



STAFF REPORT ACTION REQUIRED

11.

Circulation and Collection Use (including Fees and Fines) Policy – 2018

Date:	June 18, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to obtain Toronto Public Library Board approval for changes to the Circulation and Collection Use (including Fines & Fees) Policy for 2018.

The focus of the review for 2018 is to support a vision of membership that reduces barriers to access, especially for children and persons experiencing homelessness; to enhance business intelligence efforts through the collection of customer data; and to provide improved access to certain formats in the collection. The proposed changes align and support the City of Toronto's Poverty Reduction Strategy and Equity Lens as well as Toronto Public Library's priority of breaking down barriers to access and driving inclusion.

Proposed changes to the Circulation and Collection Use Policy include:

- changing the name of the policy to the Membership, Circulation and Collection Use Policy to emphasize the Library's focus on membership
- broadening the policy's objectives to reflect the mission and values of the Library
- enabling one automatic renewal of children's materials in all formats (provided there are no holds) to break down barriers to access and support early literacy
- extending the expiry of Access cards for precariously housed Torontonians from three months to 12 months to further support inclusion
- requiring disclosure of contact information by customers who wish to obtain a library card to allow for personalized and customized service delivery
- including a provision for a membership requirement for selected program attendance to both advance the Library's business intelligence strategy and to allow for personalized and customized service delivery
- extending the loan periods for all Non-Fiction DVDs from seven days to two weeks to improve access to these popular materials
- making Best Bets books non-renewable to ensure they are more widely available to browsing customers
- incorporating wifi hotspots into the policy as this program has moved out of its pilot phase

- incorporating Quick Print Cards into the policy to support access to printing and photocopying services.

Finally, some minor pricing and wording changes have been made to improve the clarity of the policy.

A copy of the policy with the proposed revisions is attached.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves the renaming of the Circulation and Collection Use (including Fees and Fines) Policy to the Membership, Circulation and Collection Use (including Fees and Fines) Policy;
2. approves this revised policy appended as Attachment 1.

Implementation Points

Following Board approval, implementation of the policy changes will begin. An online copy of the revised policy will be made available for the public on the Library's website at <http://www.torontopubliclibrary.ca/terms-of-use/>

FINANCIAL IMPACT

There could be an annual budget pressure of up to \$200,000 resulting from the automatic one-time renewal of children's materials, however, it is anticipated that this will largely be offset by the increase in fines due to the reopening of the renovated North York Central Library. Fines revenue will continue to be monitored to gauge the impact of the change.

The Director, Finance and Treasurer has reviewed the financial impact statement and is in agreement with it.

ALIGNMENT WITH STRATEGIC PLAN

The proposed changes to the Circulation and Collection Use Policy support the Library's 2016-2019 strategic plan priorities of breaking down barriers to access and driving inclusion. They are also designed to advance the Library's business intelligence strategy aimed at improving, customizing and personalizing library services to better meet customer needs.

Expected outcomes are: equitable access to library service; a policy framework that removes barriers to using the Library; improved customer service; and increased membership and usage of library collections and services.

EQUITY IMPACT STATEMENT

Recommended changes to the Circulation and Collection Use Policy will have a positive impact on all equity-seeking groups. The proposed changes align and support the City of Toronto's Poverty Reduction Strategy. Priority has been placed on removing barriers to Library use encountered by children, especially those living in Neighbourhood Improvement Areas (NIAs), and persons experiencing homelessness.

DECISION HISTORY

The Circulation and Collection Use Policy is reviewed regularly to ensure fines, fees, loan periods and limits are reasonable, effective and consistent with nearby public library systems and other large urban Canadian public library systems. Typically, this review is conducted annually.

The policy was last reviewed by the Board on May 15, 2017. At that time, the Board approved the extension of an in-branch services card for visitors and the requirement that disclosure of birth date be mandatory for adult customers registering for a library card. The full report can be found online at:

<https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2017/may15/15-circulation-policy-2017-combined.pdf>

ISSUE BACKGROUND

The Circulation and Collection Use Policy is intended to maximize use of library materials and make them widely available to the community, facilitate requests for library materials by customers, and retrieve overdue materials. The policy establishes eligibility and customer age criteria; conditions and use of the library card; borrowing privileges, responsibilities and restrictions; and a schedule of fees and fines.

This year's review of the policy is informed by the Library's 2016-2019 strategic plan. All circulation policy recommendations support the strategic objectives of Expanding Access, Increasing Opportunity, and Building Connections.

COMMENTS

It is recommended that the policy be renamed the Membership, Circulation and Collection Use Policy to emphasize library membership and its many benefits, beyond borrowing materials.

The objectives of the Circulation and Collection Use Policy have also been broadened to include references to intellectual freedom, universal access to information, and stewardship of materials, core principles that are enshrined in the Library's Mission and Values statements.

Recommended Policy Changes – 2018

Recommendations for the Circulation and Collection Use Policy in 2018 advance the library's strategic priorities of breaking down barriers to access and advancing digital platforms, and allow the Library to offer more personalized and customized services to users through its business intelligence efforts.

1. Automatic Renewal of Children's Materials

Fines continue to present a barrier to using the Library for some children, particularly those in Neighbourhood Improvement Areas (NIAs), despite the lowering of fines in 2016. A snapshot of current cardholders from NIA branches shows that 36% are children, but they represent 47% of all blocked accounts, more than any other age group. To help address this situation, it is recommended that all children's materials be renewed one time automatically provided there are no outstanding holds. One automatic renewal will reduce the potential for overdue fines, and provide an added convenience to borrowers while supporting the Toronto Strong Neighbourhood Strategy 2020. It will encourage children and their parents, caregivers and teachers to use the collection, strengthen the circulation of children's materials, encourage early literacy, and will be especially helpful for borrowers in NIAs across the city.

Automatic renewal has been successfully implemented by several North American public library systems and has been very well received. This feature is currently an option available through the Library's integrated library system that can be enabled. Customers will receive notification prior to the due date informing them which materials are eligible to be automatically renewed, allowing them adequate time to return any items that cannot be renewed to their local branch.

There could be an annual budget pressure of up to \$200,000 resulting from the automatic renewal, however, it is anticipated that this will largely be offset by the increase in fines due to the reopening of the renovated North York Central Library. Fines revenue will continue to be monitored to gauge the impact of the change.

2. Access Card Expiry

In keeping with the Library's vision of an inclusive membership model that extends access to library services to as many eligible people as possible, it is recommended that the Access Card expiry be extended from three months to 12 months. This card is intended for people who are experiencing homelessness or are precariously housed and do not meet the eligibility requirements for a full-service card. This card allows access to computer, printing, and copying services, and to online resources. It has a borrowing limit of five items. Extending the expiry of the Access card to 12 months will allow for greater equity of service as it aligns with the annual expiry of visitor, non-resident and full service cards.

3. Disclosure of Contact Information

The Circulation and Collection Use Policy has been revised to explicitly require customer contact information for library card registration. Previously, the policy did not clearly

specify the requirement for a telephone number or email address, referring generally to the requirement for “certain additional personal information.” Contact information is a mandatory requirement as it allows the Library to communicate account-related information such as holds and date due reminders, provide service updates, and share additional email updates, provided the customer has opted in to receive them. Customers who do not have a phone number or email address will not be denied a library card.

4. Library Card Required for Selected Program Attendance

To better understand customer behaviour and to emphasize the benefits of a Toronto Public Library membership, it is recommended that a provision be inserted into the policy to prepare for the eventual requirement of a library card for select program attendance. By analyzing the frequency, locations and topics of programs customers attend, the Library will be able to offer customized service, convenient online self-service registration and better plan service offerings.

5. Changes to Loan Period for Non-Fiction DVDs and Renewal of Best Bets

Extending the loan period for Non-Fiction DVDs from seven to 14 days is recommended for consistency with other DVD loan periods and as a direct response to customer feedback. Non-Fiction DVDs include documentaries and instructional programs, and are often produced as series. Customers comment that it is almost impossible to watch multiple disc sets in a seven-day loan period, as they require anywhere from 400 to over 1,000 minutes of viewing time. A seven-day loan penalizes customers who may not be able to complete a multi-disc set in the allotted time. In 2016 the loan period for TV series was extended to 14 days because of similar customer feedback so this will bring all multiple disc DVD sets’ loan periods into alignment allowing for greater consistency in service delivery.

It is also recommended that materials in Best Bet collections be non-renewable. Best Bets are copies of current popular Adult Fiction and Non-Fiction titles that are not available for holds. They are currently available at 41 large branches with high demand for popular fiction and non-fiction and are very well used. The original seven-day loan period was extended to 21 days in 2013 to address a drop in circulation and in response to customer feedback. This was successful. However, renewals were also allowed, which has reduced access to titles as books may be kept by one customer for 12 weeks. Eliminating renewals will ensure that Best Bets fulfil their original purpose – to provide a wide variety of new and popular titles for the greatest number of browsing customers.

6. Incorporating Wi-Fi Hotspots and Quick Print Cards

The Wifi Hotspot Lending Pilot Project launched in June 2016 with 189 mobile hotspot devices circulating among six pilot branches located in NIAs. Pilot branches, in conjunction with community partners, recruited participants who met the borrowing profile – low income households without internet access. Customers were loaned free hotspot devices for six months with unlimited data. A total of 97% of participants were satisfied or very satisfied with the program, with 76% of participants identifying education as one of the key uses of the hotspots. The program has completed a very successful two-year pilot, and in May 2018

expanded to over 1,000 units. It is recommended that the devices be incorporated into the Circulation and Collection Use Policy at this time.

The Library's new Print/Copy Account (PCA) Service allows customers to add value to their PCA and release print/copy jobs using their library card and PIN. Customers who do not have and do not wish to get a library card may access the service with a Quick Print Card. This card offers the same printing and copying functionality as a library card and is available to purchase for a non-refundable, one-time fee of \$1.00. Value added to a Quick Print Card is also non-refundable. Customers may obtain a Quick Print Card without the requirement to present name and address identification. By offering this option, the Library is able to provide access to PCA service to all customers, regardless of membership status. It is recommended that Quick Print Cards be incorporated into the Circulation and Collection Use Schedule as implementation of the PCA Service is now underway.

7. Revised Pricing for USB Sticks and 3D Printing

It is recommended that the pricing for USB sticks be revised. The vendor supplying the Library with these storage devices is no longer able to acquire the 8 GB unit, which the Library presently offers to customers at a cost of \$10.00. The new USB sticks will offer 16 GB storage and will be priced at \$12.50 inclusive of all taxes.

It is also recommended that the current price of \$0.10 per gram of filament for 3D printing be increased by \$0.05. The current price is exclusive of taxes. Taxes are applied to each print job at point of payment. The recommended pricing of \$0.15 per gram of filament will be clearer for customers as it is inclusive of all taxes, similar to other products available for purchase at the Library, such as USB sticks, photocopies and book sale items.

CONCLUSION

Recommended changes to the Circulation and Collection Use Policy align with the Library's strategic plan. The focus of the review for 2018 has been to break down barriers to access and support early literacy by providing one automatic renewal on all children's materials; to allow for customized service delivery through the improved collection of customer contact data; to prepare for the introduction of membership requirements for program attendance; and to reflect changes in fees relating to certain library services. These changes will allow the Library to advance its objectives of expanding access, increasing opportunity and building connections.

CONTACT

Susan Caron; Director, Collections and Membership Services;
Tel: 416-395-5506; Email: scaron@torontopubliclibrary.ca

Michele Melady; Manager, Collection Development and Membership Services;
Tel: 416-395-5503; Email: mmelady@torontopubliclibrary.ca

SIGNATURE

Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1: Revised Circulation and Collection Use (including Fees and Fines)
Policy

Public Service-Circulation
Policy Manual Section III: Membership, Circulation and Collection Use
(including Fees and Fines) Policy Page 1

POLICY: **MEMBERSHIP, CIRCULATION and COLLECTION USE**
(including Fees and Fines)

SECTION: Section III – Public Service Policies

MOTION#/DATE: 98 - 23 – January 29, 1998
REVISED: 99 - 108 – September 21, 1999
02 - 149 – September 23, 2002
03 - 154 – October 20, 2003
05 - 84 – April 4, 2005
07 - 176 – October 15 2007
10 - 030 – February 16, 2010
11 - 097 – July 26, 2011
11 - 169 – December 12, 2011
13 - 067 – April 29, 2013
13 - 184 – November 18, 2013
14 - 079 – April 28, 2014
15 - 073 – April 20, 2015
16 - 063 – March 21, 2016
17 - 094 – May 15, 2017
18 - xxx – June 18, 2018

Effective Date

May 15, 2017June 18, 2018

Policy Objectives

The purpose of the Toronto Public Library (the Library) Membership, Circulation and Collection Use Policy is to:

- promote universal access to a broad range of human knowledge, experience, information and ideas
- protect intellectual freedom and respect individuals' rights to privacy and choice
- ensure stewardship of materials, which are public assets
- make materials widely available to the community
- maximize use of collections and services
- facilitate requests for materials
- retrieve overdue materials.

Underlying Principles

The Membership, Circulation and Collection Use Policy reflects the Library's mission and values. The Public Libraries Act (R.S.O. 1990, c. P.44, Section 23) permits the Library to impose fees and make rules.



Fines, fees, loan periods and borrowing limits are all reviewed on a regular basis to ensure that they are reasonable, effective and in line with nearby public library systems and with other large urban Canadian public library systems.

Policy Statement

The Library's [Membership](#), Circulation and Collection Use Policy will:

- provide a mechanism for ensuring the equitable access and fair use of collections and services
- determine rules and regulations that protect library collections and services in a manner that is consistent with the principles of financial accountability and the Library's responsibility to its stakeholders
- be administered in a manner that respects the dignity and independence of persons with disabilities.

Scope

The policy applies to all users of Toronto Public Library. It covers activities relating to the registration of library users and the borrowing and use of library collections and services. It sets:

- conditions and use of the library card
- borrowing privileges, responsibilities and restrictions
- a schedule of fines and fees.

Specific Directives

1.1 Eligibility

Any person who lives, works, attends school or owns property in the City of Toronto, or who has an immediate family member living at the same address who owns property in the City of Toronto, or any person who lives on a First Nations reserve in Ontario, is eligible to receive a library card with borrowing privileges without charge, upon presentation of acceptable identification, and is entitled to use the Library's services.

A **Non-Resident** is an individual who does not live, work, attend school or own property in Toronto, or does not live on a First Nations reserve in Ontario, and may access services and borrow materials, [with some exceptions](#), from the Toronto Public Library by paying a non-refundable fee. Payment of this fee entitles each member of the non-resident household to a library card. Non-resident privileges can be purchased for a three-month or 12-month period at a time.

1.2 Customer Age Categories

A **Child** is an individual from birth up to and including age twelve (12).

A **Teen** is an individual from thirteen (13) years up to and including age seventeen (17).



An **Adult – Under 25** is an individual from eighteen (18) years up to and including age twenty four (24).

An **Adult** is an individual who is twenty five (25) years old and older.

1.3 Freedom of Information and Protection of Privacy

To obtain a library card, customers must disclose-present name and address information identification and disclose date of birth and contact information-to staff. Certain additional information may be supplied in whole or in part and is not a requirement for registration or re-registration. Address information is not a requirement for visitor and access cardholder types. Information presented during the card registration process is entered into the Library's customer and circulation database, and is retained subject to the purging schedule (Section 1.14).

- A parent or guardian of a person up to sixteen years of age may exercise the right of access to the child's personal information in the customer or circulation databases.
- An individual customer who has requested and been assigned supplementary library card privileges and who has signed the accompanying consent form, voluntarily gives a right of access to the personal information in their customer and circulation database records to the individual documented on the consent form.
- When requests for personal information in the customer and circulation databases are received from offsite, the number of the library card, or the customer database identification number, and name and address will constitute acceptable identification. A Personal Identification Number (PIN) must be entered by individuals in order to access their own personal circulation records through the public access catalogue where available.
- In accordance with Section 32(g) of the Municipal Freedom of Information and Protection of Privacy Act, the staff member in charge of the branch at the time has the authority to release personal information to a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result. The information requested must be documented on the Disclosure of Personal Information form.
- In accordance with Section 32(l) of the Municipal Freedom of Information and Protection of Privacy Act, the staff member in charge of the branch at the time has the authority to release personal information in compassionate circumstances to facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased.
- The circulation records of Home Library Service customers are retained with their permission.

- Items returned remain on a customer's record until the end of that working day. Information messages on a customer's record related to holds are deleted after seven months. A customer's borrowing history is only retained if requested by the customer, [once additional circulation enhancements are available](#).
- Borrowing activity information is retained in the customer database as long as the circulation record indicates that an item remains on loan or fees remain unpaid, subject to the purging schedule (Section 1.14).
- Backup files of customers' borrowing activity are temporarily retained for the purpose of restoring data in cases of system failure and file corruption. These files are subsequently destroyed on a scheduled basis.

1.4 **Library Card - Conditions and Use**

To obtain a library card, applicants must present acceptable identification to library staff.

A customer must present their library card or confirm customer status to borrow materials and access some collections, services [and programs](#) of the Toronto Public Library.

A customer must check material out properly, treat it with care, and return it on time so that material will be available to other customers.

The library card is not transferable (i.e. library privileges apply to individuals only and may not be transferred from one individual to another).

Upon signing a consent form, a customer may authorize one other customer to access their customer record, including borrowing privileges.

Customers who are eligible (Section 1.1) and who do not have a Toronto Public Library card can register once for a temporary online account using the Toronto Public Library's website. Temporary online accounts provide access to some of the Library's digital services and expire after 30 days. Customers who have registered online can obtain a library card with full borrowing privileges within the 30 days in accordance with the eligibility statements listed in Section 1.1 above, upon presentation of acceptable identification at any branch of the Toronto Public Library.

Customers are entitled to one library card only. A second library card may be issued for children of divorced/separated parents, a separate card for use with each parent/guardian.

The library card is the property of the Toronto Public Library Board, and must be returned on request.

Loss or theft of a library card must be reported immediately. Card holders are responsible for any materials borrowed on their cards until loss or theft is reported.



Change of name, address, phone number or email address must be reported immediately.

The library card must be renewed annually with confirmation of relevant information. All outstanding fines and fees must be cleared at time of renewal.

Customers thirteen and over must sign the card upon registration unless unable to do so due to a disability.

The parent/guardian of a child (from birth up to and including age 12) must present identification to register the child for a library card and sign the child's card. If the parent/guardian is not present, the child will be given a registration form for the parent/guardian to complete and authorize.

In signing the card, or, in the case of children, the registration form, the signer accepts responsibility for the choice, use and return of all materials borrowed and for charges on items that are overdue, lost or damaged.

Applicants whose identification does not satisfy requirements or who provide name only identification will be limited to Toronto residents who have a permanent address but can only provide name identification will be issued a card with a borrowing limit of one item on the initial visit. This card will expire at 11:59 pm on the same day it was created. Full borrowing privileges will be granted upon presentation of full identification requirements.

Persons who do not meet the eligibility requirements for a library card outlined in Section 1.1 and who do not wish to pay the non-resident fee for a library card are eligible for a visitor card upon presentation of name and address identification and disclosure of other personal information. This card allows visitors to use services in the library, such as computers, printing, photocopiers, programs and some resources available through digital channels. This card must be renewed annually.

Customers who are experiencing homelessness or who are precariously housed and unable to provide a permanent address identification are eligible for a library card with limited borrowing privileges upon presentation of name identification and disclosure of other personal information. They may borrow five items at a time, with some exceptions, and have full access to library services including those available through digital channels. They must renew their card every three months This card must be renewed annually.

All Library card holders have access to the Print and Copy Account Service and are bound by the Print and Copy Account Terms and Conditions.

A charge is levied for the replacement of a lost or stolen card (Schedule 5.2).

1.5 Limits

The number of items which a customer may borrow may be limited on the basis of local demand and material supply.

Remote access to electronic products may be restricted based on licensing agreements.

Toronto Public Library establishes and reviews annually, the maximum number of items that may be checked out on a customer's card at any one time (Schedule 2.1).

1.6 Loan Period

A standard loan period of three weeks exists for materials borrowed except for those materials for which special loan periods have been established (Schedule 3.1).

An extended loan period is available on request unless there is high demand on materials or limited availability.

1.7 Renewals

Most library materials may be renewed if there are copies available to fill existing holds (Schedule 3.2) or if the number of renewals [permitted](#) has not been exceeded.

Children's materials will be automatically renewed once, provided there are copies available to fill existing holds.

1.8 Holds

Most library materials may be reserved unless they are non-holdable or reference (Schedule 2.3).

A charge is imposed when a hold is filled for a customer but not picked up (Schedule 4.4).

1.9 Interlibrary Loan

Interlibrary loan is made available to registered customers of the Toronto Public Library and to external libraries upon request.

The Toronto Public Library does not charge customers for interlibrary loan services unless charged by the lending institution, in which case the charge will be passed on to the customer (Schedule 5.5).

A charge is imposed when an interlibrary loan request is filled for a customer but not picked up (Schedule 4.4).

Materials from other library systems are subject to loan conditions specified by the lending library.

1.10 Returns

Materials borrowed from the Toronto Public Library may be returned to any branch of the library system.

Exceptions may exist for some unique collections.

1.11 Lost/Damaged Items

All customers are responsible for library materials borrowed from any branch of the Toronto Public Library.

The Library will charge a replacement cost for material which is long overdue, and for material which is lost or damaged (Schedule 5.3 and 5.6).

The replacement cost will be the invoiced price or the order price, whichever is greater, or default cost.

Replacement in kind, or substitution, for lost or damaged materials is not accepted.

In the event that items are damaged, the Toronto Public Library reserves the right to determine the amount of repair or replacement charges.

The Toronto Public Library reserves the right to retain library materials even in cases where full replacement cost has been paid. If an item that was reported lost and paid for is subsequently found, the replacement cost, less any overdue fines accumulated to the date the item is returned, will be refunded upon presentation of material, within six months of original payment. The maximum fine deducted shall not exceed the original payment.

Toronto Public Library is not responsible for damage to any equipment, hardware or software incurred during the playback of any material, e.g. CDs, DVDs, digital content.

The parent/guardian of a child up to and including age 12 is responsible for lost or damaged charges incurred by the child.

1.12 Overdue Fines

It is the responsibility of the customer to ensure that materials are returned on time so that they will be available to others. The Board has established fines as an incentive for prompt return of materials. Customers will be notified of materials that are overdue.

Fines are charged to all registered borrowers for the late return of library materials, with the exception of the following library customers:

- Home Library Service customers;
- Persons with Disabilities Status;
- Talking Book customers.



Fines are calculated according to customer age categories. Adults pay Adult fines on all materials borrowed including teen and children's materials. Adults – Under 25 and teens pay Teen fines on all materials borrowed including adult, teen and children's materials. Children pay Child fines on all materials borrowed including teen and adult materials (Schedule 4). Separate fine rates may apply to materials as specified (Schedule 4.2).

The parent/guardian of a child up to and including age 12 is responsible for fines incurred by the child.

No fines are charged for days when the Library is closed.

1.13 Suspension of Borrowing Privileges

Borrowing privileges are suspended in the following cases: (Schedule 1.6)

- prescribed limits to the amount of fines or fees a borrower may owe the Library have been exceeded;
- prescribed limits to the number of admissible overdue items have been exceeded.

If these limits are exceeded by a library customer, the stop-service provision in the circulation system will be implemented until the borrower restores their circulation record to within the acceptable range.

Borrowing privileges are suspended when a customer account is referred to a collection agency. In this situation, the stop-service provision in the circulation system will be implemented until the customer resolves their account.

Library privileges are revoked from customers who receive system-wide exclusions of six or 12 months, for that time period.

1.14 Purging of Customer Accounts

Customer accounts are purged from the database on an annual basis:

- when the last use of the library card is more than two years and the total balance owing is less than \$100.00
- when the last use of the library card is more than five years and the total balance is greater than \$100.00.

1.15 Use of a Collection Agency

A collection agency will be used to collect long overdue unpaid fines and recover materials from borrowers age 18 years and older when the amount owing is more than \$10.00. An additional fine will be charged to those customers whose accounts are turned over to a collection agency (Schedule 4.3).

1.16 Digital Equipment Lending

Digital equipment (including audio-visual and other technology) may be borrowed by customers for in-branch use where the service is available. Customers must sign a Use Agreement to use this service. In the case of Child and Teen customers, a parent or legal guardian must accept responsibility for the equipment.

1.17 Museum and Arts Pass

Museum and Arts Passes may be borrowed by Adult and Adult – Under 25 customers. A customer may borrow one pass per week, and one pass for each venue every three months (depending on availability).

1.18 Wi-Fi Hotspots

Wi-Fi Hotspots may be borrowed by Child, Teen, Adult – Under 25 and Adult customers.
Customers must sign a Program Agreement to use this service. In the case of Child and
Teen customers, a parent or legal guardian must accept responsibility for the equipment.
A customer may borrow one unit per 12 month period (depending on availability).

Schedule

1 Borrowing Privileges and Restrictions

1.1 All Video (VHS, DVD and eVideo)

- restricted: available to persons 18 and over
- adult accompaniment: available to persons 14 and over
- all other: available to all customers

1.2 Talking Books

- restricted to customers with perceptual disabilities and who are registered as Talking Book customers

1.3 Museum and Arts Pass

- restricted to Adult and Adult – Under 25 borrowers only
- restricted to one pass per borrower per week
- restricted to one pass for each venue every three months (depending on availability)

1.4 Digital Equipment

- available to Child, Teen, Adult – Under 25 and Adult borrowers
- Child and Teen borrowers must obtain authorization from parent/guardian

1.5 Musical Instruments

- available to Child, Teen, Adult – Under 25 and Adult borrowers
- Child and Teen borrowers must obtain authorization from parent/guardian
- customers may borrow one instrument at a time
- instruments must be returned to owning branch

1.6 Suspension

When the customer:

- has more than 15 items overdue, or
- has more than \$30.00 in fines or charges, which includes both unpaid fines on returned materials and fines accruing on items not yet returned
- account has been referred to a collection agency, as per Section 1.15
- has received a system-wide exclusion of six or twelve months

1.7 Wi-Fi Hotspots

- [available to Child, Teen, Adult – Under 25 and Adult borrowers](#)
- [Child and Teen borrowers must obtain authorization from parent/guardian](#)
- [customers may borrow one unit at a time](#)
- [units must be returned to owning branch](#)
- [restricted to one unit every twelve months \(depending on availability\)](#)

2 Limits

2.1 Maximum number of physical items checked out (including books, magazines, CDs, DVDs) at one time is 50

2.2 Maximum number of holds on physical items at one time is 100

2.3 Holds

Schedule of Materials Showing Whether a Hold Can Be Placed

Item	Can a Hold be Placed
Best Bet	No
Book	Yes
CD	Yes
CD-ROM	Yes
Digital equipment	No
DVD/VHS	Yes
DVD - New Release Feature	No
eContent	Varies as determined by licensing agreement
Magazine or Periodical	No
Museum and Arts Pass	No
Music score	Yes
Musical instrument	No
Picture collection	No
Reference material	No
Uncatalogued material (e.g., mass market paperback)	No
Wi-Fi Hotspots	No

3 Loan Periods

3.1 Loan Periods

Schedule of Materials and Loan Periods

Item	Loan Period
Best Bet	21 days
Book	21 days
CD	21 days
CD-ROM	21 days
Digital equipment	2 hours
DVD – Feature	7 days
DVD – Non-Fiction & TV Series	14 days
DVD/VHS – Language Learning including Literacy	21 days
eContent	Varies as determined by licensing agreement
Items provided by Home Library Service	Extended loans as determined by Home Library Service
Magazine or Periodical	7 days
Museum and Arts Pass	Expiry date as specified on the Pass
Music score	21 days
Musical instrument	21 days
Picture collection	21 days
Wi-Fi Hotspots	6 months

3.2 Renewal

Schedule of Materials and Maximum Number of Renewal Loan Periods

Please note: Items with holds outstanding cannot be renewed.

Item	Maximum Renewal Length
Best Bet	None2 standard loan periods
Book	3 standard loan periods
CD	3 standard loan periods
CD-ROM	3 standard loan periods
In Library Use Digital Equipment	2 hour periods, subject to demand
DVD/VHS	2 standard loan periods
DVD - New Release Feature	None
eContent	Varies as determined by licensing agreement
Magazine or Periodical	2 standard loan periods
Museum and Art Pass	None
Music score	2 standard loan periods
Musical instrument	2 standard loan periods
Picture collection	3 standard loan periods
Wi-Fi Hotspots	None

4 Fines

4.1 General (for all items except Materials as Specified and Laptops)

Schedule Showing Fines per day and Maximum Fines for Each Category for the Material

Age Category	Fine Amount Per Day Per Item	Maximum Per Item for Each Loan Period*
Adult	\$0.35	\$14.00
Adult – Under 25	\$0.15	\$ 6.00
Teen	\$0.15	\$ 6.00
Child	\$0.10	\$ 4.00

*Note that each renewal is considered another loan period.

4.2 In Library Use Digital Equipment Fine
\$2.00 per hour

4.3 Use of a Collection Agency
\$15.00 for accounts owing \$40.00 or more
\$5.00 for accounts owing less than \$40.00

4.4 Holds, Reference Loans and Interlibrary Loans not Picked Up
\$1.00 per item not picked up.

4.5 Wi-Fi Hotspots
No late fines applied.

5. Charges

5.1 Non-Resident
\$30.00 per household for three months
\$120.00 per household for 12 months

5.2 Replacement card

Schedule Showing Charge for Replacement Card for Each Age Category

Age Category	Charge
Adult	\$2.00
Adult – Under 25	\$1.50
Teen	\$1.50
Child	\$1.00

5.3 Lost item (Including /In Library Use Digital Equipment and Wi-Fi Hotspots)
It is the responsibility of the customer to ensure that materials are returned so that they will be available to others. Lost materials are subject to a replacement fee. Replacement price is the invoiced price or order price, whichever is greater, or default price. When that information is not available, the default price to be based on the previous year's average retail price taken from the Integrated Library System (ILS).

Note: "Reported/Claims returned" items change to "lost" status after 90 days.

Time limit to obtain a refund for an item reported lost and paid for which is subsequently found is capped at six months after original payment. Full refund of invoiced price but not fines or collection agency fees. The maximum fine deducted shall not exceed the price paid.

5.4 Photocopies and printing

Quick Print Photocopy/Printing Card – \$1.00 (This fee and value added to a Quick Print Photocopy/Printing Card are non-refundable).

Black and White – \$0.15

Colour – \$0.55

Colour Glossy – 8.5 x 14 - \$3.00

Colour Glossy – 11 x 17 - \$4.00

3D Prints – \$0.150 per 1 gram of filament used

5.5 Interloan

Charge as applied by the lending library.

5.6 Damaged Materials/Digital Equipment (including Wi-Fi Hotspots)

It is the responsibility of the customer to ensure that materials are returned in the condition in which they were borrowed so that they will be available to others.
Damaged materials are subject to a replacement fee. Replacement price is the
invoiced price or order price, whichever is greater. When that information is not
available, the default price to be based on the previous year's average retail price
taken from the Integrated Library System (ILS).

5.7 Damaged Cases (for DVDs and CDs)

\$2.00

5.8 NSF cheque

\$25.00

5.9 Portable Data Storage Devices

USB Drives - \$12.5010.00

5.10 Book Bags

\$2.00 - \$5.00, based on size and type

6. Branch Book Sale Prices

Schedule of Branch Book Sale Prices

Item	Price
Adult hardcover	\$2.00
Children's hardcover	\$2.00
Mass market paperback	\$1.00
Trade or catalogued paperback	\$2.00
Periodical/Magazine	\$0.50
Compact disc	\$2.00
VHS	\$2.00
DVD	\$2.00
Reference/special	individually priced

7. IntelliSearch

Schedule of Fees for Research Services Using IntelliSearch

Type of Service	Fee Charged
Research Service	\$100.00/hr; \$25.00 minimum charge plus applicable Access copyright license fees and/or actual database supplier charges
Rush Service	\$25.00 to be added to Research Service fee.
Fax Service	\$ 7.00 flat fee (5-25 pages) \$15.00 flat fee (over 25 pages)

8. Collection Reproduction

8.1 Digital reproduction – delivery by electronic means

Schedule of Fees for Digital Reproduction

Digital Image Size	Fee Charged
New or existing digital image (any size original)	\$25.00

8.2 Digitization on Demand

Base Charge - Per book	Additional Charge - Per page
\$25.00	\$0.15

8.3 Paper reproduction on high quality paper – delivery by mail

Schedule of Fees for Paper Reproduction by Paper Size and Minimum Fees for Mailing

Paper Size / Mailing Destination	Fee Charged
8" x 10"	\$25.00
11" x 14"	\$40.00
16" x 20"	\$50.00
18" x 24"	\$60.00
24" x 36"	\$100.00
32" x 44"	\$150.00
42" x 60"	\$200.00
Mailing Within Canada International	\$5.00 minimum \$20.00 minimum

9. Asquith Press

Set up Fee	Per book charge	Per page Charge
\$25.00	\$6.00	\$0.04

10. Schedule of Image Licensing Fees for Non-Profit or For-Profit Use

End Use	Licensing Fee
Not for profit	\$ 150.00
For profit	\$1,000.00

Accountability

1. The City Librarian and the Directors are responsible for ensuring the policy is implemented and enforced.
2. The Membership Services Committee is responsible for recommending policy changes.

Appendices

Appendix 1: References
Appendix 2: Definitions

Appendix 1

References

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, Chapter 11

Child and Family Services Act, R.S.O. 1990, Chapter C.11, Section 184

Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56

The Public Libraries Act, R.S.O. 1990, c. P.44, Section 23

Toronto Public Library. "Mission, Vision and Values." www.torontopubliclibrary.ca

Appendix 2

Definitions

Customer and Circulation Databases

Electronic files containing personal information and borrowing records.

Customer Database Identification Number

Unique number automatically assigned by the automated system to each customer record.

Persons with Disabilities

Persons with disabilities who may apply to have fine exempt status if they are unable to return materials within a set period of time because of a disability.

Home Library Service

The Home Library Service is provided for people who are homebound for at least three consecutive months due to age, illness, injury, or disability.

Inactive Customer Record

A customer record that has expired and has not been used for one year.

Interlibrary Loan

A service that allows the borrowing and lending of materials between library institutions.

Museum and Arts Pass

A pass which provides free access for two adults and two or more children to one of a group of participating arts and cultural venues.

Remote Access

Online access to Toronto Public Library from locations outside of the Library.

Talking Book Customers

Customers certified by a recognized authority as having a perceptual disability, resulting from visual, physical or comprehension impairment, that prevents them from reading works in their original format.