

USE REGULATIONS POLICY

THE WHITCHURCH-STOUFFVILLE PUBLIC LIBRARY

BOARD APPROVED – NOVEMBER 6, 2008

REVISED AND BOARD APPROVED - DECEMBER 4, 2008

REVISED AND BOARD APPROVED – JUNE 4, 2009

REVISED AND BOARD APPROVED – NOVEMBER 4, 2009

1. LIBRARY CARDS

Membership is free to persons who live in the Town of Whitchurch-Stouffville, plus non-residents paying business tax/property tax or working in the community; students attending school in Whitchurch-Stouffville and residents living in the municipalities of Markham, East Gwillimbury, Georgina, King, Pickering and Uxbridge (because of reciprocal borrowing arrangements). Residents include summer residents.

The library will be readily accessible and its doors open for free and equal use by all members of the community regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, same sex partnership status, family status, receipt of public assistance, or disability in accordance with the Ontario Human Rights Code. No admission will be charged for the categories of individuals listed in section one for admission to the library, for use of the library's materials in the library, for borrowing circulating materials, or for use of the basic reference and information services.

Non-residents, other than those listed in section one, can obtain a library card through the payment of an annual fee of \$26.00.

A library card is issued upon presentation of valid identification showing current address, and must be signed before it can be used. Cards are renewed annually. A library card may be renewed upon the clearance of all outstanding fines.

Library cards may be issued to all persons, but children under the age of 16 will only be issued a library card upon the signed authorization of a parent or guardian.

It is the responsibility of the customer to inform the library of: name change, change of address, change of phone number, change of email address, change of status – ie child, teen, young adult.

It is the responsibility of the customer to inform the library of a lost library card. Without notification, items loaned on the card are the responsibility of the card owner.

Lost or damaged cards can be replaced upon the payment of all outstanding fines and a \$5.00 replacement card fee.

2. BORROWING MATERIALS

A customer must present their library card each time materials are borrowed.

A customer is responsible for all materials borrowed on his/her card.

It is the responsibility of the customer to inform the library at the earliest possible time of lost materials. (See Item # 4)

The following borrowing periods are in effect: books, compact discs, magazines - 3 weeks

DVD's and Computer Games - seven days

Materials in high demand - seven days

Borrowing restrictions include: two titles per subject area.

Non-circulating materials; namely, reference materials, research materials, government documents and current issues of magazines can be used within the library facility only.

Vacation loans are provided for books, cds and magazines, thereby allowing an additional three week loan period, with the exception of high demand materials.

Fines will be levied for late returns. Refer to Charges Policy for fine rates.

A customer will be denied use of their library card when the overdues/fines transactions reach the \$10.00 point.

3. REFERENCE SERVICES

Priority is given to reference questions in person. Email, phone and mail requests for basic reference services are accepted. In-depth research is not provided.

4. LOST/DAMAGED MATERIALS

A customer will be charged the replacement cost of the lost item, which is listed in the library's on-line catalogue, plus administrative costs, case, etc. and fines to date. A bill will be created once an item is overdue 60 days. A receipt will be issued upon payment for the lost item by the customer. It is the responsibility of the customer to keep this receipt in order to obtain a refund if the lost item is subsequently found within 12 months of the original due date.

A customer who has paid for a lost item which is subsequently found will be reimbursed for the lost item and the administrative fee. Fines will not be reimbursed.

Reimbursement will be **within twelve months of the due date** and will be refunded by cheque.

Damaged items will be assessed on an individual basis. Materials that can be repaired by library staff will be done so free of charge. Customers will be charged the replacement cost, plus an administration fee, case, etc. of any items beyond repair.

5. RESERVES

There is no charge for reserves. Reserves are taken for the general collection, with the exception of dvd's, computer games, and magazines.

6. RENEWALS

There is no charge for renewals. Renewals may be made in person, by phone or on-line with the exception of short term loans. One renewal only is permitted.

7. INTER- LIBRARY LOANS

The Whitchurch-Stouffville Public Library adheres to the guidelines as set out by the Southern Ontario Library Service. The Inter Library-Loan service is provided to supplement the basic adult and juvenile collections. Current titles and materials in high demand are not inter-loaned.

Duration of the loan is determined by the lending library. Renewals may be requested a few days in advance of the due date, although the item may be recalled by the lending library. There is no charge for advance cancellation of an inter-loan; however, a customer is asked to inform the library as soon as possible if an item is no longer needed.

The customer is responsible for all materials inter-loaned. The customer is charged the replacement cost of lost or damaged items. Delivery and miscellaneous charges incurred by the Whitchurch-Stouffville Public Library will be passed on to the customer. Library customers who do not pick up inter-library loans upon notification will be charged a fine of \$5.00 per item. The Library will not request an item on inter-library loan if a copy of the material is owned by the Library.

8. COPYRIGHT LEGISLATION

A customer must agree to comply with current copyright legislation.

9. VIDEO VIEWING LEGISLATION

A customer must agree to comply with current video viewing legislation.

10. FACILITY AND EQUIPMENT USE

Excessive noise and inappropriate behaviour will not be tolerated in the library facility. Abuse or improper use of library equipment will not be allowed. A customer will be asked to leave the facility if the unsuitable behaviour continues after a verbal warning has been issued.

A customer must present his/her library card each time a workstation is booked. It is the responsibility of the internet user to abide by the Internet Access and Use Policy of the library.

11. ON-LINE ACCESS TO ELECTRONIC PRODUCTS

A customer with a valid library card can access resources from work, home or school via the library's web site (www.whitchurch-library.on.ca). An account with password must be set up. Electronic products include reference publications, health research information, international and Canadian magazines and newspapers, the World Almanac, Book of Facts , e-books on a variety of topics, and downloadable audiobooks.

12. CONFIDENTIALITY

Information supplied by a customer will be subject to the Freedom of Information/Protection of Individual Privacy Act.