

Membership and Borrowing

1. Objective

We aim to ensure that access to materials for loan is convenient and fair for all members. We want to share information and resources freely with our neighbours so we encourage accessible membership along with reciprocal borrowing.

2. Hours of service

- a) We strive to provide lending services for our physical collections during the hours best suited to meet the needs of the community, within available resources. Digital collections are available 24/7.
- b) Our Library CEO sets the hours of service, in consultation with the Board, ensuring staff levels meet both the community's needs and the Board's financial goals.
- c) We post our hours of service at all branches and on our website.

3. Membership

Section 23 of the *Public Libraries Act, RSO 1990, c. P.44* states that library boards must 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.

- a) If you reside, own land, or study or work full-time in the Township of Rideau Lakes:
 - your membership is free
 - to apply for a membership, you have to provide documents bearing your name, photo, and current address. See the attached membership schedule for examples.
 - If you are under 14, your parent or guardian has to apply on your behalf and accept responsibility for fines, and damaged or lost items.
- b) If you reside, study or work in the Township temporarily:
 - If you reside for a limited time in our municipality you may apply for a temporary membership. You will have to provide documents bearing your name, photo, and permanent and temporary addresses. You will also have to pay a refundable deposit equal to the annual fee for non-residents.
- c) If you reside outside the Township of Rideau Lakes:

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- If your library has a reciprocal borrowing agreement with us, you may get a Rideau Lakes Public Library card and use our services without charge. Refer to the attached schedule to see if your library qualifies.
 - If your library does not have a reciprocal borrowing agreement with us, you will pay a fee for our lending services. See the attached schedule for the annual fee
- d) We ask that everyone in your home who wants to borrow library materials has their own library card. Cards are free, convenient, and it helps us get a true picture of library use.

4. Membership renewal

We renew your membership automatically every two years, if there are no outstanding fees and charges.

There is no fee to replace a library card.

5. Membership responsibilities

- a) As a Library member, or as a parent or guardian of a Library member under 14, you play an important role in ensuring fair and equal access to library services and materials for everyone. You are responsible for:
- presenting your library card each time you borrow materials
 - all materials borrowed with your card
 - paying all fines or charges incurred for overdue, damaged, or lost library material as per the attached schedule
 - observing all library policies and regulations
 - reporting the loss of your card or a change in your contact information.
- b) The CEO has authority to withhold library privileges from anyone refusing to comply with Board policy or for due cause. Such cause may be:
- failure to return borrowed materials or to pay penalties
 - destruction of our property
 - disturbance of other patrons after ignoring fair warning by our staff

6. Confidentiality of patron and circulation records

The *Public Libraries Act, RSO 1990, c. P.44* states, in section 28, that:

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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 an individual user of library services by name or makes him or her readily identifiable by other means.

We use a number to identify you on borrower records, rather than your name. Only Library staff know the name associated with this number. Only a police search warrant can override the confidentiality of your records.

7. Loans

- a) The loan periods for circulating material are outlined in the Loan, Fee, and Membership Schedule at the end of this policy.
- b) The following conditions apply to borrowing:
 - you may borrow up to 50 items on your card
 - we do not lend R-rated DVDs to children and teens
 - while our staff can advise children on reading and viewing interests, you, as a parent or guardian of a child under fourteen, are responsible for your child's selections
 - in order to ensure ready access, we do not lend reference materials
 - we do not lend unique and/or fragile materials, such as those from our local history and genealogical collections.
- c) You may pick up your loans in the branch from staff at the service desk or if you prefer, and as circumstances and resources allow, through curbside pick-up.

8. Renewals

- a) You may renew Library materials up to three (3) times, unless:
 - the items are in high demand, or
 - another patron has requested the item
 - you have \$50 or more in replacement costs for billed library materials.
- b) You have to ask to renew an interlibrary loan at least three days before the due date.

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9. Fines

The Library is entirely fine free effective May 27, 2021.

10. Lost or damaged materials

If you lose or damage materials on loan to you, our staff will charge you a fee towards the cost of replacement.

Library staff may waive fees for lost and damaged items in special circumstances, e.g., illness, death in the family, house fire.

11. Placing holds

- a) You may place holds on library materials either at the circulation desk, by phone, email, a request form on our website, via social media, or through our online catalogue.
- b) When you receive a notice that the item has become available, you have seven days to pick it up.
- c) You may sign up to receive courtesy notices about your items by email, text or phone. To change your notification preferences, visit us in person, call, or email. Staff will need your name, library card number, and cellphone number (for text alerts) or email address (for email alerts).

12. Interlibrary loan

- a) You may request materials not available at our Library through interlibrary loan.
- b) We will help you to set up a self-serve online account for this purpose or we will request such material on your behalf. See our Interlibrary Loans and Resource Sharing Policy for more information.

13. Outreach services

We offer home delivery, when staff are available, to locations within the municipality, if you are a homebound Library member.

Rideau Lakes Public Library
Loan, Fee and Membership Schedule – May 27, 2021

Loan periods

Books (except high demand titles), magazines, audiobooks – three weeks
High demand titles – two weeks
Single Blu-rays and DVDs – one week
Blu-rays and DVDs of series – two weeks
Experience Kits (WOW, BIG, BOB) – three weeks
Equipment and Passes – one week

Fees

Photocopying and printing charges

\$0.50 per page (black and white)
\$0.75 per page (colour)
\$0.15 per b/w page, \$0.25 per col page (Community Group pricing)
Maximum 75 pages

Scanning

No charge

Fax charges

Local: \$1.00 for the first page and \$0.50 for each additional page
Long distance: \$2.00 for the first page and \$0.80 for each additional page

Library programs

We offer programs free of charge whenever possible, or on a cost-recovery basis.

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Membership

Annual membership for non-residents whose home library is not Athens, Leeds and Thousand Islands, and Perth and District Union Public Library

\$20.00 per individual

\$25.00 per family

Identification and proof of address

Documents are used to verify name and address only. No other information on the document(s) presented is kept on record.

A valid Ontario Driver's License is acceptable as a single document. Acceptable identification also includes those listed below and proof of current address if required.

Acceptable Identification	Acceptable Proof of Address
<ul style="list-style-type: none"> • Health card with photo • Citizenship card • Passport • Student ID card • OAS (senior's card) • Employer-issued photo ID card • Ontario Identity Card • Status card 	<ul style="list-style-type: none"> ▪ Any Benefit Statement issued by the Government of Canada ▪ Bank account statement ▪ Utility bill (telephone, hydro, water, gas, cable TV) ▪ Motor Vehicle Permit ▪ Mortgage, rental or lease agreement ▪ Property tax assessment or bill ▪ Insurance policy (property, auto, life) ▪ Employer record (pay stub or letter from employer) ▪ Secondary school, college or university report card or transcript