



AURORA PUBLIC LIBRARY

CIRCULATION AND FEES POLICY

1. **PURPOSE**

The Aurora Public Library (the Library) Circulation and Fees 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 Region municipality (as per YRPLP Agreement).

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

A member's library account expires biennially. 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 account can be renewed.

A registered member should be in the possession of only one (1) Aurora Public Library account. A second account may be issued for educator use and for children of divorced/separated parents; a separate account 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 York Region.

Temporary 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 (e.g. shelters or hostels) who are unable to provide a permanent address may borrow three (3) print materials at a time, unlimited e-resources and must renew their account every three (3) months. A letter from the shelter on letterhead is required to confirm residency and to waive the \$20 deposit.

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.

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.

Current identification providing name and address must be presented:

Adult (18+ years of age)

| | |
|--------------------------------|-------------------------------------|
| Driver's Licence | Ontario Motor Vehicle Permit |
| Ontario Photo ID card | Mortgage, rental or lease agreement |
| Pay stub or Direct Deposit PDF | |
| Utility bill | |
| Bank statement | |

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 | Report card with address |
| Ontario Photo ID card | Pay stub or Direct Deposit PDF |
| Bill (ex. cell phone) | Bank statement |

Children (Birth – 13 years of age)

Parent's identification and proof of address
Date of birth of child (birth certificate, passport, etc.)

Educators who qualify for free membership may open a second account to keep their professional borrowing separate from their personal borrowing. The named individual is still personally responsible for all borrowing and the same fines and fees apply to both accounts. To qualify, educators must have a personal membership account in good standing, plus produce any of the following forms of ID:

Educator Account

Pay stub, direct deposit, T4 from school, daycare, etc.
Employment letter on school, daycare letterhead
School security pass with photo ID
Registered homeschool papers with Ontario Ministry of Education

2.4 Borrowing Privileges

A valid library account must be presented (via library card, barcode in library app, or sufficient ID) in order to borrow any material.

Members are responsible for all materials issued on their account. Notify the library immediately if a card is suspected lost or stolen.

Changes in personal information such as address, telephone number or email address should be reported immediately.

Parents/guardians are responsible for the selection, usage and safe return of Library materials borrowed by their children under 18 years of age.

In addition to having a valid library account, the borrowing of the following materials has age restrictions:

- To borrow Blu-rays/DVDs rated "R", or Video Games rated "Mature" (as classified by the Ontario Film Review Board and the Entertainment Software Rating Board) 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 bestseller, popular or seasonal materials borrowed, or categories in which there are limited holdings (Schedule 4.1.4).

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

2.7 Renewals

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

- Items with holds
- Bestseller and Express titles
- High demand materials
- Book Club Kits
- Another library's materials (ILLO) unless authorized by the lending library

Each renewal is considered a new loan period for the calculation of any overdue fines.

Renewals can be requested in person, by telephone, through the library website at www.aurorapl.ca, catalogue www.aurora.bibliocommons.ca or APL app (Android or Apple).

2.8 Holds

Most library materials may be reserved in person, by telephone, through the library website at www.aurorapl.ca, catalogue www.aurora.bibliocommons.ca or APL app (Android or Apple) (Schedule 4.1.5).

The maximum number of holds at one time is 30.

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

2.9 Returns

Customers are responsible for ensuring all material is returned, by the due date, to Aurora Public Library. Material may be returned inside during operating hours or via the outside drop box.

A return bin is also available at the Aurora GO Station, 121 Wellington St E., northwest corner, beside the bike racks. All material returned to the GO Station is backdated to the date of last pickup.

2.10 Overdue Fines

Failure to receive courtesy email or telephone 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 material type, regardless of the age of the borrower (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 two (2) 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 +HST 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. Privileges will be reinstated when the charges are paid.

All monies owed to the Library must be paid in full before a library account may be renewed. The Library accepts cash, cheque, debit and credit in-person at the service desk. For your convenience, the Library also accepts credit card payments over the telephone and debit and credit payments at the Self-Checkout stations.

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 are damaged is based on the full replacement cost including the cost to acquire, catalogue and process the item.

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 staff and customers 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 and laser printers (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 \$30.00 inclusive of HST (Schedule 5.8).

3.4 Program registration

Program fees may be levied on a cost-recovery basis, to cover the cost of external resource people and materials.

Refunds to program registration fees are subject to an administration fee of \$5.00 (no refund if program cost is less than \$5.00).

4. SCHEDULES

4.1 Borrowing Privileges and Restrictions

4.1.1 Blu-ray/DVD

- Children (0-13) may borrow Blu-ray/DVDs and Video Games from the Juvenile collections only
- Restricted Blu-ray/DVDs are available to persons 18 and over

4.1.2 Electronic Equipment

- Available to borrowers 6 years of age and older

4.1.3 Suspension

When the account:

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

4.1.4 Limits

Schedule of Maximum Number of Items per Account

| Material Type | Max per account |
|--|-----------------|
| Total combined items checked out at one time | 100 |
| Book Club Kits | 2 |
| Bestseller Express Movies | 3 |
| Video Games | 5 |

4.1.5 Holds, Loan Periods and Renewals

Schedule of Hold Permissions, Loan Periods and Renewals

| Material Type | Holds | Loan Period | Renewals |
|-----------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| 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 |
| Book Club Kit | Yes | 42 days | 0 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 | No | 21 days | 5 renewals |
| Nature Backpack | Yes | 21 days | 5 renewals |
| Pedometer | Yes | 21 days | 5 renewals |
| Reference Material | No | In-Library use only | N/A |
| Video Games | Yes | 21 days | 5 renewals |
| Watt Readers | Yes | 21 days | 5 renewals |

4.2 Fines

Schedule of Fines per Day and Maximum Fines per Item

| Material Type | Fine Amount Per Day Per Item | Maximum Per Item Each Loan Period * |
|-------------------------------|------------------------------|-------------------------------------|
| Adult books & magazines | \$0.25 | \$3.00 |
| Adult and Young Adult A/V | \$0.25 | \$3.00 |
| Young Adult books & magazines | \$0.05 | \$1.00 |
| Juvenile A/V | \$0.05 | \$1.00 |
| Juvenile books & magazines | no fines | no fines |

A/V includes DVDs, BluRay, music CDs, audiobooks, and video games

*Note that each renewal is considered another loan period

4.3 Electronic Equipment Fines

\$1.00 per hour overdue

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 HST, if applicable

5.3.1 Refund

Limit of three (3) months for refund on lost materials, once returned.
Full refund of invoiced price, but not overdue fines.

5.4 Damaged Materials

Invoiced price plus HST, if applicable

5.5 Photocopying and Printing

Black and white - \$0.15 + HST

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

Colour - \$0.50 + HST

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

5.6 NSF Cheque

\$40.00

5.7 Proctoring

Proctoring services are offered free to Aurora residents; otherwise a \$30.00 (including HST) fee is charged.

Related Policies

1. Proctoring Policy

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|--------------------------------------|--------------------|
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