reported to staff members immediately.
- 6.9 A patron who replaces a damaged, lost or stolen card will pay a charge as approved by the Board. Library cards may be replaced free of charge due to normal wear and tear at the discretion of Library staff.
- 6.10 Inactive patron records may be purged periodically from the patron database, provided there are no outstanding items or fees, in accordance with the Library's record retention policy.

### **7.0 Borrowing**

#### **7.1 Loan Limits**

- 7.1.1 The Library establishes borrowing periods by item format. A summary of format limits will be listed on the Library's website.
- 7.1.2 Some items in the collection may be restricted by age.

## **POLICY, PROCEDURE AND IMPLEMENTATION cont'd**

7.1.3 Access to electronic services and digital collections will be restricted based on licensing agreements.

### **7.2 Loan Periods**

7.2.1 Standard loan periods are defined by format. A summary of loan periods shall be listed on the Library's website. Upon request, a longer loan period may be granted, if possible, at the discretion of Library staff to a patron.

7.2.2 Some items may be restricted to in-library use only. Some in-library use only items may be loaned overnight with the permission of staff.

### **7.3 Renewals**

7.3.1 Patrons can extend (renew) the loan period of most items they have borrowed. There are a limited number of times an item can be renewed, as established by library staff. Items reserved by another customer cannot be renewed unless there are additional available copies. Renewals can be made using the Library's website, mobile app, or by telephone with the assistance of Library staff.

### **7.4 Holds**

7.4.1 Most items can be reserved using the Library's website, mobile app, or by telephone with the assistance of Library staff. Patrons will receive notification when a reserved item is available for pickup. Patrons can choose to be notified via e-mail, or by telephone.

7.4.2 Reserved items will be held for 3 days, once the patron is notified.

### **7.5 Interlibrary Loan Materials**

7.5.1 Interlibrary Loan Materials may be requested from other libraries, subject to certain limitations. The lending library may charge a fee which will be paid by the Library. Patrons will be charged a replacement fee if interlibrary loan items are lost, damaged, or not returned. The fee amount is determined by the owning library of the item.

## **8.0 Damaged or Lost Items**

8.1 A patron is responsible for all library materials borrowed on their card. A replacement fee is incurred for any item once declared lost by the Library.

8.2 Patrons who damage or lose borrowed items will pay a replacement fee. The fee will be the item's price as listed in the Library's database. Otherwise, the fee will

## **POLICY, PROCEDURE AND IMPLEMENTATION cont'd**

be a standard replacement cost. The Library determines the standard replacement cost. Replacement in kind or by substitution of similar acceptable material may be considered upon request and is at the discretion of Library staff.

8.3 Lost or damaged items will also incur a processing fee.

### **9.0 Refunds**

9.1 If a lost item is paid for and subsequently found, it may be returned for a refund, within a period of time set by the Library.

### **10.0 Damaged Equipment**

10.1 The Library is not responsible for any damage to equipment used to access, download, or play borrowed items.

### **11.0 Notifications**

#### **11.1 Date Due Slips**

11.1.1 A date due slip is generated following each check-out, which serves as the official notification of when materials are due back. Patrons have the option of receiving a printed date due slip, or an email version at the time of check-out.

#### **11.2 Courtesy Notification**

11.2.1 Patrons may sign up to receive courtesy notifications via email. The notice is sent 3 days before an item is due, and on the due date.

#### **11.3 Overdue Notification**

11.3.1 An overdue notice by email or mail is made at intervals set by the Library. Failure to receive notices does not excuse any fees imposed on the patron.

#### **11.4 Lost Notification**

11.4.1 After a period of time established by the Library, a notification for lost items and fees owed will be sent out by the Library via email or mail to the patron.

### **12.0 Loss of Borrowing Privileges**

12.1 A patron will be blocked from checking out additional materials when outstanding charges on their account reach or exceed an amount set by the library.

## **POLICY, PROCEDURE AND IMPLEMENTATION cont'd**

12.2 A patron may be blocked from library services if banned from the Library property under the Patron Code of Conduct, or refuses to abide by the terms of this policy.

### **13.0 Waiving Fees**

13.1 Fees may be waived in whole or in part at the discretion of authorized staff in consideration of special circumstances. Details of waived charges may be recorded in a customer's account by staff for future reference.

### **14.0 Collection Agency**

14.1 The Library reserves the right to utilize the services of a collection agency to recover lost materials. A referral fee will be added to any accounts submitted.

### **15.0 Reconsideration / Concerns**

15.1 A patron who has a concern regarding application of this policy and circulation procedures, may request the concerns to be reviewed by the Supervisor of Circulation, who will then make a decision on the matter.

15.2 A patron may request reconsideration of the decision and may request that the matter be referred to the CEO. The final decision concerning circulation policies and procedures rests with the CEO.

### **Attachments**

Schedule A: Circulation Fees

## **RELATED DOCUMENTS AND POLICIES**

Public Libraries Act, R.S.O. 1990, c. P44  
Access to Information and Protection of Privacy Policy

## **DOCUMENT REVISION RECORD**

Developed By: D. Harvie  
Date: 11 May 2021  
Adoption Date: 11 May 2021  
Effective: 01 June 2021  
Resolution No.: 21-43  
Review Cycle: Once Per Term  
Last Reviewed: 11 May 2021

## **SCHEDULE A**

### **Circulation Fees**

#### **Fines Schedule**

The Woodstock Public Library operates under a fine-fee model, and does not impose penalties on overdue library materials, in order to reduce barriers to access, and to promote equity and inclusion in our community.

#### **Fee Schedule**

##### **Lost or Damaged Materials Replacement Fee**

A borrower will be billed for an item that is lost or damaged beyond repair. The amount billed will include a replacement fee and a processing fee. The replacement fee will be the cost of the item as recorded in the Library catalogue except where, in the opinion of Library staff, this cost varies substantially from the current estimated replacement cost of the item. In such cases, Library staff may exercise their discretion in determining the replacement fee.

Processing fee for lost or damaged materials: \$5.00 per item

##### **Library Card Replacement Fee**

Adult: \$2.00 Child: \$1.00

##### **Annual Non-Woodstock Resident Borrower Fee**

Adults \$ 55.00 per person

Students \$ 5.00 per person (Must attend school in Woodstock)

##### **Suspension of Borrowing Privileges**

Borrowing privileges will be suspended for patrons owing \$10.00 or more in fees.