Richmond Hill Public Library Board

CIRCULATION POLICY

1.0 Purpose and Scope

The Richmond Hill Public Library *Circulation Policy* applies to all customers of the Richmond Hill Public Library. It allows Richmond Hill Public Library to serve all customers in an accurate, consistent, equitable, and accountable manner.

2.0 Library Membership

2.1 General

Customers are responsible for all materials issued on their card. Signing the library card, or accepting our terms online, implies acceptance of and adherence to all the rules and regulations of Richmond Hill Public Library. The signatory (or the parent/guardian if the cardholder is under 18 years of age) is responsible for all fees, damage charges 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, must be reported immediately.

Membership cards are not transferable for use by another person.

Amounts for any charges or fees can be found in the *Fees and Service Charges Policy*

2.2   Eligibility

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)).

3.0   Registration

3.1   Requirements

When registering to become a member of Richmond Hill Public Library confirmation of eligibility must be provided and verified either in person or online. To receive a free card, proof of current personal identification (ID) that provides name and address is required, as well as proof of working or going to school in York Region if living outside the region. Provision of a valid email address is recommended.

If non-photo ID is used then two (2) pieces of ID are required. For those who work or go to school in York Region but do not live within it, staff identification, pay stub, student card or report card are examples of proof of eligibility.

To obtain a library card for a child (age 0 – 13 years) a parent/guardian's identification and proof of address as well as the signature of the parent/guardian on the child's library card are required.

4.0   Library Cards

4.1   Card Types

Child (0 – 13 years of age)

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.

Student (14 – 17 years of age)

A student/youth (14 -17) may apply for their own library card without signed consent of a parent or guardian, subject to verification of address. Parental responsibility for a youth's penalties continues until the age of 18.

Adult (18 years or older)

4.2   Additional card types

Visitor Card

Customers who are residing in Richmond Hill temporarily without a proof of a permanent address in Richmond Hill can obtain a Library card for a monthly fee up to a total of six (6) months, after which the non-resident annual fee would apply. Proof of identity and permanent address are required as well as your temporary local address.

Non-Resident Card

There is an annual per person fee per for all non-residents of Richmond Hill (exclusive of YRPLP member libraries) who wish a Library card for longer than six (6) months. Non-resident cards expire annually.

Ease of Access Card

Customers who are not able to provide proof of address may obtain a Library card that allows full access to RHPL's e-resources and computers but limited physical materials. Up to 5 holds and 5 physical materials (with the exception of iPads and Chromebooks) may be borrowed at a time on this card. Further materials may be borrowed upon return of previously borrowed material. Use of the physical collection will be suspended if material is lost or damaged.

Ease of access cards expire biennially and need to be applied for in person with proof of identity. If address requirements are later supplied the card can be converted to a regular card.

4.3 Biennial Renewal

With the exception of the additional cards previously noted, a customer's library card expires biennially. At the time of renewal, the customer's name, mailing address, email address (if any) and telephone number (if any) need to be verified online or in person. Students, children, and customers living outside York Region will need to renew in person.

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

4.4 Number of Cards

A registered customer of the Richmond Hill Public Library may only have one (1) Richmond Hill Public Library Card assigned in their name and must report any card loss to the Library as soon as they are aware. Customers are responsible for all outstanding monies or materials on any card found in their name.

4.5 Lost Library Cards

There is a replacement fee for lost library cards.

5.0 Borrowing Privileges

5.1 General

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

Loan periods, limits, renewals, holds, age restrictions, notifications and their frequency, and return times are all noted in detail on our website www.rhpl.ca

5.2   Suspension of Borrowing Privileges

Customers will be notified when their library account reaches $25 or more in bills. All Library privileges will be suspended once this threshold is reached. Library privileges are restored once material is returned or monies paid put the account below $25. If the account is up for renewal the account needs to be paid in full in order to renew and restore full privileges.

5.3   Lost and Damaged Material

Customers are required to report lost or damaged material at the earliest possible opportunity.

A customer will be charged full replacement cost for any lost or damaged material. Full replacement cost for a claimed returned material, a material that a customer believes they have already returned, will be charged if the material has not been found by the Library 3 months after it was claimed to have been returned.

Charges for lost, damaged, or claims returned materials are based on the full replacement cost including costs to acquire, catalogue and process the item. A non-refundable processing fee plus HST will also be charged at this time.

Material will be considered lost and billed when it is four (4) weeks overdue. All bills will be removed if the material is returned in good condition.

Items returned in incomplete or partially damaged condition will result in the assessment of costs needed to return the title to a condition suitable

for loan. In some cases, the full replacement fee and the non-refundable processing fee plus HST will be charged.

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

5.4   Refunds

If a customer finds, and returns in good condition, lost material that they have already paid for they are eligible for a refund. 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.

5.5   Interlibrary Loan Materials

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

Customers who do not pick up their requested interlibrary loan in the time-frame given will be charged a service fee.

5.6   Collection Agency

RHPL employs a third-party collection agency to help facilitate the return of lost material and/or payment of bills in arrears.

A non-refundable administrative fee is added to all customer accounts sent to the collection agency. All monies owed must be paid in full in order to reinstate borrowing privileges.

6.0   <u>Related Policies</u>

1. Fees and Service Charges (September 2020)
2. Code of Conduct – Customer (December 2014)

3. Visiting Library Service Policy (May 2018)

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Dates	Motion #
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