

Ajax Public Library

Membership and Circulation Policy



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1. Purpose

To communicate the requirements and responsibilities of Library membership and borrowing privileges for all residents of Ajax and the Region of Durham. To make materials widely available to the community, maximize use of collections and services, and facilitate requests for materials. To provide a system for ensuring equitable access and fair use of collections and services, and to adhere to the Public Libraries Act (R.S.O. 1990, chapter P.44 which states in Section 23) that libraries are to be open to the public; that every board shall allow the public to reserve and borrow circulating materials free of charge; and, that the public shall use, without charge, a level of reference and information services that the board considers practicable.

2. Definitions

- 2.1. **Library Customers:** A member of the public, regardless of whether they are a registered Library cardholder who uses Library facilities, services, or resources.
- 2.2. **Library Card:** A library card, whether physical or digital, is issued by the library to identify the cardholder as authorized to borrow library materials, subject to the library's borrowing conditions. An Ajax Public Library card, whether physical or digital is required to borrow items, manage one's account, place holds, renew items, and access equipment or digital collections of the Ajax Public Library.
- 2.3. **Digital Collections:** Electronic items accessed online including research databases, electronic books or audiobooks, streaming content, and electronic magazines. [List the exact meaning of words, phrases, or acronyms which may not be general knowledge.]

3. Scope

Any person who lives, works, attends school, or owns property in Ajax is eligible for a Library card. Reciprocal membership is available for any resident of the Region of Durham.

4. Procedures

- 4.1. Membership will be issued upon presentation of a piece of identification that includes the customer's name and current address, a piece of identification and a secondary proof of address, or through the offsite application process.
- Adult: Individuals 18 to 54 years of age.
 - Senior: Individuals 55 years of age or older.
 - Youth: Individuals 16 or 17 years of age.
 - Child: Children from birth to age 15, the legal parent/guardian must apply for a Library card on behalf of their child and accepts responsibility for the child's card the use and return of all materials borrowed, and for the charges on items that are lost or damaged.
 - eCard: Individuals may apply for an eCard online providing them with instant access to the Library's digital collections. Identification is not required.
 - Temporary: Memberships may be granted to individuals living in Ajax on a temporary basis. Requirement of proof of address is not required. Temporary memberships are effective for three (3) months from the date of registration and are renewed for subsequent three (3) month blocks. Temporary memberships are limited to three (3) items from the collection at any one time, excluding technological devices and video games.
 - Non-Residents: Memberships are granted to individuals residing outside of Durham Region for a yearly fee of \$40.00.
- 4.2. To make materials widely available to the community, maximize the use of collections and services, facilitate requests for material, and to retrieve overdue materials, customers will be limited to borrowing a maximum of (fifty) 50 items per library card. Borrowing limits are inclusive of all material types (DVDs, books, magazines, audiobooks, etc.). Within the 50-item limit, customers can borrow/use a maximum of the following item types per Library card:
- One (1) each of: iPad, Chromebook, Mobile Hotspot.
 - Three (3) Quick Picks / Quick Flicks
 - Three (3) STEM Kits
 - Three (3) each of Non-Restricted / Restricted Quick flicks
 - Three (3) Inclusive Toys
 - Three (3) Non-Restricted / Restricted Video Games
 - One (1) Park Pass
 - One (1) Active Living Kit
 - There are unlimited renewals on most Library items, provided there are no pending holds requested by other customers. Renewals may be requested in person, over the phone, Library's App, or through the online catalogue.
- 4.3. Items excluded from renewals:
- Book Club in a Bag
 - Technology: Chrome/Hotspot/iPad/Stem Kits
 - Quick Tech: Hotspot

- Inter-Library Loans
- Children and Adult Magazines (Current Month)
- Ontario Park Passes
- Quick Picks / Quick Flicks / Quick Flicks Restricted
- Swim Passes / ROM Passes

4.4. Holds

- A customer may place holds on all materials except Quick Flicks and Quick Picks. Hold notifications, made by phone, e-mail, or text message will include a hold's cancellation date. After the cancellation date, the item(s) will be placed back into circulation or passed to the next customer on the request list.
- When a requested item on hold becomes available, the customer will be notified. The materials requested will be held for customers for five (5) days.
- The requested item must be borrowed with the same Library card used to place the hold.

4.5. Restrictions

Borrowing privileges are restricted when:

- Charges reach \$50.00 or more.
- Electronic devices will be "bricked," rendering them non-functional once the item has aged to a Lost status.

4.6. Loan Periods

- Borrowing limits, loan periods, renewals, and holds will vary based on format and demand. A standard loan period of three (3) weeks exists for materials borrowed except for those materials for which special loan periods have been established. The Library reserves the right to change loan periods. Current information is listed on the Library's website.

4.7. Interlibrary Loan Service (ILLO)

- Interlibrary Loan Service is available for current cardholders of the Ajax Public Library and to external libraries upon request.
- Materials from other institutions are subject to their loan conditions.

4.8. Lost or Damaged Items

- It is the customer's responsibility to ensure that Library materials are returned so they will be available to others. Lost or damaged materials including digital equipment are subject to a replacement fee. Replacement price is the invoiced price or order price.

- Customers may replace lost or damaged items with a new copy of the same title and format (excluding ILLO). If a replacement copy is provided, the customer will be charged a \$6 processing fee.
- The legal parent/guardian of a child up to and including age 15 is responsible for all charges for lost or damaged material borrowed by the child.

4.9. Refunds

If a fee for a lost item is paid, then subsequently found, and returned, the full amount paid will be refunded under the following conditions:

- The material is returned in good condition.
- The material is returned within three (3) months of the date the account was paid.

Ajax Public Library is not responsible for damage to any equipment or software incurred during the playback or use of any material or equipment (e.g.: VGs, DVDs and mobile hotspot).

4.10. Collection Agency

- Unpaid charges of \$100 or more will be sent to a Collection Agency. An administrative fee of \$15 will be charged to those customers whose accounts are referred to a Collection Agency.

4.11. Exceptions

- Fees may be waived as determined by the Library.

5. Roles and Responsibilities

Fair and equitable access to the services of the Library for all Library customers, depends on the fair use of such services by Library users. Customers have certain responsibilities.

5.1. Library customers shall:

- Be responsible for all materials borrowed with Library card.
- Library customers shall:
- Present their physical Library card, digital Library barcode, a photo of the Library card, or personal identification each time materials are borrowed.
- Be responsible for all materials borrowed with Library card.
- Pay all charges incurred for damaged or lost Library material.
- Observe all policies, rules, and regulations established by the Ajax Public Library.
- Report the loss of a card or change of address as soon as possible (customers are responsible for all materials borrowed with their cards until loss or theft is reported).

5.2. Library Staff Responsibilities:

- The Chief Library and Executive Officer (CLEO) is responsible for implementing this policy.
- Management and supervisors are responsible for ensuring staff have received training and are applying the policy equitably.
- Employees are responsible for applying the policy.

6. Privacy and Confidentiality

The Library protects the privacy and confidentiality of all customers' personal information in keeping with the access to information and privacy provisions of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (MFIPPA) and other applicable legislation.

The Library collects personal information of customers under the authority of section 23(4) of the Public Libraries Act, R.S.O. 1990, c.P.44, and personal information will only be used to administer services and programs at the Library.

Access to personal information is limited to only employees who need it to perform their duties. The Library also maintains security standards and procedures regarding unauthorized access to personal information to prevent unauthorized removal or alteration of data.

The Library will not disclose personal information to any third parties without having obtained prior consent of the person to whom the information pertains, except when MFIPPA permits disclosure or other applicable law requires that the Library disclose the personal information.

Rights of Children

Ajax Public Library welcomes and encourages children and youth of all ages to enjoy services, programs, collections, and spaces. Ajax Public Library endorses the Children's Rights in the Public Library adopted at the Ontario Library Association Annual General Meeting and the Teen Rights in the Public Library adopted at the Ontario Library Association General Meeting.

The Library does not assume parental responsibility. Parents and/or legal guardians have the sole right and responsibility of supervising their own children's choices and use of Library materials. In accordance with the Ontario Library's Association's statement on Children's Rights in the Public Library, children are entitled to borrowing privileges and open and ready access to all materials and facilities provided by the Library and are not limited to the juvenile collection except where limited by law.

7. Accessibility

The Library is committed to using its services to provide all individuals, including those with disabilities, with an equal opportunity to effectively use the Library in an independent, dignified manner. The Library strives for accessible spaces and services in accordance with the Accessible Customer Service policy.

8. Communications

This policy will be distributed through the Library's website.

9. Exemptions

Not Applicable

10. Inquiries

All inquiries regarding this policy should be directed to the Coordinator of Customer Service or Manager of Public Service.

11. Related Documents

- 11.1. Accessible Customer Service Standards Policy LIB-AP-006
- 11.2. Acceptable Behaviour Policy LIB-AP-089
- 11.3. Visiting Library Service LIB-AP-076

12. Distribution

The Membership and Circulation Policy is distributed to all employees and posted on the Library website.