

ST. CATHARINES PUBLIC LIBRARY BOARD**POLICY**

Section: General Number: G3	Subject: Circulation Policy	Motion #: 2005-50 2016-26 2006-63 2019-50 2009-74 2019-61 2011-68 2019-70
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, May 16, 2019, June 20, 2019, August 28, 2019		

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, own property, work or study within the boundaries of the municipality of the City of St. Catharines.
2. A Library card is available for all other non-residents for an annual fee. (Appendix 1 – Limits/Loan Periods/Fine Schedule/Charges and Fees)
3. A replacement fee will be charged for lost or damaged Library cards. (Appendix 1 – Limits/Loan Periods/Fine Schedule/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 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 their behalf by the 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 Anyone giving false information shall have their Library privileges withdrawn.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. Photographs or photocopies of Library cards will not be accepted.
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 alter their Library card in any way.

Adult Card Registration (18 years and over)

1. One piece of official Ontario Government photo identification showing correct name and address of residence:
 - Ontario Driver's License,
 - Ontario Photo Card, or
2. Two pieces of valid identification are required, one of which must include a current address. Valid identification includes but is not limited to:
 - Passport,
 - Birth Certificate,
 - Government issued document,
 - Social Insurance Number card or document,
 - Student card,
 - Formal Mortgage, Rental or Lease Agreement,
 - Utility bill or other piece of formal and current correspondence (issued in the last 3 months) that can validate the address.

Teen Card 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 Card Registration (11 years and under)

1. Proof of parent's/legal guardian's address is required (see Adult Card Registration) and one piece of identification for the child to validate their legal name. The parent/legal guardian's name is listed in the patron record, and the parent/legal guardian signs the child's card.

Temporary Card Registration

1. Temporary memberships (valid for 90 days) are available to individuals residing in transitional or temporary housing. Patron must show a piece of valid identification along with documentation of residency from the shelter's administration. Patron will need to bring a new letter to continue membership past 90 days.

Work or Study in St. Catharines Card Registration

1. Full membership privileges are extended to individuals who work or study in St. Catharines. Name identification and address verification as per Adult or Children's Card Registration and proof of one of the following is required:
 - Employment in St. Catharines
 - Enrollment in a St. Catharines educational institution

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 checked out to them.
 - c) How much money, if any, they owe and why.
 - d) The status of items requested.
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-Limits/Loan Periods/Fine Schedule/Charges and Fees).

Renewal

1. The loan period of circulating items may be extended by seven days at a time, up to a maximum of five times. Some restrictions apply. (See Appendix 1 Limits/Loan Periods/Fine Schedule/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

1. Maximum number of items per card is 50.

Children's Card

1. Maximum number of items per card is 25.

Temporary Card

1. Maximum number of items per card is 5.
2. Patrons must be 18 years or older to borrow restricted DVDs rated R or 18A by the Canadian Home Video Rating System.
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- Limits/Loan Periods/Fine Schedule/Charges and Fees).
2. Full replacement costs are levied for lost or damaged items.

Overdue Materials Notification

1. When material becomes overdue, notification schedule is dependent on the item's loan period.

3 and 7 day items:
 - 1st notice at 7 days overdue (via automated telephone call or email)
 - Final notice at 14 days overdue (via mail or email)
 - Item aged to lost and patron billed for item at 21 days overdue (via mail or email)21 day items:
 - 1st notice at 14 days overdue (via automated telephone call or email)
 - Final notice at 28 days overdue (via mail or email)
 - Item aged to lost and patron billed for the item at 42 days overdue (via mail or email)
2. Notices are addressed to patrons, except children under the age of 12 that are sent to the child in care of the parent or guardian who is registered in the child's account.

3. If material is lost, the full replacement value must be paid before borrowing privileges are reinstated.

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 with a balance of \$10.00 or more 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 if balance remains unpaid 21 days following the date an invoice is issued.
3. Unpaid accounts of minors under the age of 18 are forwarded to the collection agency in the name of the parent or guardian.

Implementation

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

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

KS/nb

Policy reviewed by C.E.O. and Manager, Circulation Services August 28, 2019 (Policy on website)

ST. CATHARINES PUBLIC LIBRARY
ITEM LIMITS BY CARD TYPE

Child's Card (0-11 Years)	Teen Card (12-17 Years)	Adult Card (18+ Years)	Temporary Card
25 items <i>Exclusions:</i> DVDs Video Games	50 items <i>Exclusions:</i> Restricted DVDs	50 items <i>No Exclusions</i>	5 items <i>No Exclusions</i>

LOAN PERIODS & ITEM LIMITS

Item Type	Loan Period	Item Limit	Renewals (Maximum 5 Renewals, if not requested)
DVDs – Adult	7 Days	10 (Includes Express Collection)	7 Days
DVDs – Children's	7 Days	10 (Includes Express Collection)	7 Days
Video Games	7 Days	2	7 Days
New CDs	7 Days	10	7 Days
CDs (Adult & Children's)	21 Days	10	7 Days
Audiobooks	21 Days	NONE	7 Days
New Fiction Books	7 Days	NONE	7 Days
Fiction & Non-Fiction Books	21 Days	NONE	7 Days
Magazines – Adult & Teen	7 Days	NONE	7 Days
Magazines – Children's	21 Days	NONE	7 Days
Paperbacks	21 Days	NONE	7 Days
Express Collection	3 Days	Included in DVDs – Adult (10) & Children's (10) limit	NONE

1. **DVDs** with 10 or more requests will decrease to a 4-Day Loan Period (from 7-Days)
2. **Fiction & Non-Fiction Books** with 12 or more requests will decrease to a 7-Day Loan Period (from 21-Days)
3. **New CDs & New Fiction Books** are considered "New" for the first 4 months (labelled with 7-Day loan sticker)
4. Requests cannot be placed on the **Express Collection**

Renewals

To renew material, call our 24/7 Automated Telephone and Message Service at **905-687-4832** from your touch-tone phone or visit our catalogue at: <http://search.stcatharines.library.on.ca/>

FINE SCHEDULE

Item Type	TEEN, ADULT & TEMPORARY CARD		CHILD'S CARD	
	Fine per Item, per Day	Maximum Fines per Item	Fine per Item, per Day	Maximum Fines per Item
DVDs	\$1.00	\$10.00	Cannot borrow on child's card	
Video Games	\$1.00	\$10.00	Cannot borrow on child's card	
New CDs & CDs	\$0.25	\$10.00	\$0.10	\$10.00
Audiobooks	\$0.25	\$10.00	\$0.10	\$10.00
New Fiction Books	\$0.50	\$10.00	\$0.25	\$10.00
Fiction & Non-Fiction Books	\$0.25	\$10.00	\$0.10	\$10.00
Magazines	\$0.25	\$6.00	\$0.10	\$6.00
Paperbacks	\$0.25	\$6.00	\$0.10	\$6.00
Express Collection	\$1.00	\$10.00	Cannot borrow on child's card	

Please respond to all Overdue & Fines Notices.

Unpaid accounts of \$10 or more are forwarded to a Collection Agency and a \$10.00 + HST Fee is added to the account.

Sign up for Email Due Date Reminders and Avoid Fines

- Patrons who have registered to receive hold and overdue notifications via email can now opt in to receive courtesy email due date reminders 3 days before items are due.
- To sign up, visit the Circulation Desk at any branch or call to let us know your email address.
- Due Date reminders are sent as a courtesy and patrons are responsible for monitoring due dates on materials via check-out slip, online patron account, or calling their local branch.
- **Call 905-688-6103, ext. 210 for more information or to sign up.**

CHARGES AND FEES

Memberships	Resident, Property Owner, Works or Studies in St. Catharines .Free Non-Resident Membership (Annual).....\$75.00
Replacement Library Cards	Adult /Teen /Temporary.....\$4.00 Child.....\$2.00
Damaged or Lost Items	Damaged/Lost Item.....Full Replacement Cost Damaged/Lost AV Case.....\$3.00 Damaged/Lost Barcode or Security Tag.....\$1.00
Other	Collection Agency Fee.....\$10.00 + HST

**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.