



# AURORA PUBLIC LIBRARY

## MEMBERSHIP AND BORROWING POLICY

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### **1. PURPOSE & SCOPE**

This policy applies to all users of Aurora Public Library.

The Library's Membership and Borrowing Policy will:

- Provide a mechanism for ensuring the equitable access and fair use of collections and services;
- Establish rules and regulations that are consistent with the principles of financial accountability and the Library's responsibility to its stakeholders;
- Be administered in a manner that considers the individual accessibility needs of all members and respects the principles of dignity, equal opportunity and integration.

### **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 every two (2) years. Business, Student and Non-Resident memberships expire every year and require proof of eligibility to renew. To renew their account, a member must provide address and photo identification to verify their account information. All outstanding fees must be paid in full before the member's library account can be renewed.

A registered member can only have one 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 membership fee of \$80.00 per person for those who do not live, work, attend school or own property in York Region. A three-month (3) membership will cost \$20.00 per person.

Non-resident library cards may have service restrictions around the use of eResources. The Library will provide as much access as is allowed within the limits imposed by license and service agreements.

## **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 a 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 fees and damage or loss of materials.

Current identification providing name, address and photo must be presented:

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

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

### **Youth (14 – 17 years of age)**

- Driver's Licence
- Ontario Photo ID card
- Bill (ex. cell phone)
- Report card with address
- Pay stub or Direct Deposit PDF
- Bank statement

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

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

## **2.3a Customers in Temporary Housing**

Customers in temporary housing who are unable to provide a permanent address may borrow two (2) print materials at a time, and access eResources. They must renew their account every three (3) months. A letter from the shelter on letterhead is required to confirm residency.

### **2.3b Educator Account**

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 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:

- 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 via library card, barcode in library app, or sufficient ID is required 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.

### **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
- Seasonal material

- Book Club Kits
- Another library's materials (ILLO) unless authorized by the lending library

Renewals can be requested in person, by telephone, through the library website at [aurorapl.ca](http://aurorapl.ca), or using the APL app.

## **2.8 Holds**

Most library materials may be reserved in person, by telephone, through the library website at [aurorapl.ca](http://aurorapl.ca), or using the APL app.

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.

## **2.10 Overdue Notification**

Members will be notified when material is seven (7) days overdue and two (2) more times thereafter. When material is 31 days 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.

## **2.11 Suspension of Borrowing Privileges**

All privileges will be suspended when members have overdue materials in excess of \$20.00 or ten (10) late items. Privileges will be reinstated when the charges are paid and/or materials are returned.

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

## **2.12 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.

## **2.13 Refunds for Lost Materials**

Refunds for lost materials that have been paid for is limited to 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 in the Library should further information be required.

### **3.2 Printing**

Printing is available from photocopiers and laser printers (Schedule 5.4). 3D printing is also available.

## **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 18 years of age and older.

#### 4.1.3 Suspension

When the account:

- has more than \$20.00 in charges, which includes lost material or has more than 10 items that are overdue;
- 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

Material Type	Holds	Loan Period	Renewals
Audiobook	Yes	21 days	5 renewals
Bestseller Express (Books)	No	7 days	0 renewals
Bestseller Express (Movies)	No	7 days	0 renewals
Blu-Ray & DVD	Yes	21 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

eContent	Determined by licensing agreement	Determined by licensing agreement	Determined by licensing agreement
High Demand material	Yes	14 days	0 renewals
Magazines	No	21 days	5 renewals
Backpacks	Yes	21 days	5 renewals
Pedometers	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

## **5. CHARGES**

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

\$80.00 per person for 12 months or \$20 per person for 3 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.

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

\$20.00 plus HST for accounts owing.

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