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|  | <b>BOARD CIRCULATION<br/>POLICIES</b> | <b>Approved Motion: 2023-23</b>     |
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### **Circ-1 Hours of Service**

Library services will be provided during the hours that best meet the needs of the community. The library will be open and adequately staffed according to CIRC-15.

The schedule will be reviewed annually or may be reviewed depending on community needs and finances.

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## Circ-2 Membership

Public libraries are required by law to adhere to the Public Libraries Act. Revised Statutes of Ontario, 1990, chapter P.44 (*formerly called the Public Libraries Act 1984*), which states in Section 23 that Library Boards shall allow the public to reserve and borrow circulating materials free of charge. The public includes all residents within the municipality for which the Library Board is established. Therefore:

1. The Ramara Public Library will serve all residents of Ramara. People residing outside of the geographical area of the municipality but owning property or attending an educational institution in the municipality, shall be considered residents.
2. Ramara Township staff are eligible for free library membership and borrowing privileges. To access this benefit, staff members must present valid proof of employment with the Township of Ramara, such as an employee ID or official documentation confirming their employment status. All conditions of membership apply.
3. The library will be readily accessible, and its doors open for free and equal use of space by all members of the community regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, age, record of offences, marital status, family status or disability. No fee will be charged to residents of Ramara 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, for use of public computers, Internet/Wi-Fi and information services.
4. Accept responsibilities for fees related to damaged or lost items.
5. Children who meet the criteria in #1 above may apply for their own cards at the age of 16. For children who are under the age of 16, their parents or guardians must apply for a library card on their behalf and accept responsibility for fines and damaged or lost items.
6. Residents of Ramara may apply for membership at the library or online via our website and must provide verification of address and identity by showing documents bearing their names and addresses. **A valid government issued ID and proof of address.**

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### **Circ-3 Other Membership Types**

#### **1. Reciprocal Membership**

Persons who do not reside in the municipality of the board's jurisdiction, and who do not meet the requirements as stated in Circ-2, will not be charged for the library service if a Reciprocal Lending Agreement is formalized with their community library.


Ramara Township Public Library grants reciprocal borrowing privileges to residents of the Brock Township, Clearview, Essa, Penetang, Severn, Springwater, Tay, and Rama First Nations. A current library card (in good-standing) from one of these library systems is required to confirm eligibility see Circ-2 Membership for I.D. verification).

#### **2. Seasonal Membership**

Memberships will be granted to individuals residing in Ramara on a seasonal basis, with proof of residency, as per Circ-2 set out by the board.


#### **3. Non-Resident Membership**

Non-residents are eligible for library membership or on an annual basis as per the non-resident fee schedule as determined by the Board. A non-resident is an individual who does not work, live, own property or attend school in Ramara Township, or qualify as a Reciprocal Borrower as above. Non-residents wishing to utilize library services must purchase one (1) annual membership card at \$50 and may also purchase additional cards for family at \$10 per card annually.

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#### **Circ-4 Renewal of Membership**

Membership in the Library shall be renewed annually, one year from the date of issue. All outstanding fees must be paid in order to renew a membership card. Lost library cards will be replaced with the current fee (see Circ-14 Fee Schedule).

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### **Circ-5 Responsibilities of Membership**

Fair and equal access to library services and materials by all members of the library depends on the fair use of such services and materials by library users. Members have certain responsibilities and library members shall:

- Be responsible for all materials borrowed with the library card and agree to abide by the regulations of the Ramara Public Library.
- Present the library card each time materials are borrowed. If the library card is not provided, photo I.D. can be substituted as a temporary solution; however, if the library card is not presented after three uses of photo I.D., the library card must be used at the next visit or the member must pay to replace a lost card.
- Pay all fees for damaged or lost library material as per CIRC-14.
- Observe all policies set by the Board as authorized by the Public Libraries Act.
- Report the loss of a card or change of address, including email address, as soon as possible.

Parents or guardians of members under the age of 16 are responsible for their children's borrowing and behavior with respect to the observance of Board policy. Intellectual freedom is the right of library users to read, seek information, and speak freely. The library promotes intellectual freedom as the right to access information and will not censor any user's access (subject to the Internet Acceptable Use policy).

The Chief Executive Officer is authorized by the Board to withhold library privileges to anyone refusing to comply with Board policy. The use of the library or its services may be denied for due cause. Such cause may be failure to return borrowed materials or to pay for lost or damaged items; destruction of library property; disturbance of other patrons after a warning by library staff has been given and ignored by the user; or any other conduct on library premises considered objectionable by library staff.

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## **Circ-6 Confidentiality of Patron and Circulation Records**


The Public Libraries Act states that:

*“A person may, during ordinary business hours, inspect any records, books, accounts and documents in the possession or control of a Board’s secretary... [except where the] information...identifies individual users of library services by name or makes them readily identifiable by other means.”*

Numbers will be used in the Ramara Public Library to identify the borrower rather than using the person’s name on borrower records. Only library staff will know the name of the person assigned to this number.

It must be clearly stated on the membership form what the patron information is used for and why this information is collected. To meet the regulations of the Municipal Freedom of Information Protection of Privacy Act 1989, which governs the right of access to records held by municipalities and other local bodies, including public Library Boards, circulation records will not be retained beyond the time when the materials are returned.

The confidentiality of all borrower and loan records applies in all circumstances except where the police have a search warrant.

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## Circ-7 Loans

The normal loan period for circulating print materials is 21 days. High-demand materials, those with four or more Holds, such as new releases, will be on a shorter loan period of 14 days. DVDs and video games will be assigned a seven-day library loan period, except for *Series and Seasons* collections having a fourteen-day loan period.

By request, a longer loan period may be available for patrons taking vacations or when special circumstances apply.

The following restrictions exist on borrowing:

- Reference materials are non-circulating to ensure ready access to information resources.
- Unique and/or fragile materials from the local history collection are also restricted.
- A 7-day loan period with no renewals for the “Library of Things” (manipulatives, Ontario Parks Backpacks, Therapy Lights, Tablets and Projector).
- There are a maximum number of items, eight print and three audio-visuals, which may be checked out by one patron. This limitation is necessary because of heavy demand of the collection.
- In keeping with the Ontario Library Association’s Children’s Rights in the Public Library: Guidelines for Service, there are no restrictions on the material borrowed by children. While the library staff can advise children on reading interests, the material selected by the child is the responsibility of the parent or guardian.

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### **Circ-8 Renewals**

All library items eligible for renewals (patrons who currently have an email address) will be automatically renewed), provided:

- The item has not exceeded its renewal limit of two (2)
- The item(s) are not on reserve for someone else
- Items classified under the “Library of Things” (See Circ-7) are not eligible for renewals
- The item(s) are not in high demand
- Patrons have not reached their limit of library charges

Renewals for interlibrary loans must be requested by library staff from the lending library.



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### **Circ-9 Fine Free**

The Ramara Public Library does not charge overdue fines for materials that are returned late. It is the responsibility of patrons to ensure that materials borrowed are returned on time. To encourage timely returns and ensure that all library items are accounted for, the following procedures will be followed:

#### **Due Dates:**

- All materials will continue to have due dates based on their respective loan periods (see Circ-7 Loans).
- Patrons will have access to their due dates through various channels:
  - Due dates will be on printed and emailed checkout receipts.
  - Due dates will be accessible through patrons' online library accounts.
  - Due dates will be accessible in the Simcoe County Libraries App.

#### **Reminders:**


- Patrons will receive automated email notices three days before the due date of their borrowed items, as well as three days after the due date to remind them of the pending return.
- In the case of overdue items, final reminder phone calls will be made 14 days past the due date. These calls will serve as a last attempt to remind patrons to return the materials promptly.

#### **Lost and Damaged Materials:**

- If materials are not returned within 45 days from the due date, they will be assumed lost and treated as lost items (see Circ-10 Lost and Damaged Materials). An invoice for the lost item will be sent by email or letter mail.

#### **Suspension of Borrowing Privileges:**

- Library accounts with one or more assumed lost items will be temporarily suspended from borrowing additional physical materials until the lost items are either returned or paid for.


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### **Circ-10 Lost or Damaged Materials**

Members are responsible for materials while on loan to them. A borrower who loses or mutilates library material shall be required to pay the cost of replacing that material. Overdue items and claimed returned items revert to *“lost”* after 45 days with exception to items classified under the “Library of Things” which will revert to *“lost”* after 21 days (*and patrons are billed accordingly*). Lost or damaged library materials are charged according to the default replacement cost or by the assessment of the CEO/library staff member in charge and a processing charge will be included (see Circ-14 Fee Schedule). If a lost item is returned within 30 days of the receipt of payment, the replacement charge will be refunded less the processing charge.

An option can be given for the patron to purchase a new exact duplicate replacement(s) [subject to a processing charge]; however, item(s) must be replaced within one (1) month of agreement (*which will be noted on the database as a message on the patron’s record*).


Any patron who has not paid for an exact replacement within the (1) month agreement will have all library privileges revoked until fee is paid in full.

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### **Circ-11 Reserves**

Library materials not available on the shelves may be reserved online, at the circulation desk, by telephone or by email.

When an item becomes available, the member will be called or emailed and asked to pick up the reserved item promptly. Reserved materials will be held for patrons at the circulation desk for a period of one week.

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### **Circ-12 Interlibrary Loan**

The Board recognizes that the information needs of the community cannot be met through the resources of Ramara Township Public Library alone. The Board views the library's permanent collection as one essential element in an information system which also includes:

- interlibrary loan services
- resource sharing with other libraries in Ontario through pools and other cooperative projects
- participating in Reciprocal Borrowing Contracts with other libraries

Library materials not available in the Ramara Public Library collection may be requested through interlibrary loan (ILLO). Inquiries may be made at the circulation desk or by requesting library staff to set up a Patron-Initiated Library Loan Online Account. Ramara Public Library will not lend audio-visual materials to other libraries through the interlibrary loan system. Any charges made by the lending library are the responsibility of the borrower.

To ensure appropriate use of interlibrary loan, the library will adhere to the terms of the Ontario Library Service interlibrary loan system in all its transactions.

The library reserves the right to limit the number of maximum concurrent ILLO requests from patrons in good standing and limitations may be based on volume of requests, material format, staffing and costs.

The library exercises the right to limit the number of ILLO requests filled/lent to other libraries and reserves the rights to make decisions on a request-by-request basis.

## **Borrowing**

Members of Ramara Township Public Library, who are in good standing, can request five (5) interlibrary loans each month with no carry-over to following months. The following restrictions apply to such requests:

- All books requested must be at least one (1) year old
- Requests for DVDs, Audio Books and Book Club sets are permitted, but may be limited to other lending library policies
- Patrons who fail to collect an Interlibrary Loan will be charged a \$5.00 fee
- Patron-initiated requests are permitted
- No orders for Microfiche will be permitted

## **Loaning of Materials**

Ramara Township Public Library will provide other libraries in Ontario with interlibrary loan access. Library staff will endeavour to balance the number of materials lent to other libraries compared to the number of materials borrowed for our patrons.

The library will not loan materials which have outstanding requests by our patrons. Neither will the library loan any items that have been in our collection for less than one year.


## **Pools and Projects**

The library may contribute funds to Simcoe County to acquire eBooks and eResources.

## **Reciprocal Borrowing Agreements**

The Library Board will seek out agreements for reciprocal library service with other libraries to permit library patrons who are residents of either municipality or possess a valid library card from their home library to register for borrowing privileges at the other library.

These cardholders should seek any interlibrary loan needs through their home library.

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### **Circ-13 Material Donations**

The Ramara Public Library accepts gift materials with the understanding that such materials may be added to the collection only if they meet the same standards which are applied to materials purchased and that the library retains unconditional ownership of such gifts. Those items which are unwanted may be offered to other libraries, sold or discarded. Gifts are accepted subject to the signing of a release form (*attached*). No condition may be imposed by the donor on the library relating to any item after its acceptance.

In the interest of keeping the collection in our library current, and in good condition, material should be no more than between five (5) and ten (10) years old. Magazines and periodicals must be current within two (2) and not those to which the library subscribes. Special consideration will be given to significant material.

The library will not accept donated material in lieu of payment for lost or damaged items.

The library welcomes donations of books and material (*or money*) in memory of loved ones or in honour of various celebrations. If requested, book plates will be placed inside donated items.



## Statement of Gifts Policy and Release Form

The Ramara Public Library welcomes donations of materials; however, the Library reserves the right to use the gift in whatever manner deemed fitting. While suggestions for the use of the gift are welcome, the Ramara Public Library is under no obligation to adhere to the suggestion nor is the Library responsible for informing the donor of the disposition of the gift. Moreover, unless the complete costs of supplies and staff time are also provided by the donor, the Library will not bear the responsibility for special designation of those gift materials that are integrated into the collection.

Before accepting the donated materials, the Ramara Public Library would like some assurance that prospective donors understand the Library's policy regarding the acceptance and disposition of gifts.

Please read carefully the statement below and fill in the appropriate areas.

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I, the undersigned, do hereby release all claims and rights to the materials I wish to give to the Ramara Public Library. I understand that the Library may use or dispose of the material in any way deemed fitting and I do not expect to be informed of their disposition.


Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Description of the proposed gifts:

Special treatment required by gift (*for maintenance purposes*):

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## Circ-14 Fee Schedule

### Charges

|                             |  |
|-----------------------------|--|
| Cancelled Interlibrary Loan | \$5.00 per   |
| Non-resident membership     | \$50.00 per year per household <b>and</b><br>\$10.00 for each additional family member |
| Membership card replacement | \$5.00 per card  |
| Photocopies Black & White   | \$0.25 per sheet ( <i>one side</i> )   |
| Colour                      | \$1.00 per sheet ( <i>one side</i> )   |
| Computer Printing Costs:    |  |
| Black & White               | \$0.25 per page  |
| Colour                      | \$1.00 per page  |
| Scanning                    | \$0.25 per page  |
| Faxes - Local call          | \$1.00 per page  |
| - Receive                   | \$1.00 per page  |
| - Long Distance             | \$1.00 per page  |
| Laminating Fees             | \$1.00 per item  |
| CD & DVD repair             | \$3.00 per item or 2 units for \$5.00  |




**Default Prices**

|  |         |
|--|---------|
| Adult Fiction ( <i>hard back</i> )     | \$35.00 |
| CDs/DVDs                               | \$25.00 |
| Adult Fiction ( <i>paperback</i> )     | \$15.00 |
| Books on CD*                           | \$25.00 |
| Adult Non-Fiction ( <i>hard back</i> ) | \$40.00 |
| Large Print                            | \$40.00 |
| Playaways                              | \$60.00 |
| Adult Non-Fiction ( <i>paperback</i> ) | \$15.00 |
| Young Adult                            | \$20.00 |
| Children's ( <i>hard back</i> )        | \$16.00 |
| Children's ( <i>paperback</i> )        | \$15.00 |
| Children's Non-Fiction                 | \$25.00 |

**\*Books on CD – have to pay for all CDs in set\***

Programs will be offered free of charge, whenever possible, or on a cost-recovery basis.

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### **Circ-15 Hours of Operation**

#### **Ramara Centre**

Sunday – Closed  
 Monday – Closed  
 Tuesday – 10 – 8 p.m.  
 Wednesday 10 – 8 p.m.  
 Thursday 10 – 8 p.m.  
 Friday 10 – 6 p.m.  
 Saturday 9 – 3 p.m.

#### **Brechin Temporary Location**

Thursday 12 – 6 p.m.  
 Saturday 10 – 2 p.m.

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### **Circ-16 Internet Acceptable Use**

Ramara Public Library does not act in place or in absence of a parent and is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of this resource.

All electronic transactions originating from the Library Internet connection shall be in accordance with the *Acceptable Use Policy*. Failure to abide by the Policies will result in the loss of Internet privileges.

#### **Acceptable Use:**

Compliance with legal copyright and licensing laws.

Careful regard for the security of the Library's computers and those on the Internet.

Responsible use for informational, educational or recreational use only.

#### **Unacceptable Use:**

It is not acceptable to use the Library's Internet connection for any purposes that contravene Federal or Provincial laws, or to transmit threatening, obscene or harassing materials or to interfere with computer networks or services of others.

Users must not represent themselves as another person.

It is not acceptable to access or transmit pornographic material.

### **Internet Use Disclaimer**

Content found in the Library has undergone peer and editorial review at the publisher's level and has been selected according to the Library's Selection Policy whereas content found on the Internet is unregulated by any government body. Internet-sourced content may not be accurate or appropriate and access to such cannot be controlled by the Library.

Parents or Guardians must determine content they deem acceptable for their child and are responsible to monitor their child's use of the Internet for its search and consumption.

Further, Internet access points, which by nature change rapidly and unpredictably, cannot be controlled by the Library. An Internet site which a patron accessed one day may not be available the next and the Library assumes no control over its availability.



### **Guidelines for Computer Use**

- All patrons must sign in & sign out on the Tracking Sheet for the children's computer or through PC Booking for computer use.
- The regulations of the Library shall be abided by and patrons assume responsibility for any damage or misuse of the computer.
- Students under the age of 16 years are the responsibility of their parents or guardians.
- Maximum group size is three (3) people around the computer at one time.
- Hard copies of patron generated documents, researched reference and resource information shall be allowed to be printed in accordance with Circ-14.
- In the event that several patrons are seeking access to the computers at the same time, the CEO or staff may, at their discretion, be forced to limit the amount of time of any one patron to 30 minutes at any one sitting.

## Simcoe County Wireless Access Policy


The County and its member libraries accept a mandate to provide access to information of all types in as wide a range of formats as possible. In pursuit of this and with the assistance of the County Information Technology Department, the participating libraries provide free wireless access in library facilities. Most mobile Internet devices can be used to gain connectivity to the wireless network without a network jack though the Library can make no guarantee as to the compatibility of any equipment with the network. Hours of access will be those of the hours of opening of the Library.

All users are asked to read and must agree to the following terms and conditions before accessing the network.

Users agree that they have read and will abide by the Internet Use Policy of the Library branch in which they access the wireless network, and shall in addition comply with the following:

- Users of the wireless service must be registered library patrons or provide identification in order to obtain a temporary access account.
- Users shall **not** use the network for any unlawful purpose or to access or distribute material which is obscene, threatening, or offensive.
- Users shall **not** attempt to gain unauthorized access to any network or service, cause disruption to the network in any way, or propagate computer worms, viruses and other types of malicious programs.
- Users acknowledge that the Library and / or the County of Simcoe may be required to release network access logs to law enforcement agencies in respect to a criminal investigation.
- Users acknowledge that wireless access points are unsecured connections to the World Wide Web and are advised to act accordingly when sending proprietary or personal information.
- Users shall accept any and all risks that may be involved in accessing the network. The Library nor the County of Simcoe will be responsible for any compromised information or loss through events such as electrical surges, disruptions to the service, loss or theft of the mobile device or any other events that may prejudice equipment or data.

- Users acknowledge that bandwidth is limited and shall minimize activities which put unreasonable pressure on these resources (eg. downloading multi-media content). Unauthorized downloading may result in the loss of access privileges.
- Users shall be required to rely on the battery in their device. The Library does not have sufficient outlets and trailing cords represent a health and safety hazard.
- Printers are not available to the network. To print, patrons must save the file to an external storage device (USB drive) and then print from one of the Library's computer workstations.
- Direct access to a mail server is not available. Sending and receiving e-mail must be done through a wireless connection.
- To use the Wireless Internet connection patrons will need their own mobile device, a wireless network interface card and compatible headphones if they plan to access audio files.
- The Library cannot accept the liability of handling your equipment. The Library will not be held responsible for any damages sustained while using your device within the Library's premises or while using the Library's wireless network.

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## **Circ-17 Exam Proctoring**

This policy outlines the conditions and guidelines under which library facilities may be used to proctor exams.

### **General**

Ramara Public Library supports the lifelong learning goals of the residents of Ramara. To support these goals, the Library may proctor exams for the residents of Ramara and/or members of the Ramara Public Library, subject to the availability of authorized staff and resources.

### **Guidelines**

Proctoring is to be conducted by the CEO or designate.

Examinations must occur during the Library's regular hours of operation. Library staff will attempt to meet the scheduling needs of the examination taker. However, staff has the final authority when setting the date and time of examinations. Rescheduling of test appointments is subject to the approval of the CEO. The student bears sole responsibility for ensuring that all examination requirements have been met.

Ramara Public Library accepts no responsibility for any charges involved in proctoring (e.g. postal charges, photocopying, etc.). There is no cost to Ramara residents or anyone holding a valid Ramara Public Library card, for this proctoring service. However, where an institution pays for the proctoring of an exam the payment should be made payable to: *Ramara Public Library*. Anyone requesting exam proctoring that does not reside in Ramara will be charged a fee of \$50 and is responsible for all other proctoring costs as outlined above.

It is the responsibility of the student to ensure arrangements are made should they require scribing services.