



STAFF REPORT ACTION REQUIRED

Membership, Circulation and Collection Use Policy - Update

Date: March 27, 2023

To: Toronto Public Library Board

From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval for changes to the Membership, Circulation and Collection Use Policy arising from the ongoing review of policies to improve and reduce barriers to Toronto Public Library (TPL) services.

The proposed policy changes include the following:

- add language to reference TPL's Equity and Intellectual Freedom Statement to ensure inclusivity in the underlying principles;
- allow non-resident customers access to TPL's digital collection and resources (1.1);
- increase the fee of non-resident membership to reflect the amount the average household in Toronto contributes towards library services (1.6 and 6.1);
- include recently launched Tech Kits (2.10-2.11);
- revise language to ensure the policy is more welcoming (1.3, 1.9, 1.11 and 2.2-2.4).

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

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves the revised Membership, Circulation and Collection Use 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.tpl.ca/terms-of-use>

FINANCIAL IMPACT

This report has no financial impact beyond what has been approved in the current year's budget.

The recommended changes to the non-resident membership fees are expected to result in an annual net revenue increase of approximately \$34,000.

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-deserving groups and vulnerable populations. The recommendation to allow non-resident customers access to the Library's digital collection and resources aligns with TPL's Strategic Plan actions, such as Focus on Equity. Expected outcomes are equitable access to library service, improved customer service, and increased membership and usage of library collections and services.

EQUITY IMPACT STATEMENT

The recommended changes to the Membership, Circulation and Collection Use Policy will positively impact all equity-deserving groups. These changes align with and support the Library's Equity Statement and Intellectual Freedom Statement.

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 Toronto Public Library Board at the [March 28, 2022 meeting](#).

ISSUE BACKGROUND

The Membership, Circulation and Collection Use Policy is intended to maximize the 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 focuses on increasing inclusion by incorporating the Equity and Intellectual Freedom Statements; allowing non-resident customers access to the Library's digital collection and resources; including recently launched tech kits; and revising language to ensure the policy is more welcoming. Some minor revisions have also been made and are informed by the Library's 2020-2024 Strategic Plan.

COMMENTS

Equity and Intellectual Freedom Statements (see Underlying Principles, p. 2)

The Equity and Intellectual Freedom Statements are mutually reinforcing statements that were developed in accordance with the Library's Policy Development Framework. In addition to the strategic plan, the statements are foundational for the Library's policies as they reinforce the Vision, Mission and Values and help expand the understanding of library values among customers and staff. The Statements' principles enhance the customer experience by outlining library environment expectations and obligations. By including references to these two Statements, the Membership, Circulation and Collection Use Policy reinforces that intellectual freedom and equity are at the core of the Library's work.

Non-Resident Members (see 1.1, p. 3 and 1.6, p. 13)

In June 2020, the [Toronto Public Library Board approved the policy change to limit non-resident users](#) from accessing the digital collection due to the increasing cost of

digital resources. Implementing this policy change was paused during the COVID-19 pandemic, as many of our members relied heavily on accessing our digital collections and resources during this time. Maintaining access to the Library's digital collection has been at the forefront of our service delivery model, and the Library has proved to be an essential service for our members. As a result, the Library is recommending to revert to its original policy, which allows non-residents access to the digital collection. The Library has invested heavily in its digital collections and has a comprehensive suite of digital offerings, from ebooks to elearning tools for all ages. Remote access has become more important in a post-pandemic world as more customers can work and study from home.

As of March 2023, there are 1,137 active non-resident members, representing less than 1% of the Library's total membership. 91% of non-resident members reside in Ontario and are required to visit a TPL branch to register or renew their card. This ensures the non-resident customer lives close to Toronto and satisfies our digital vendor contracts, which state access is primarily for Torontonians and those who live within a reasonable geographic proximity.

Currently, the Library charges \$30 for a 3-month subscription or \$120 annually for access to the Library's physical and digital collection. The last increase to this fee was in July 2011. The Library recommends increasing the non-resident membership fee to \$50 for a 3-month subscription or \$150 annually; this value reflects the amount an average household in Toronto contributes towards library services through property taxes. With the rising costs of digital material and increased budgetary allocations, this increase will help compensate the Library for potential costs.

During the height of the pandemic when members relied heavily on the Library's digital resources and collections, there was no added pressure or impact felt by the Library's primary constituents. Circulation and hold thresholds were maintained as Library Materials Budgets were adjusted according to circulation trends. Post-pandemic teachings have shown increased online learning, and the significance of digital resources; restricting access to the Library's digital collections in the post-pandemic world would have a negative impact on our members.

Interlibrary Loan (see 1.9, p.9)

An interlibrary loan is a transaction where library materials are made available from one library system to another. The Library participates in the interlibrary loan process, where library materials that TPL does not have in its circulating collection are requested and obtained from various libraries outside TPL at the request of library customers. The Public Libraries Act prevents public libraries from charging users without their consent for materials borrowed on interlibrary loans. The Library does not charge any fees for requesting an interlibrary loan unless the lending library

charges for the loan, in which case the fee is passed on to the customer. The customer is informed of the potential charges at the time of request and consents to pay any applicable charges from the lending library as well as replacement costs in the case of lost or damaged material.

Tech Kits (see 2.10 and 2.11, p. 14)

Two new take-home equipment-lending tech kits were launched in 2022: Raspberry Pi Kits and Audio Recording Kits. These join the existing take-home Arduino Kits, which are available at the Library's Digital Innovation Hubs. The Raspberry Pi Kits consist of a Raspberry Pi computer with a monitor, keyboard and mouse used to complete coding/electronic projects. The Audio Recording Kits consist of a digital audio recorder and microphones. These two items have been added to the policy to reflect the loan periods, borrowing rules and lost/damaged charges.

CONTACT

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SIGNATURE

Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1: Revised Membership, Circulation and Collection Use Policy (DRAFT)

Attachment 1

Policy Title: Membership, Circulation, and Collection Use Policy

Policy Classification: Board Policy

MEMBERSHIP, CIRCULATION and COLLECTION USE

Policy Classification: Board Policy

Motion # and Approval Date:

| | |
|-------------------------------|-------------------------------|
| 98 - 023 - January 29, 1998 | 13 - 184 - November 18, 2013 |
| 99 - 108 - September 21, 1999 | 14 - 079 - April 28, 2014 |
| 02 - 149 - September 23, 2002 | 15 - 073 - April 20, 2015 |
| 03 - 154 - October 20, 2003 | 16 - 063 - March 21, 2016 |
| 05 - 084 - April 4, 2005 | 17 - 094 - May 15, 2017 |
| 07 - 176 - October 15 2007 | 18 - 112 - June 18, 2018 |
| 10 - 030 - February 16, 2010 | 20 - 112 - June 22, 2020 |
| 11 - 097 - July 26, 2011 | 20 - 157 - September 21, 2020 |
| 11 - 169 - December 12, 2011 | 21 - 073 - April 26, 2021 |
| 13 - 067 - April 29, 2013 | 22 - 064 - March 28, 2022 |
| | <u>23- XXX- March XX 2023</u> |

Effective Date

March 28, 2022 March XX 2023

Last Reviewed

March 28, 2022 March XX 2023

Purpose

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; and
- retrieve overdue materials

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Policy Title: Membership, Circulation, and Collection Use Policy

Policy Classification: Board Policy

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; and
- a schedule of fees and fines.

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.

[The Membership, Circulation and Collection Use Policy is driven by principles defined in the Library's Values, Vision and Mission and in TPL's Equity Statement and Intellectual Freedom Statement.](#)

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; and
- be administered in a manner that considers the individual accessibility needs of persons with disabilities and respects the principles of dignity, independence, equal opportunity, and integration.

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

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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, 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 library membership. Non-resident privileges can be purchased or renewed for a three-month or 12-month period at a time in person.

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** is an individual who is eighteen (18) 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 1.13 & 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~~

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~~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.~~

- Supplementary library membership privileges are available to individual customers who have requested and signed the accompanying consent forms allowing another individual member right of access to the personal information in their customer and circulation database records.
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- 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.

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- 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 1.13 & 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 and Teen customers who are eligible (Section 1.1) and who do not have a Toronto Public Library membership can register for a Digital Access Card on the Toronto Public Library's website. Digital Access Cards 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, fees and charges must be cleared at time of renewal. [This Renewals](#) can be done at a branch or, Adults and Teens with full-service or Digital Access Cards may use the online renewal process on the Toronto Public Library's website.

Customers age 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

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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 lost or damaged.

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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.

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.

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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 and 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 for reference.

A charge is imposed when a hold is filled for an Adult customer but not picked up. The following registered customers are exempt from holds not picked up charges:

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

1.9 Interlibrary Loan

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

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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. The customer will be informed of any charges before requesting material and must consent to pay the interlibrary loan charges. 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 an Adult customer only 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.

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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 will be refunded upon presentation of material, within 90 days of original payment. Proof of payment may be required in some circumstances.

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 Suspension of Borrowing Privileges

Borrowing privileges are suspended in the following cases:

- prescribed limits to the amount of fines or fees, or charges a borrower may owe the Library have been exceeded
- prescribed limits to the number of allowable 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 also 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, during that time period.

1.13 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 or equal to \$100.00

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- when the last use of the library membership is more than five years and the total balance is equal to or greater than \$100.00

1.14 Purging of Customer Account Credits

Any existing customer account with credits will be offset against balances owing prior to purging of a customer's account. Customer account credits are purged from the database when the last use of the library membership is more than two years.

1.15 Use of a Collection Agency

A collection agency will be used to collect long overdue unpaid charges and recover materials from borrowers age 18 years and older when the amount exceeds the set limit (see schedule 5.1). An additional non-refundable administrative fee will be charged to those customers whose accounts are turned over to a collection agency. The following registered customers are exempt from being turned over to a collection agency:

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

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

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- 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

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- 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 \$50 quarterly or \$120 \$150 annually~~
- ~~some services and digital resources may be restricted~~
- ~~provides access to the physical collection only~~

1.7 Digital Access Card

- for adults and teens who live in Toronto
- requires name and address information that is fully validated by the online system
- provides full access to digital resources and services, except those limited to in-branch use

2. Borrowing Privileges and Restrictions

2.1 Books, Magazines, CDs, Audiobooks

- available to Adult, Teen, and Child borrowers

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 available~~ to customers with perceptual disabilities and who are registered as Talking Book customers

2.4 Museum and Arts Pass

- ~~restricted available~~ to Adult borrowers only
- ~~restricted available~~ 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, Teen, and Child borrowers

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- Child and Teen borrowers must obtain authorization from parent/guardian
- digital equipment must be returned to owning branch

2.6 Musical Instruments

- available to Adult, 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, 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

2.8 Arduino Kits

- available to Adult and Teen customersborrowers
- arduinos must be returned to the same Digital Innovation Hub where borrowed

2.9 Playaways

- available to Adult, Teen, and Child borrowers

2.10 Raspberry Pi Kits

- available to Adult and Teen borrowers
- Raspberry Pi Kits must be returned to the same Digital Innovation Hub where borrowed

2.11 Audio Recording Kits

- available to Adult borrowers only
- Audio Recording Kits must be returned to the same Digital Innovation Hub where borrowed

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3. Limits

- 3.1 Maximum number of physical items** checked out (including books, magazines, CDs, DVDs) at one time is 50.
- 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 |
|--|---|
| All-in-One-Read-Along | <u>Yes</u> |
| Audio Recording Kits | <u>No</u> |
| Arduino Kit | No |
| Best Bet | No |
| Book | Yes |
| Book Club Sets | <u>Yes by contacting the owning branch</u> |
| CD | Yes |
| CD-ROM | Yes |
| In Library Use Digital equipment | No |
| DVD/VHS | Yes |
| DVD - New Release Feature | <u>Yes</u> |
| Econtent | Varies as determined by licensing agreement |
| Interloan Materials | <u>Yes</u> |
| Magazine or Periodical | No |
| Museum and Arts Pass | No |
| Music score | Yes |
| Musical instrument | No |
| Picture collection | No |
| Playaways | Yes |
| Raspberry Pi Kits | <u>No</u> |
| Reference material | No |
| Talking Books | <u>Yes</u> |
| Uncatalogued material (e.g., | No |

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|------------------------|----|
| mass market paperback) | |
| Wi-Fi Hotspots | No |

4. Loan Periods

4.1 Loan Periods

Schedule of Materials and Loan Periods

| Item | Loan Period |
|--|--|
| All-in-One-Read-Along | <u>21 days</u> |
| Audio Recording Kit | <u>7 days</u> |
| Arduino Kit | 21 days |
| Best Bet | 21 days |
| Book | 21 days |
| Book Club Sets | <u>42 days</u> |
| CD | 21 days |
| CD-ROM | 21 days |
| In Library Use Digital equipment | 2 hours |
| DVD – Feature | 7 days |
| DVD – Non-Fiction & TV Series | 14 days |
| DVD/VHS – Language Learning including Literacy | 21 days |
| VHS | <u>7 days</u> |
| Econtent | Varies as determined by licensing agreement |
| Interloan Materials | <u>Varies as determined by the loaning institution</u> |
| 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 receipt |
| Music score | 21 days |
| Musical instrument | 21 days |
| Picture collection | 21 days |
| Playaways | 21 days |
| Raspberry Pi Kits | <u>21 days</u> |
| Reference Materials | <u>None</u> |
| 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 |
|--|--|
| <u>All in one Read Along</u> | <u>3 standard loan periods</u> |
| <u>Audio Recording Kit</u> | <u>None</u> |
| <u>Arduino Kit</u> | None |
| Best Bet | None |
| Book | 3 standard loan periods |
| <u>Book Club Set</u> | <u>None</u> |
| CD | 3 standard loan periods |
| CD-ROM | 3 standard loan periods |
| In Library Use Digital Equipment | 2 hour periods, subject to demand |
| <u>Interloan Materials</u> | <u>Varies as determined by the loaning institution</u> |
| 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 |
| Playaways | 3 standard loan periods |
| <u>Raspberry Pi Kits</u> | <u>None</u> |
| <u>Reference Material</u> | <u>None</u> |
| Wi-Fi Hotspots | None |

5. Collection Agency and Suspension

5.1 Use of a Collection Agency

Accounts owing \$50.00 or more will be referred to a Collection Agency and will be subject to a \$15.00 non-refundable administrative fee.

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5.2 Suspension

When the customer:

- has more than 10 items overdue, or
- has more than \$100.00 in charges,
- account has been referred to a collection agency, as per Section 5.1
- has received a system-wide exclusion of six or twelve months

6. Charges

6.1 Non-Resident

~~\$30.00~~ ~~\$50.00~~ per household for three months

~~\$120.00~~ ~~\$150.00~~ per household for 12 months

6.2 Holds and Interlibrary Loans Not Picked Up

\$1.00 per item not picked up charged to Adult customers only.

6.3 Lost item

It is the responsibility of the customer to ensure that materials are returned so that they will be available to others. Lost materials including digital equipment 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 and returned is capped at 90 days after original payment.

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).

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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 Interlibrary Loan

Charge as applied by the lending library.

6.6 Damaged Materials/Digital Equipment

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 including digital equipment 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 |

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| | |
|-------------------------------|---------------------|
| 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 |

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| | |
|---------------|-----------------|
| 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 |

Accountability

The City Librarian and the Directors are responsible for ensuring the policy is implemented and enforced.

The Membership and Circulation Services Committee is responsible for recommending policy changes.

Related Legislation

- 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

Attachment 1

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- The Public Libraries Act, R.S.O. 1990, c. P.44, Section 23
- Toronto Public Library. "Vision, Mission & Values."

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Related Standards, Procedures, and Guidelines

- Membership, Circulation and Collection Use Policy Service Guidelines
- Circulation Procedures Manual
- Print and Copy Account Terms and Conditions
- Equity Statement
- Intellectual Freedom Statement

Contact

Director, Collections & Membership Services

Manager, Membership & Circulation Services