

ST. CATHARINES PUBLIC LIBRARY BOARD**POLICY**

Section: General Number: G3	Subject: Circulation Policy	Motion #: 2005-50 2009-74 2006-63 2011-68 2016-26
Approval Date: 2005-06-16	Effective Date: 2005-06-16	Review: Annual
Notes: Approved at the Board Meeting of June 16, 2005. Amended at the Board Meetings of: September 21, 2006; November 19, 2009; October 20, 2011; March 17, 2016.		

POLICY STATEMENT

The purpose of this policy is to provide the overall framework for material circulation. Only those with a valid library card may borrow material from the collections.

This policy is to be read in conjunction with the *Operational Policy*.

Regulations**Membership**

1. A library card is available free of charge to those who reside or own property within the boundaries of the municipality of the City of St. Catharines.
2. A Library card is available for non-residents for an annual fee. (Appendix 1 – Loan Periods/Fine Policy/Charges and Fees)
3. A replacement fee will be charged for lost or damage library cards. (Appendix 1 - Loan Periods/Fine Policy/ Charges and Fees)
4. Only those with a St. Catharines Public Library Card may borrow material from the collections.
5. Notwithstanding any provision of this policy, the Chief Executive Officer may issue a library card to individuals, groups, institutions, or bodies, whether resident, incorporated or otherwise, upon such terms and conditions as the Chief Executive Officer may determine.

Registration

1. Applicants for library cards, except children under the age of 12 years, must present approved identification and provide registration information before being issued a library card.

2. An application by a child under the age of 12 years shall be made on his/her behalf by his/her parent or legal guardian.
3. Anyone giving false information shall have their library privileges withdrawn.
4. Patrons shall present their library card each time they wish to borrow library material.
5. Patrons accept responsibility for their library card and all items borrowed, and agree to report the loss of the card and any changes in registration information.
6. Patrons remain responsible for any unauthorized use of a lost library card until such time as the loss of the library card is reported to the Library.
7. Patrons will not transfer use of their library card and alter their library card in any way.

Adult Registration (18 years and over)

1. Two pieces of valid identification are required, one of which must include a current address. Valid identification includes: passport, birth certificate, driver's license, health card, Social Insurance card, credit card, student card, and a bill or other piece of formal correspondence that can validate the address.

Teen Registration (12-17 years)

1. One piece of valid identification is required. Valid identification includes: birth certificate, Social Insurance card, student card, bus pass, or driver's license. If the address cannot be validated with a driver's license, staff must verify the address in the phone book or by calling the student's home and speaking with the parent/legal guardian.

Children's Registration (11 years and under)

1. Registration is as per Adult Registration. The parent/legal guardian's name is included in the appropriate field in the patron record, and the parent/legal guardian signs the child's card.

Collection of Personal Information

1. The St. Catharines Public Library collects personal information under the authority of the *Public Libraries Act, R.S.O., 1990, c.P.44, s.23(4)* for the purpose of the management of library services including membership registration, administration of material circulation, service delivery and service planning.
2. For the purposes of the registration of Library members and the administration of material circulation, the Library collects the following types of personal information: name, address, telephone number, date of birth and email address.

3. Personal information collected for these purposes will only be used internally or as set out in the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56.s28(2)*
4. The Library does not keep a record of the items a member has borrowed once the item(s) are returned. The items are deleted immediately from the member's Patron record unless there are unresolved charges. Information is retained for the last borrowers on the Item Record for 90 days should any problems arise with the item.
5. The Library purges member records after a specified period of inactivity (4 years).

Confidentiality of Membership Information

Internal Access to Patron Information

1. All information contained in or developed from the Library's database that pertains to membership records or identified individuals and their borrowing records is confidential.
2. Only authorized on-duty staff have access to patron information.

External Access to Patron Information

1. All information related to members is confidential. Upon presentation and verification of their Library card or other sufficient identification, patrons may query their own records. Members are entitled to know:
 - a) What information is recorded in their member registration files.
 - b) What materials are charged out to them.
 - c) How much money, if any, they owe and why.
 - d) The status of reserves.
2. Patrons may query the records of their minority age children or wards, as per #6 below.
3. No other person is entitled to information contained in the Library's database after the items are returned.
4. Once material is returned to the Library and checked in, the name of the last patron to use the material remains in a background file on the item record (not the patron record) for 90 days for use by authorized Library personnel if problems are identified with the material returned.
5. Information from the Library's database files shall only be released to the police or government agencies upon the presentation of a proper and valid warrant to the C.E.O., or in the absence of a warrant, the information must be documented on the **Disclosure of Personal Information Form** created for this purpose (Appendix 2). Disclosure to be in accordance with Section 32, 32(g) or 32(i) of the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56*.

6. Children have the same privacy and access rights as adults except that section 54(c) of the *Municipal Freedom of Information and Protection of Privacy Act* provides that “Any right or power conferred on an individual by this Act may be exercised if the individual is less than sixteen years of age by a person who has lawful custody of the individual.”
7. If a member brings a Library card that belongs to another member, it implies consent that the member can pick up material on hold for the other person, but it does not allow access to the other information in the member’s record.
8. Records and information held by the Library shall be dealt with in accordance with the provisions of the *Public Libraries Act, R.S.O. 1990, c. P.44*, and the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56*.

Circulation of Materials

1. A patron in good standing may, upon presentation of their library card, borrow circulating material.

Loan Period

1. The regular loan period for most material is 21 days. Some items have shorter loan periods (see Appendix 1-Loan Periods, Fine Policy, Charges and Fees).

Renewal

1. The loan period of circulating items may be extended five times to a maximum of 35 days. Some restrictions apply. (see Appendix 1-Loan Periods, Find Policy, Charges and Fees).

Number of Items Borrowed

1. The maximum number of items that may be borrowed on one library card at any one time is as follows:

Adult/Teen Card

- maximum number of items per card is 50
- maximum number of CDs per card is 20
- maximum number of DVDs per card is 20
- maximum number of items on one subject that can be borrowed at one time is 10

Children’s Card

- maximum number of items per card is 25
- maximum number of CDs per card is 20
- maximum number of items on one subject that can be borrowed at one time is 10

2. Materials restricted by law cannot be borrowed by persons under 18 years of age.

3. The Manager shall have the discretionary authority to determine the number of items that may be borrowed.

Overdue Material

1. Fines are levied for overdue material and vary with item type (see Appendix 1-Loan Periods/Fine Policy/Charges and Fees).
2. Full replacement costs are levied for lost or damaged items.

Overdue Materials Notification

1. Patrons are notified when their material is overdue. The first notice is a telephone call through the automated notification system. The second is a written and final notice.

7 day items – automated call when item is 7 days overdue
– written Final Notice 7 days after call

21 day items – automated call when the item is 14 days overdue
– written Final Notice 14 days after the call

Note: The same notification schedule is followed for patrons who have requested E-Mail notification.

2. Notices for children under the age of 12 are sent to the child in care of the parent or guardian who is registered in the patron database. Notices for all other patrons (12 years and up) go to the patron registered in the patron record.
3. If material is lost, the full replacement value must be paid before borrowing privileges are reinstated.
4. Borrowing privileges may be suspended or limited when in an eight-month period, three unaccounted for catalogued items are claimed returned. The outcome of the investigation will determine the course of action to be followed with respect to reinstatement of privileges.

Damaged Materials and Lost Cards

1. Patrons must report loss of or damage to library materials at the earliest possible opportunity.
2. If damaged material can be repaired effectively, no charge will be levied against the borrower.
3. If the damage to the materials is to the extent that repair and continued use is not possible, the borrower will be charged the full replacement cost.
4. Patrons are held responsible for the materials borrowed on their cards. Lost or stolen cards must be reported immediately.

Suspension of Borrowing Privileges

1. All borrowing privileges are suspended when unpaid charges reach \$10.00 and/or the patron has 10 or more items overdue.
2. Privileges are reinstated upon return of overdue items and payment of fines.

Collection Agency

1. The Library reserves the right to forward any unpaid accounts to an outside collection agency for recovery of materials and fines owed.
2. A service fee of \$10.00 plus applicable taxes is added to the amount owed.
3. The collection agency makes 2 phone calls in a 28 day period as a pre-collection effort.
4. Unpaid accounts for minors under the age of 18 years are sent to the collection agency in care of the parent/legal guardian.
5. If there is no response to the pre-collection effort the Library reserves the right to forward unpaid collection agency accounts and those files that contain incorrect address information to the credit bureau.
6. Unpaid accounts of minors under the age of 12 are forwarded to the credit bureau in the name of the parent or guardian.

Implementation

The Policy shall be implemented by the C.E.O.

Attachment(s): Appendix 1 – Loan Periods/Fine Policy/Charges and Fees
Appendix 2 – Disclosure of Personal Information Form

LS/nb

Policy Reviewed by C.E.O. and Manager of Circulation Services
March 2016 (Policy on Website)

ST. CATHARINES PUBLIC LIBRARY**LOANS PERIODS**

1. Some materials are considered "New" for the first 4 months, and have a 7-day loan sticker.
2. Renewals are only allowed if there are no holds on the item.
3. All Videos/DVDs must be borrowed on an Adult or Teen card.

MATERIAL	LOAN PERIOD	ITEM LIMIT	RENEWAL PERIOD (Max. 5 Renewals)
Adult – DVDs	7 Days	10	7 Days
Children's DVDs	7 Days	10	7 Days
New Adult CDs	7 Days	10	7 Days
Adult CDs And Children's CDs	21 Days	10	7 Days
7-Day New Books And Magazines	7 Days	None	7 Days
21-Day Books – Non-Fiction	21 Days	10 Per Subject	7 Days
Paperbacks and 21 Day Fiction	21 Days	None	7 Days
VIDEO GAMES	7 Days	2	7 Days

FINE POLICY

Please respond to all Overdue & Fines Notices. Unpaid accounts of \$10.00 or more are forwarded to a collection agency and a \$10.00 fee is added.

MATERIAL	BORROWED BY	FINE	MAXIMUM
Adult – Feature Films DVDs	Adult/Teen	\$2.00/Day	\$10.00/Item
Adult – Educational DVDs	Adult/Teen	50 Cents/Day	\$10.00/Item
Children's DVDs	Adult/Teen*	50 Cents/Day	\$10.00/Item
21-Day Children's CDs	Adult/Teen	20 Cents/Day	\$10.00/Item
21-Day Children's CDs	Child	10 Cents/Day	\$10.00/Item
7-Day New Adult CDs	Adult/Teen	50 Cents/Day	\$10.00/Item
7-Day New Adult CDs	Child	25 Cents/Day	\$10.00/Item
21-Day Adult CDs	Adult/Teen	20 Cents/Day	\$10.00/Item
21-Day Adult CDs	Child	10 Cents/Day	\$10.00/Item
7-Day New Books	Adult/Teen	50 Cents/Day	\$10.00/Item
7-Day New Books	Child	25 Cents/Day	\$10.00/Item
21-Day Books	Adult/Teen	20 Cents/Day	\$10.00/Item
21-Day Books	Child	10 Cents/Day	\$10.00/Item
21-Day Magazines	Adult/Teen	20 Cents/Day	\$4.00/Item
21-Day Magazines	Child	10 Cents/Day	\$4.00/Item
7-Day Magazines	Adult/Teen	50 Cents/Day	\$4.00/Item
7-Day Magazines	Child	25 Cents/Day	\$4.00/Item
Paperbacks	Adult/Teen	20 Cents/Day	\$4.00/Item
Paperbacks	Child	10 Cents/Day	\$4.00/Item
VIDEO Games	Adult/Teen	\$2.00/Day	\$10.00/Item

Loan Periods/Fine Policy/Charges and Fees Form

CHARGES AND FEES

• **REPLACEMENT MEMBERSHIP CARDS**

ADULT	\$4.00
CHILD	\$2.00

• **CHARGES FOR DAMAGED ITEMS**

Damaged item	Full Replacement Cost
Damaged AV Case	\$3.00
Damaged or missing Barcode.....	\$1.00

• **NON-RESIDENT MEMBERSHIP FEE**

Fee – Annual	\$75.00
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All persons who wish to borrow material and who are not St. Catharines residents or property owners will be charged an annual fee of \$75.00.

Please respond to all Overdue & Fines Notices. Unpaid accounts of \$10.00 or more are forwarded to a collection agency and a \$10.00 fee is added.

APPLICABLE TAXES WILL BE ADDED TO FEES

**CITY OF ST. CATHARINES
ST. CATHARINES PUBLIC LIBRARY:
Disclosure of Personal Information (to the Police)**

Request from the Niagara Regional Police for Access to Personal Information Held by the St. Catharines Public Library for the Purposes of Law Enforcement as Defined by the *MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (MFIPPA)*.

In accordance with the provisions of the *Act* section 29(1)(b) respecting indirect collection of personal information of an individual to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result, access to the following records is requested:

To be completed by the C.E.O. or Designate:

Employee or Customer Information

Check One:

Employee Information or Customer Information

File Location

Central Library File or Branch Files

General Files or Specific Record Titles

General Files Specific Record Titles

Please describe the records sought.

Description of Records:

To be completed by the Police Officer(s):

Occurrence No. _____

Review Original Documents _____ Copies Requested _____ *Original Requested _____

Signature of Investigating Officer Badge/Identification No. Date

Signature of Investigating Officer Badge/Identification No. Date

* Released on subpoena only/copy of file/record must be retained.

Disclosure of Personal Information (to the Police)

To be completed by C.E.O. or Designate:

The personal information held by the St. Catharines Public Library has been released in accordance with the provisions allowing disclosure of information outside the institution pursuant to section 32 of the *Act*.

Please indicate the circumstances under which disclosure was authorized.

(g) If disclosure is to an institution or a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result;

(i) in compassionate circumstances, to facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased.

Signature of C.E.O. or designate releasing file/record

Date

Return all completed ORIGINAL forms to the C.E.O., St. Catharines Public Library, 54 Church Street, St. Catharines, Ontario L2R 7K2.