

Membership, Circulation and Collection Use Policy (Including Fines and Fees) – Update

Date:	April 26, 2021
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to seek approval from the Toronto Public Library Board for changes to the *Membership, Circulation and Collection Use Policy*, resulting from the elimination of overdue fines for material borrowed on children's library cards. Funding for the elimination of overdue fines for children is included in the Council-approved 2021 operating budget and this report highlights the policy changes required to effect this change.

The proposed changes to the *Membership, Circulation and Collection Use Policy* include:

- elimination of charge for holds not picked up for child customers (section 1.8);
- elimination of overdue fines for materials borrowed on a child's card (section 1.12);
- removal of child fines under "Schedule Showing Fines Per Day and Maximum Fines for Each Category for the Material" (section 5.1)

Following Board approval, implementation of the policy changes will begin.

Replacement fees will continue to be charged for any materials checked out on a child's card which are not returned (section 6.3).

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves the revised *Membership, Circulation and Collection Use Policy* that reflects the permanent elimination of all overdue fines on material borrowed on children's library cards, appended as Attachment 1; and
2. approves the write-off of outstanding overdue fines on children's cards with an estimated value of \$150,000.

Implementation Points

TPL has not been charging any overdue fines since the start of the COVID-19 pandemic emergency in March 2020. However, the elimination of fines on materials checked out on children's cards will be implemented so that it is effective when regular in-branch services resume and TPL reinstates the charging of fines. This is expected no earlier than Q4 of 2021. Configuration changes to TPL's borrowing system and staff communications and training will be implemented by Q4 2021.

A communication plan for the elimination of children's fines will be implemented and will include all of TPL's in-branch and digital channels (website, email and social media), to ensure that all TPL customers are aware of these changes.

A targeted, multi-channel children's membership campaign will follow, promoting the elimination of children's fines as incentive to sign up for a library card for new customers, or to return to the library for lapsed customers.

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

The Council-approved 2021 operating budget included funding for the elimination of children's overdue fines. In 2021, the \$600,000 value of fines eliminated was funded one-time by the TPL Foundation for \$300,000 and the City funded the other \$300,000 through a base budget adjustment.

With the permanent elimination of overdue fines for children, outstanding overdue fines on children's cards, estimated at \$150,000, will be written off. Because the fines budget is based on what is expected to be collected, the write-off of outstanding fines will not have an impact on the 2021 operating budget funding.

The Director, Finance & Treasurer has reviewed this financial impact statement and agrees with it.

ALIGNMENT WITH STRATEGIC PLAN

The 2020-2024 Strategic Plan identifies priorities through an equity lens, working to understand and break down barriers for all, with a focus on equity-seeking groups and vulnerable populations. The recommendation to eliminate overdue fines for children aligns with TPL's Strategic Plan actions such as *Focus on Equity*. Expected outcomes are equitable access to library service for all children, improved customer service, and increased children's membership and usage of library collections and services.

EQUITY IMPACT STATEMENT

The recommended changes to the Membership, Circulation and Collection Use Policy will have a positive impact on equity-seeking groups. The changes align and support the City of Toronto's Poverty Reduction and Equity Initiatives, including Anti-Black Racism and the Toronto Newcomer Strategy, and will help to remove barriers to library use encountered by children and families, especially those living in Neighbourhood Improvement Areas (NIAs).

DECISION HISTORY

The *Membership, 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 reviewed and approved by the Board at the meeting on June 22, 2020, with a further revision at the Board meeting on September 21, 2020.

<https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2020/sep21/17-membership-circulation-and-collection-use-policy-2020-changes-revised-combined.pdf>

At the meeting on February 18, 2021, City Council approved TPL's operating budget which included funding for the elimination of children's overdue fines. At the meeting on February 22, 2020, the Library Board adopted the Council-approved budget.

ISSUE BACKGROUND

The Membership, 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 policy review is for the purpose of implementing the elimination of overdue fines for material borrowed on children's library cards. Staff will conduct a further review of the policy in its entirety as part of TPL's regular policy review in late 2021.

COMMENTS

Overdue fines were originally introduced to encourage customers to return materials on time, but increasingly the fines have become a barrier to the use of library services, especially for vulnerable communities. Overdue fines have a disproportionate impact on racialized and low-income communities in Toronto. In 2019, five percent of children from these communities had blocked TPL library cards because of overdue fines, compared to one percent of children from other areas.

A fine for holds not picked up was introduced in 2012 to encourage customers to manage their holds more effectively. A fine of \$1 is charged for every item placed on hold but not picked up. While the fine has been successful in reducing the amount of material which expires on the hold shelf, it also acts as a deterrent to children placing holds. This fine is also being eliminated.

The increasing availability of electronic materials, which do not accumulate fines, combined with more tools available for customers to manage their borrowing, have led to a natural decline in the amount of fines being collected by TPL and this trend is expected to accelerate.

Pandemic Response: No Fines or Blocked Accounts

As part of TPL's pandemic response, no overdue fines have been charged since March 2020 and blocks on cards due to overdue fines have been lifted. These measures were taken to ensure that Torontonians have continued access to library materials, including resources to support remote learning and home schooling. By moving to eliminate children's overdue fines permanently, TPL will join hundreds of library systems across North America that have already gone fine-free. In Canada alone, there are 189 fine-free library systems, including 27 in Ontario and nine in the GTA, and these numbers are increasing.

Particularly in today's challenging times, libraries need to remove barriers and connect children to the information and resources they need for school, for lifelong learning, and for culture and entertainment. Eliminating overdue fines will ensure that all children have equitable access to library resources. Replacement fees for lost

materials, either reported lost by the customer or designated by the Library as long overdue, will continue to be charged to encourage their return.

Breaking Down Barriers: Addressing Inequity

TPL is the world's busiest public library system, a vital community hub used by nearly 70% of Torontonians. It is a critical resource for our city's most vulnerable residents, who rely on our safe spaces, computers, Wi-Fi access and valuable online tools – particularly now during the COVID-19 pandemic.

Children count on TPL to support their learning, literacy and overall growth. However, unpaid library fines can prevent them from accessing crucial library resources, thus negatively impacting their development. Unpaid library fines also further highlight the growing inequity in Toronto communities between those who can afford to pay, and those who cannot. Libraries remove barriers and open doors.

There is growing evidence that overdue fines do not encourage the return of material as intended but may actually act as a barrier to the use of library services. TPL data shows the disproportionate impact overdue fines can have on racialized and low-income communities in the city, as library cards of customers from these communities are blocked from library use at a higher rate than others. Particularly in today's challenging times, the Library must remove barriers and connect people to the information and resources they need.

Overdue fines were originally introduced to encourage customers to return materials on time, but increasingly have been found to be ineffective. The fear and possibility of incurring a fine alone can act as a barrier to use for many of our cardholders, especially for children. TPL data for 2019 indicated that 5% of children from NIA and high-priority neighborhoods had blocked cards due to fines compared to 1% of children residing in other areas.

Evidence-Based Decision-Making: Fine Free Libraries

Research from other fine-free systems has also indicated that fines do not increase return rates, and further that the cost of collecting and maintaining overdue fees often outweighs the revenue generated by them. The revenue from children's overdue fines constitutes less than 1% of TPL's operating budget. Additionally, fine collection often results in negative customer/staff interactions, undermining general public trust and comfort in the public library. It is important to note that the Library will continue to charge replacement fees for lost materials, either reported lost by the customer or designated by the Library as long overdue, to encourage their return.

Once the Library fully reopens, it will play a critical role in connecting people to resources for learning as the economic impacts of COVID-19 will continue. These impacts will likely be greater for children from racialized and low-income communities.

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SIGNATURE

Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1: Revised Membership, Circulation and Collection Use Policy

**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 - 112 – June 18, 2018****20 - 112 – June 22, 2020****20 - 157 – September 21, 2020****21 - xxx - April 26, 2021**

Effective Date**April 26, 2021****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 library membership
- borrowing privileges, responsibilities and restrictions
- a schedule of fees and fines

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 for membership 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 physical materials only from the Toronto Public Library by paying a non-refundable fee. Payment of this fee entitles each member of the non-resident household to library membership. 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 library membership, customers must present name and address identification and disclose date of birth and contact information. 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 membership types. Information presented during the 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 membership 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 membership, 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(I) 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.
- 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 Membership - Conditions and Use

To obtain a library membership, applicants must present acceptable identification to library staff in a branch or demonstrate their eligibility through the online registration process.

Adult, Adult under 25 and Teen customers who are eligible (Section 1.1) and who do not have a Toronto Public Library membership can register for an ecard on the Toronto Public Library's website. Ecards provide access to all of the Library's digital services, except those limited to in-branch use. Customers who have registered online can obtain access to all Library services, including the physical collection, upon presentation of acceptable identification at any branch of the Toronto Public Library.

A library membership must be renewed annually with confirmation of relevant information. All outstanding fines and fees must be cleared at time of renewal. This can be done at a branch or, Adults, Adults – Under 25 and Teens with full-service or ecards may use the online renewal process on the Toronto Public Library's website.

Customers thirteen and over must sign the physical 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 membership 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.

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.

A library membership 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 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.

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

A charge is levied for the replacement of a lost or stolen card.

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

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

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 and allowable holds that may be checked out to a customer at any one time.

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.

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 or if the number of renewals permitted has not been exceeded.

1.8 Holds

Most library materials may be reserved unless they are non-holdable or reference.

A charge is imposed when a hold is filled for an Adult or Teen customer but not picked up. Child customers are not charged for holds that are not picked up.

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.

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

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.

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;
- ~~Materials borrowed on a Child card.~~

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.~~ No fines are charged for materials borrowed on a Child card. Separate fine rates may apply to materials as specified.

~~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:

- 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 membership is more than two years and the total balance owing is less than \$100.00
- when the last use of the library membership 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 exceeds the set limit. An additional fine will be charged to those customers whose accounts are turned over to a collection agency.

Schedule

1. Memberships

1.1 Full-Service

- for adults, children and teens who live, work, go to school or own property in Toronto or who live on a First Nations Reserve in Ontario

- requires name and address identification and other documentation as appropriate, e.g. proof of work location and disclosure of other personal information
- provides access to all library services, including digital and physical collections with the exception of restricted and adult accompaniment videos to children under 14

1.2 Access

- for customers who are experiencing homelessness or who are precariously housed and unable to provide permanent address identification
- requires name identification and disclosure of other personal information
- provides full access to library services, including those available through digital channels
- borrowing limit of five physical items at a time

1.3 Corporate

- for corporations located in Toronto including businesses, day cares and group homes
- teachers and other school employees are not eligible
- requires name and address identification from authorized individual
- provides access to the physical collection only

1.4 Visitor

- for customers who do not meet the eligibility requirements for a library membership and who do not wish to pay the non-resident fee
- requires name identification and disclosure of other personal information
- provides access to in-library services, such as computers, printing, photocopiers, programs and some digital resources

1.5 Temporary

- for Toronto residents who have a permanent address but can only provide name identification
- requires name identification and membership will expire at 11:59 pm on the same day it was created
- full borrowing privileges granted upon presentation of full identification requirements.
- may borrow one item on the initial visit with the exception of some

items, such as musical instruments and digital equipment.

1.6 Non-resident

- for non-residents who are not eligible for a free Toronto Public Library membership
- requires name and address identification and other documentation as appropriate plus a fee of \$30 quarterly or \$120 annually
- provides access to the physical collection only.

2 Borrowing Privileges and Restrictions

2.1 Books, Magazines, CDs, Audiobooks

- available to Adult, Adult – Under 25, Teen, and Child borrowers
- no restrictions

2.2 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

2.3 Talking Books

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

2.4 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)

2.5 Digital Equipment

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

2.6 Musical Instruments

- available to Adult, Adult – Under 25, Teen, and Child 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

2.7 Wi-Fi Hotspots

- available to Adult, Adult – Under 25, Teen, and Child 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)

2.8 Arduinos (microcontroller used to build digital devices and interactive objects)

- available to Adult, Adult – Under 25 and Teen customers
- no holds or renewals
- must return kits to same Digital Innovation Hub where borrowed
- replacement fee of \$50 applies for lost or damaged kits

2.9 Playaways (audiobooks that have been preloaded onto a portable device)

- available to Adult, Adult – Under 25, Teen, and Child borrowers
- replacement fee of \$50 applies for lost or damaged units

3 Limits

3.1 Maximum number of physical items checked out (including books, magazines, CDs, DVDs) at one time is 75.

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

3.3 Holds

Schedule of Materials Showing Whether a Hold Can Be Placed

Item	Can a Hold be Placed
Arduino	No
Best Bet	No
Book	Yes
CD	Yes
CD-ROM	Yes
Digital equipment	No
DVD/VHS	Yes
DVD - New Release Feature	Yes
Digital content	Varies as determined by licensing agreement

Magazine or Periodical	No
Museum and Arts Pass	No
Music score	Yes
Musical instrument	No
Picture collection	No
Playaway	Yes
Reference material	No
Uncatalogued material (e.g., mass market paperback)	No
Wi-Fi Hotspots	No

4 Loan Periods

4.1 Loan Periods

Schedule of Materials and Loan Periods

Item	Loan Period
Arduino	21 days
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
Playaway	21 days

Wi-Fi Hotspots	6 months
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4.2 Renewal

Schedule of Materials and Maximum Number of Renewal Loan Periods

Please note: Items with holds outstanding cannot be renewed.

Item	Maximum Renewal Length
Arduino	None
Best Bet	None
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	2 standard loan periods
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
Playaway	3 standard loan periods
Wi-Fi Hotspots	None

5 Fines and Suspension

5.1 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.

5.2 In Library Use Digital Equipment Fine

\$2.00 per hour

5.3 Use of a Collection Agency

\$15.00 for accounts owing \$40.00 or more

\$5.00 for accounts owing less than \$40.00

5.4 Holds, Reference Loans and Interlibrary Loans not Picked Up

\$1.00 per item not picked up (charged to Adult and Teen customers only)

5.5 Wi-Fi Hotspots

No late fines applied.

5.6 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 5.3
- has received a system-wide exclusion of six or twelve months

6. Charges

6.1 Non-Resident

\$30.00 per household for three months

\$120.00 per household for 12 months

6.2 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

6.3 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. 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 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.

6.4 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 – 8.5 x 11 \$0.15

Black and White – 11 x 17 \$0.20

Colour – \$0.55

Colour Glossy – 8.5 x 14 - \$3.00

Colour Glossy – 11 x 17 - \$4.00

3D Prints – \$0.15 per 1 gram of filament used

6.5 Interloan

Charge as applied by the lending library.

6.6 Damaged Materials/Digital Equipment (including Arduinos and 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).

6.7 Damaged Cases (for DVDs and CDs)

\$2.00

6.8 NSF cheque

\$25.00

6.9 Portable Data Storage Devices

USB Drives - \$12.50

6.10 Book Bags

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

7. 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
CD	\$2.00
VHS	\$2.00
DVD	\$2.00
Reference/special	individually priced

8. 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)

9. Collection Reproduction

9.1 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

9.2 Digitization on Demand

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

9.3 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	\$5.00 minimum
International	\$20.00 minimum

10. Asquith Press

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

11. Fabrication Studio

Item	Price
Machine Embroidery Backing 8" x 8"	\$0.75
Machine Embroidery Backing 12" x 12"	\$0.75
Embroidery Thread – Per 10,000 stitches (rounded off)	\$2.50
Single Colour Adhesive Vinyl for Cutting 12" W	\$2.50 per foot
Printable Vinyl for Printing and Cutting 20" W	\$3.00 per foot + \$0.50 per 1 ml of ink
Heat Transfer Vinyl for Printing and Cutting 20" W	\$7.00 per foot + \$0.50 per 1 ml of ink
Lock Pin Buttons 1"	\$0.50

12. 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 1

References

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

Child, Youth and Family Services Act, 2017, S.O. 2017, Chapter 14, Schedule 1

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. "Vision, Mission & Values." www.tpl.ca