



Richmond Hill Public Library Board

CIRCULATION POLICY

1.0 Purpose and Scope

The Richmond Hill Public Library Circulation Policy is intended to consolidate all aspects of RHPL policies regarding circulation of materials. The Policy allows Richmond Hill Public Library to serve all customers in an accurate, consistent, equitable and accountable manner.

2.0 Library Membership

2.1 **General**

Richmond Hill Public Library cards are free to all persons who live, work or attend school in Richmond Hill, Aurora, East Gwillimbury, Georgina, King Township, Markham, Newmarket, Vaughan and Whitchurch Stouffville (York Region Public Libraries Partnership (YRPLP)). YRPLP came into effect May 1, 2017.

Children 13 years of age and younger require signed permission of a parent or guardian to obtain a library card. Parents and guardians are responsible for the selection, usage and safe return of library materials borrowed by their children.

Customers are responsible for all materials issue on their card. Signing the library card implies acceptance of and adherence to all the rules and

regulations of Richmond Hill Public Library. The signatory (or the parents/guardians if the cardholder is under 18 years of age) is responsible for all fines and damage or loss of materials.

Changes in personal information such as address, telephone number or email address, as well as loss or theft of library cards, should be reported immediately.

Membership cards are not transferable for use by another person.

2.2 Special Needs Status

People with disabilities as defined by the Accessibility for Ontarians with Disabilities Act may apply for Special Needs Status to be exempt from paying fines on overdue materials (Section 5.7). Applicants must complete a form (Attached: Attachment 6.1).

Special Needs cardholders will still be responsible for lost or damaged materials signed out on their card.

2.3 Non-Resident

There is an annual fee of \$60.00 per person to all non-residents of Richmond Hill (exclusive of YRPLP member libraries).

3.0 Registration

3.1 Requirements

When registering to become a member of Richmond Hill Public Library a phone number is required and personal identity and address must be verified by the Library. Provision of a valid email address is recommended. Current identification (ID) providing name and address must be presented in paper or electronic copy. If non-photo ID two (2) pieces are required.

Adults (18 year of age and over):

- Valid Driver's License
- Ontario Motor Vehicle Permit
- Staff identification or pay stub or direct deposit stub
- Utility bill
- Personal cheque
- Bank statement
- Mortgage, rental or lease agreement
- Any other source of identification that gives the customer's name and current address (preferably photo ID)

Youth (14 – 17 years of age):

- Valid Driver's License
- Report card with address
- Bank statement
- Bill (E.g. cell phone)
- Pay stub or direct deposit stub
- Magazine subscription
- Any other source of identification that gives the customer's name and current address (preferably photo ID)

A youth, who meets the criteria above, may apply for their own library card upon reaching the age of 14, subject to verification of address. Parental responsibility for a youth's fines and penalties continues until the age of 18.

Children (birth – 13 years of age):

- Parents/guardian's identification and proof of address
- Signature of parent/guardian on library card

3.2 Online registration

A Richmond Hill Public Library card can be obtained by all eligible customers by filling in our online form. Upon successful completion your new library card number will be sent to your email address. Use this number along with your chosen PIN to immediately access Richmond Hill Public Library's e-resources. The online registration is valid for sixty (60) days. To ensure continued use please bring your current ID, as noted above, and pick up your library card at your chosen branch location between seven (7) to sixty (60) days from time of registration.

4.0 Library Cards

4.1 Annual Renewal

A customer's library card expires annually. At the time of expiration, the customer's name, mailing address, email address and telephone number are verified.

Annually, all outstanding monies owing to the Library must be paid in full before the customer's library card can be renewed.

4.2 Number of Cards

A registered customer of the Richmond Hill Public Library should have in their possession only one (1) Richmond Hill Public Library Card.

4.3 Lost Library Cards

There is a \$2.00 replacement fee for lost library cards.

5.0 Borrowing Privileges

5.1 General

With your library card you can borrow books, movies, CDs and much more. It gives you access to online databases that support your academic

studies, facilitate your curiosity, and inform your life choices. Your library card also gives you access to downloadable material such as e-books and e-audiobooks, e-magazines, movies and music.

A valid Richmond Hill Public Library card must be presented each time materials are borrowed.

Borrowing of the following materials has age restrictions:

- To borrow DVDs rated “AA” or “PG14”, a customer must be 14 years of age or older;
- To borrow DVDs rated “R” (classified by the Ontario Film Review Board as “admittance restricted to persons 18 years of age and older”), a customer must be 18 years of age or over and must show proof of age upon request.

5.2 Loan periods

The regular loan period for materials is three (3) weeks, unless otherwise specified, as follows:

- | | |
|-------------------------------|---------|
| • DVDs | 7 days |
| • Book Express books | 7 days |
| • High demand materials | 2 weeks |
| • Children’s holiday material | 2 weeks |
| • iPads | 3 hours |

5.3 Loan limits

The Library reserves the right to limit the number of items borrowed.

5.4 Renewals

Most items may be renewed ten (10) times.

The following items can only be renewed two (2) times:

- Children's DVDs
- Music CDs
- Magazines

The following items cannot be renewed:

- DVDs – theatrical/feature films
- Book Express books
- High demand materials
- Materials with holds
- iPads

Renewals may be requested in person, by telephone, or on the Library website.

5.5 Holds

Holds may be placed on eligible circulating materials in person, by telephone, or on the Library website.

When picking up holds, the customer must bring the card on which the hold was placed.

5.6 Return time

All material may be returned to any branch of Richmond Hill Public Library during operating hours. When the Branches are closed, material may be returned via the outside drop box.

Items are due on the date indicated on the receipts provided.

5.7 Fines

Overdue charges are not applicable through December 31, 2021.

5.8 Overdue notification

Customers will be notified when material is four (4) days overdue and at one (1) week, two (2) weeks, and three (3) weeks overdue. When material is four (4) weeks overdue, customers will be billed for material not returned. All bills will be removed if the material is returned in good condition.

5.9 Suspension of Borrowing Privileges

Customers will be notified when their library account reaches \$25 or more in overdue fines and/or bills. All Library privileges will be suspended once this threshold is reached.

5.10 Lost and Damaged Material

Customers are required to report lost or damaged material at the earliest possible opportunity. Customers will be charged when materials claimed to have been returned have not been located within three (3) months.

Charges for lost and damaged materials are based on the full replacement cost including costs to acquire, catalogue and process the item. A non-refundable processing fee of \$5.50 plus HST will be assessed at this time.

Items returned in incomplete or partially damaged condition may result in an appropriate service charge.

Replacement copies or donations in lieu of payment are not accepted.

5.11 Refunds

The time limit for refunds for payment of lost materials is three (3) months from the date of payment. Customers must produce their receipt to receive the refund.

5.12 Interlibrary Loan Materials

The borrower is responsible for the full replacement cost of lost or damaged items, as assessed by the lending library. Outstanding balances for these charges will be reflected on the customer's record and RHPL policies regarding delinquent accounts will apply.

5.13 Electronic resources

Loan periods and borrowing limits as specified on the vendor's site (e.g. Overdrive, cloudLibrary, Hoopla).

5.14 Collection Agency

It is the responsibility of the customer to ensure that all materials are returned on time. RHPL employs a third-party collection agency to help encourage customers with overdue materials and/or bills to return Library materials or pay bills in arrears. The prompt return of Library materials enables their availability for other customers.

A non-refundable administrative fee of \$20.00 is added to all customer accounts sent to the collection agency. All fines and fees must be paid in full in order to reinstate borrowing privileges.

6.0 Attachments

6.1 Application for Special Needs Status

7.0 Related Policies

1. Fines and Service Charges (April 2018)
2. Code of Conduct – Customer (December 2014)
3. Visiting Library Service Policy (May 2018)

Enriching Your Connections, Choices and Community

Dates	Motion #
Approval Date: September 22, 2020	# 20:52
Date of Last Revision: April 3, 2020	# 20:31

NOTE: Copies of Application for Special Needs Status (Attachment #1) available at any branch of Richmond Hill Public Library.