



## **AURORA PUBLIC LIBRARY BOARD**

### **CIRCULATION AND FEES POLICY**

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#### **1. PURPOSE**

The Aurora Public Library (the Library) Circulation Policy allows the Library to serve all customers in an accurate, consistent and accountable manner, and supports staff in providing equitable service.

#### **2. LIBRARY MEMBERSHIP**

##### 2.1 General

Membership is free to all who live, work, attend school or own property in Aurora or any York Public Library Network (YPLN) library – Markham, Newmarket, Richmond Hill and Vaughan. Additional reciprocal borrowing agreements are considered upon request.

Children 13 years of age and under require the permission of a parent/guardian.

A member's library card expires bi-annually. At that time, the member's name, address and telephone number are verified. All outstanding monies owed to the Library must be paid in full before the member's library card can be renewed.

A registered member should be in the possession of only one (1) Aurora Public Library card. A second library card may be issued for children of divorced/separated parents; a separate card for use with each caregiver.

The replacement fee for a lost library card is \$3.00.

##### 2.2 Non-Residents

There is an annual fee of \$60.00 per person for those who do not live, work, attend school or own property in Aurora (exclusive of participants in a reciprocal borrowing agreement).

Temporary Aurora residents may apply for a three (3) month membership and will be charged a deposit of \$20.00 which is refunded upon the return of all materials and the membership card including receipt for the deposit.

Customers in temporary housing in Aurora (e.g. shelters or hostels) who are unable to provide a permanent address may borrow three (3) print materials at a time and must renew their card every three (3) months. A letter from the shelter on letterhead is required to confirm residency.

### **2.3 Registration**

In order to register as a member of Aurora Public Library a phone number is required and personal identity and address must be verified by the Library. Current identification providing name and address must be presented:

#### **Adult (18+ years of age)**

Driver's Licence	Bank statement
Pay stub or Direct Deposit stub	Ontario Motor Vehicle Permit
Utility bill	Mortgage, rental or lease agreement
Personal cheque	

*Or any other source of identification that gives the customer's name and current address (preferably photo ID)*

#### **Youth (14 – 17 years of age)**

Driver's Licence	Bill (cell phone)
Report card with address	Pay stub or Direct Deposit stub
Bank statement	Magazine subscription

#### **Children (Birth – 13 years of age)**

Parent's identification and proof of address

Signing the library card implies acceptance of and adherence to all the rules and regulations of the Library. The signatory is responsible (or the parent/guardian if the cardholder is under 18 years of age) for all fines and damage or loss of materials.

### **2.4 Borrowing Privileges**

A valid library card must be presented each time materials are borrowed.

Members are responsible for all materials issued on their card.

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.

Parents/guardians are responsible for the selection, usage and safe return of Library materials borrowed by their children.

Library cards are not transferable for use by another person. In addition to having a valid library card, the borrowing of the following materials has age restrictions:

- To borrow Blu-rays/DVDs, a member must be 14 years of age or older
- To borrow "R" rated Blu-rays/DVDs (classified by the Ontario Film Review Board as "admittance restricted to persons 18 years of age and older"), a member must be 18 years of age or over and must show proof of age upon request

## **2.5 Loan Period**

A standard loan period of three (3) weeks exists for materials borrowed except for those materials for which special loan periods have been established (Schedule 4.1.5)

## **2.6 Loan Limits**

The Library reserves the right to limit the number of best seller, popular or seasonal materials borrowed, or categories in which there are limited holdings.

The total number of items that can be borrowed on a single library card at any one time is 100.

## **2.7 Renewals**

All items may be renewed five (5) times except for:

- Items with holds
- Bestseller Express and Video Games
- High demand materials
- Another library's materials (ILLO) unless authorized by the lending library

Renewals can be requested in person, by telephone or through the library website at [www.aurorapl.ca](http://www.aurorapl.ca) or catalogue [www.aurora.bibliocommons.ca](http://www.aurora.bibliocommons.ca).

## **2.8 Holds**

Most library materials may be reserved in person, by telephone, or through the library website at [www.aurorapl.ca](http://www.aurorapl.ca) or catalogue [www.aurora.bibliocommons.ca](http://www.aurora.bibliocommons.ca). (Schedule 4.1.5)

The maximum number of holds at one time is 100.

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

## **2.9 Returns**

All material may be returned to Aurora Public Library during operating hours. When the Library is closed, material may be returned via the outside drop box.

A book drop is also available at the Aurora Go Station, 121 Wellington St E., northwest corner, beside the bike racks.

## **2.10 Overdue Fines**

Failure to receive courtesy email notification for materials coming due does not absolve the borrower of the responsibility to return items by their due date.

Overdue fines are assessed on the basis of the borrower type and are applicable to all circulating materials (Schedule 4.2).

Clients of the Visiting Library Service are not charged overdue fines but are charged for lost or damaged materials.

## **2.11 Overdue Notification**

Members will be notified when material is ten (10) days overdue and three (3) more times thereafter. When material is six (6) weeks overdue, members will be billed for material not returned.

Delinquent accounts may be forwarded to a collection agency. An additional \$20.00 service charge is levied for each overdue account referred to the collection agency.

## **2.12 Suspension of Borrowing Privileges**

All privileges will be suspended when members have fines and/or overdue materials in excess of \$20.00 (adults) or \$10.00 (children). Privileges will be reinstated when the charges are paid.

All monies owed to the Library must be paid in full before a library card may be renewed.

## **2.13 Lost and Damaged Material**

Members shall report lost or damaged material at the earliest possible opportunity.

The charge for materials that are not returned, are lost or damaged, is based on the full replacement cost including the cost to acquire, catalogue and process the item. A non-refundable \$5.00 plus HST processing fee will also be assessed.

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

## **2.14 Refunds for Lost Materials**

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

## **3. OTHER SERVICES**

### **3.1 Copying of Material**

Aurora Public Library adheres to the laws of Canada governing the copying of all materials. The Library retains a copying license for public libraries through Access Canada, a non-profit organization formed and run by Canada's leading associations of creators and publishers. The Library operates within the terms and conditions of this license and makes every effort to ensure customers and staff do likewise.

Use of photocopiers to reproduce all or a substantial part of work protected by copyright is governed by the Canadian Copyright Act. Copying of a work or a substantial part of a work protected by a copyright requires the permission of the copyright owner. No parts of some work, such as music, can be copied without permission. However it is not an infringement of copyright to "deal fairly" with some works for the purpose of private study, research, criticism, review or newspaper summary. The responsibility of determining whether permission is required, and then obtaining permission, is that of the person making the copy and not the Library. Staff will neither participate in nor condone infringements of copyright. The Copyright Act is available at Information Services should further information be required.

### **3.2 Printing**

Printing is available from photocopiers, laser printers and the microfilm/microfiche readers (Schedule 5.4). 3D printing is also available. Please ask staff for assistance.

### **3.3 Proctoring**

Proctoring services are available to residents of Aurora who are registered members of the Library with due notice to staff during regular library hours of service. Residents from other municipalities seeking this service from Aurora Public Library will be charged \$25.00 inclusive of HST (Schedule 5.8).

### **3.4 Program registration**

Fees for some programs are set in order to recover the cost of external resource people and materials and are determined on an individual basis. A surcharge of \$10.00 is levied for each non-member who registers for a

Library program. In addition, for preschool registered programs registration for non-residents occurs after registration for residents.

An administration fee of \$5.00 will be levied for each requested registration fee refund. If applicable program fees are less than \$5.00, there will be no refund.

#### **4. Schedules**

##### **4.1 Borrowing Privileges and Restrictions**

###### **4.1.1 Blu-ray/DVD**

- available to members 14 years of age and older
- restricted Blu-ray/DVD available to persons 18 and over

###### **4.1.2 Electronic Equipment**

- available to youth and adult borrowers
- youth borrowers must obtain authorization from parent/guardian

###### **4.1.3 Suspension**

When the customer:

- has more than \$10.00 (children) or \$20.00 (adult) in fines or charges, which includes both unpaid fines on returned materials and fines accruing on items not yet returned, or
- account has been referred to a collection agency.

###### **4.1.4 Limits**

Maximum number of items checked out (including audiobooks, Blu-rays, books, CDs, DVDs, video games) at one time

100

Maximum number of holds at one time

100

#### 4.1.5 Holds, Loan Periods and Renewals

##### Schedule of Hold Permissions, Loan Periods and Renewals

<b>Material</b>	<b>Can a Hold be Placed?</b>	<b>Loan Period</b>	<b>Renewal Loan Periods</b>
Audiobook	Yes	21 days	5 renewals
Bestseller Express (Books)	No	7 days	0 renewals
Bestseller Express (Movies)	No	3 days	0 renewals
Blu-Ray	Yes	7 days	5 renewals
Book	Yes	21 days	5 renewals
CD	Yes	21 days	5 renewals
Digital Equipment	No	Return 30 minutes before closing	0 renewals
DVD	Yes	7 days	5 renewals
eContent	Determined by licensing agreement	Determined by licensing agreement	Determined by licensing agreement
Fast track books	Yes	14 days	0 renewals
Magazines	Yes	21 days	5 renewals
Pedometer	Yes	21 days	5 renewals
Reference Material	No	In Library use only	n/a
Video Games	Yes	7 days	0 renewals
Watt Readers	Yes	21 days	5 renewals

#### 4.2 Fines

##### Schedule of Fines Per Day and Maximum Fines for Each Borrower Type

<b>Borrower Type</b>	<b>Fine Amount Per Day Per Item</b>	<b>Maximum Per Item for each Loan Period *</b>	<b>Maximum Fine Per Account</b>
Adult	\$0.25	\$3.00	\$20.00
Children	\$0.05	\$3.00	\$10.00

\*Note that each renewal is considered another loan period.

### **4.3 Electronic Equipment Fines**

\$1.00 per hour

### **4.4 Use of a Collection Agency**

\$20.00 plus HST for accounts owing

## **5. Charges**

### **5.1 Non-Resident Membership**

\$60.00 per person for 12 months

### **5.2 Replacement card**

\$3.00 for replacement card

### **5.3 Lost item/Digital equipment**

Invoiced price plus \$5.00 processing fee + HST

### **5.4 Photocopying and printing**

Black and white - \$0.15 + HST

Black and white (11" x 17") - \$0.30 + HST

Colour - \$0.50 + HST

Microfiche/film copier - \$0.25 + HST

3D Printing - \$1.00 + cost recovery per minute charge + HST

### **5.5 Damaged Materials**

Invoiced price plus \$5.00 processing fee + HST

### **5.6 Refund**

Limit of three (3) months for materials refund. Full refund of invoiced price but not fines.

### **5.7 NSF cheque**

\$40.00

### **5.8 Proctoring**

Proctoring services free to Aurora residents, otherwise a \$25.00 (including HST) fee is charged.

### **5.9 Program registration**

Cost recovery for use of external resource people and materials

Administration fee of \$5.00 for each requested registration fee refund (no refund if program cost is less than \$5.00).

### **Related Policies**

1. Payment and Refund Policy
2. Proctoring Policy

Approved Date:	March 9, 2016	Motion #:	16.03.23
Effective Date:	April 1, 2016		
Date of Last Revision:	October 17, 2012		