

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

**SECTION:**                **Section III – Public Service Policies**

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### **Effective Date**

~~October 15, 2007~~  
**February 16, 2010**

### **Policy Objective**

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

- make materials widely available to the community;
- maximize use of collections and services;
- facilitate requests for materials;
- retrieve overdue materials.

### **Underlying Principles**

The 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 libraries and with other large urban Canadian public libraries.

### **Policy Statement**

The Library's 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 all Toronto Public Libraries. 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, 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 work, live, own property or attend school in Toronto and may borrow materials from the Toronto Public Library by paying a non-refundable fee. Payment of a household fee entitles each member of the non-resident household to a library card for the quarter covered by the payment.

### 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 a library card, customers must disclose name and address information to staff. Customers age seventeen and under must disclose date of birth. Certain additional personal information may be supplied in whole or in part and is not a requirement for registration or re-registration.

- 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 his/her 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 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 form created for this purpose.
- 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 history record are deleted after 7 months.
- 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 1.12](#)).
- 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**

All applicants must provide acceptable identification to obtain a library card.

A customer must present his/her library card or confirm customer status to borrow materials and access some collections and services of the Toronto Public Library.

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 his or her customer record including borrowing privileges.

Customers who do not have a Toronto Public Library card can apply for a temporary online account using the Toronto Public Library's website. Online accounts are temporary and expire after 30 days. Online Library Card Registration accounts have temporary access to many of the library's web and interactive services for 30 days. Customers who have registered online can obtain a library card with borrowing privileges 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 caregiver.

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 address, name or phone number must be reported immediately.

The library card must be renewed annually, with confirmation of relevant information.

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 ~~fill out and sign~~ **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

~~All applicants providing acceptable name identification only, and additional proofs required of non-residents claiming eligibility for a library card, will be limited to borrowing one item on the initial visit. Full borrowing privileges will be granted upon presentation of full identification requirements.~~

**Applicants whose identification does not satisfy requirements will be limited to borrowing one item on the initial visit. This includes applicants who provide name only identification as well as non-residents who must submit proof of eligibility (see 1.1 Eligibility). Full borrowing privileges will be granted upon presentation of full identification requirements.**

Customers in temporary housing (e.g., shelters or hostels) who are unable to provide a permanent address may borrow 2 items at a time.

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

Inactive customer records are purged on a regular basis provided there are no outstanding fines, fees or items.

### **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 which may be checked out on a customer's card at any one time. (Schedule 2.1)

An extended (~~holiday~~) loan period may be granted. Restrictions may be imposed on the number and type of material available for extended loan.

### **1.6 Loan Period**

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

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)

### **1.7 Renewals**

Most library materials may be renewed if there are no holds for the item.

Renewals may be requested in person, by telephone, by automated telephone renewal service or by catalogue access in branch or remotely. (Schedule 3.2)

### **1.8 Holds**

Most library materials may be reserved in person or by telephone, or by catalogue access in branch or remotely. (Schedule 2.3)

### **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 5.6)

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

#### **1.10 Returns**

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

Exceptions may exist for some unique collections.

#### **1.11 Damaged/Lost 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 damaged or lost. (Schedule 5.3 and 5.7).

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.

Damaged/lost items outstanding are purged from the database on a regular basis:

- when the last use of the library card is more than two years and the total balance owing is less than \$100;
- when the last use of the library card is more than five years and the total balance is greater than \$100.

Toronto Public Library is not responsible for damage to any equipment or software incurred during the playback of any material, e.g., videos, cassettes, compact discs, CD-ROMS, DVDs .

#### **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. To encourage prompt return, the Board has established fines as a deterrent to late 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. No fines are charged for days when the library is closed. Fines will not be applied to the following library customers:

- Board members
- Home Library Service customers
- Special Needs Customers
- Talking Book Customer
- Volunteers

Fines are calculated according to customer categories. Adults pay adult fines on all materials borrowed including teen and children's materials. Teens pay teen fines on all materials borrowed including adult and children's materials. Children pay children's fines on all materials borrowed including teen and adult materials. (Schedule 4)

The parent/guardian of a child up to and including age 12, is responsible for fines and charges for late, lost, or damaged material borrowed by the child.

Fines outstanding are purged from the database on a regular basis:

- when the last use of the library card is more than two years and the total balance owing is less than \$100;
- when the last use of the library card is more than five years and the total balance is greater than \$100.

### 1.13 Suspension of Borrowing Privileges

Borrowing privileges are suspended in the following cases: (Schedule ~~4.2~~ 1.5)

- 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
- prescribed limits to the number of admissible items reported returned have been exceeded
- prescribed limits to the length of time items overdue have been exceeded
- prescribed limits to the length of time fines accrued 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 his/her circulation record to within the acceptable range.

**1.14    Use of a Collection Agency**

A collection agency will be used to collect unpaid fines and recover materials from adult borrowers when the amount owing is \$50 or more. An additional fine will be charged to those customers whose accounts are turned over to a collection agency.

**1.15    Laptop Lending**

Laptops may be borrowed by adult and teen customers for in-branch use where the service is available. Customers must sign a Laptop Use Agreement to use this service. In the case of Teen customers a parent or legal guardian must accept responsibility for the equipment.

**1.16    Museum and Arts Pass**

Museum and Arts Passes may be borrowed by adult customers. A customer may borrow one Pass per week.



## **Schedule**

### **1    Borrowing Privileges and Restrictions**

#### **1.1    Video and DVD**

- restricted video/DVD available to persons 18 and over
- adult accompaniment to persons 14 and over
- all other video/DVD 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 borrowers only
- restricted to one pass per borrower per week

#### **1.4    Laptops**

- restricted to teen and adult borrowers only
- teen borrowers must obtain authorization from parent/guardian

#### **1.5    Suspension**

When the customer has:

- more than 10 items overdue, or
- more than \$30 in fines or charges, which includes both unpaid fines on returned materials and fines accruing on items not yet returned, or
- more than 10 reported/claimed returns
- any item overdue more than 6 weeks, or
- any fines or charges for more than 6 weeks

### **2    Limits**

#### **2.1    Maximum number of items** checked out (including books, CDs, cassettes, books on tape, videos, DVDs, CD-ROMs) at one time

50

#### **2.2    Maximum number of holds** at one time

60

#### **2.3    Holds**

- book \_\_\_\_\_ yes
- Best Bets \_\_\_\_\_ no

- video \_\_\_\_\_ yes
- DVD \_\_\_\_\_ yes
- New release Feature DVD's \_\_\_\_\_ no
- CD \_\_\_\_\_ yes
- cassette \_\_\_\_\_ yes
- periodical \_\_\_\_\_ no
- CD-ROM \_\_\_\_\_ yes
- eContent \_\_\_\_\_ varies as determined by licensing agreement
- music score \_\_\_\_\_ yes
- picture collection \_\_\_\_\_ no

Holds can be placed on all library materials, with the following exceptions:

- Best Bets
- eContent (varies as determined by licensing agreement)
- Laptops
- Museum and Arts Pass
- New release Feature DVD's
- Pedometers
- Periodicals
- Picture collection
- Reference materials
- Uncatalogued materials (eg, mass market paperbacks)

### 3. Loan Periods

#### 3.1 Loan Periods

- book \_\_\_\_\_ 21 days
- Best Bets \_\_\_\_\_ 7 days
- language learning video \_\_\_\_\_ 21 days  
\_\_\_\_\_ (including literacy)
- other video \_\_\_\_\_ 7 days
- DVD \_\_\_\_\_ 7 days
- New release Feature DVD's \_\_\_\_\_ 7 days
- CD \_\_\_\_\_ 21 days
- cassette \_\_\_\_\_ 21 days
- periodical \_\_\_\_\_ 7 days
- CD-ROM \_\_\_\_\_ 21 days
- eContent \_\_\_\_\_ varies as determined by licensing  
\_\_\_\_\_ agreement
- music score \_\_\_\_\_ 21 days

|                      |                                 |
|----------------------|---------------------------------|
| • picture collection | 42 days                         |
| • art print          | 21 days                         |
| • Items provided by  | Extended loans as determined by |
| Home Library Service | City wide Services              |

Loan periods are 21 days with the following exceptions:

- Best Bets 7 days
- DVD 7 days
- eContent varies as determined by licensing agreement
- Items provided by Home Library Service Extended loans as determined by City-wide Services
- Laptops 2 hours
- Museum and Arts Pass expiry date as specified on the Pass
- New release Feature DVD's 7 days
- Periodical 7 days
- Picture collection 42 days
- Video 7 days

### 3.2 Renewal

- book 2 standard loan periods
- Best Bets none
- language learning video (including literacy) 2 standard loan periods
- other video 2 standard loan periods
- DVD 2 standard loan periods
- New release Feature DVD's none
- CD 2 standard loan periods
- cassette 2 standard loan periods
- periodical 2 standard loan periods
- CD-ROM 2 standard loan periods
- eContent varies as determined by licensing agreement
- music score 1 standard loan period
- picture collection 1 standard loan period
- art print 2 standard loan periods

Library materials may be renewed for 2 standard loan periods, with the following exceptions:

- Best Bets none

- New release Feature DVD's none
- eContent varies as determined by licensing agreement
- Items with holds outstanding none
- Laptops 2 hour periods, subject to demand
- Music score 1 standard loan period
- Pedometers none
- Picture Collection 1 standard loan period

#### 4 Fines

##### 4.1 General

|              |  |
|--------------|--|
| Adult/Senior | \$0.30 per day, per item up to a maximum of \$12.00 per item for each loan period. |
| Teen         | \$0.15 per day, per item up to a maximum of \$6.00 per item for each loan period.  |
| Child        | \$0.10 per day, per item up to a maximum of \$4.00 per item for each loan period.  |

Each renewal is considered another loan period.

##### 4.2 Laptops \$2.00 per hour

##### 4.3 Use of a Collection Agency \$10

#### 5. Charges

- |     |                  |   |
|-----|------------------|---|
| 5.1 | Non-Resident     | \$25.00/household/3 months  |
| 5.2 | Replacement card | \$2.00/adult; \$1.50/teen; \$1.00/child   |
| 5.3 | Lost items       | Invoiced price or order price, whichever is greater, or default price. The default price to be based on the previous year's average retail price taken from the Acquisition system. |

"Reported/Claims returned" items change to "lost" status after 120 days.

##### 5.4 Lost Laptops \$1,000.00 Charges are assessed 24 hours after the laptop was due to be returned.

| 5.4 | Photocopies | Copy cards | Coin              | Colour |
|-----|-------------|------------|-------------------|--------|
|     |             | (\$1/card) | (where available) |        |
|     | 8" x 11"    | \$ .15     | \$ .20            | \$1.00 |
|     | 8" x 14"    | \$ .15     | \$ .20            | NA     |
|     | 11" x 17"   | \$ .20     | \$ .20            | \$2.00 |

5.5 Computer printing \$ .20 (see note)

Note: Lower rates for copy cards

## 5.5 Photocopies and printing

|        |         |
|--------|---------|
| B/W    | \$ 0.15 |
| Colour | \$ 0.55 |

5.6 Interloan Charge as applied by the lending library

5.7 Damaged Materials 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 Acquisitions system

5.8 Refund Limit of 6 months. Full refund of invoiced price but not fines. The maximum fine deducted shall not exceed the price paid.

## 5.9 Cases (Video, DVD, Cassette, CD, plastic pouches)

|          |         |
|----------|---------|
| Cassette | \$ 1.00 |
| CD       | \$ 1.50 |
| Video    | \$ 2.00 |
| DVD      | \$ 2.00 |
|          | \$2.00  |

5.10 NSF cheque  
current bank charge  
\$25.00

## 5.11 Other Portable Data Storage Devices

|                     |         |
|---------------------|---------|
| art print bag       | \$22.00 |
| plastic pouch \$    | \$1.00  |
| storyteller kit bag | \$15.00 |
| toy bag\$           | \$6.00  |
| pattern \$          | \$2.00  |

|                    |         |
|--------------------|---------|
| audio book binders | \$3.00  |
| diskettes          | \$1.50  |
| USB Drives         | \$10.00 |

## 6. Book Sale Prices

|      |                                |  |
|------|--------------------------------|--|
| 6.1  | adult hardcover fiction        | \$ 1.00  |
| 6.2  | adult hardcover nonfiction     | \$ 1.00  |
| 6.3  | children's hardcover           | \$ 1.00  |
| 6.4  | paperbacks                     | \$ .50   |
| 6.5  | trade or catalogued paperbacks | \$1.00   |
| 6.6  | periodicals/magazines          | \$ .50   |
| 6.7  | phono discs                    | \$ .50   |
| 6.8  | cassette tapes                 | \$ .50   |
| 6.9  | compact discs                  | \$ 2.00  |
| 6.10 | video cassettes                | \$ 2.00  |
| 6.11 | DVD                            | \$ 2.00  |
| 6.12 | reference/special              | individually priced (including art prints & other materials) |

Book sale prices are \$1.00 per item, with the following exceptions:

- Cassette tapes \$0.50
- Mass Market Paperbacks \$0.50
- Periodicals/magazines \$0.50
- reference/special individually priced (including art prints & other materials)

## 7. Replacement Prices

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 Acquisitions system.

## 8. IntelliSearch

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

## 9. Collection Reproduction

Photographic and Digital Reproduction and the Digital Design Studio

### 9.1 Photographic Reproduction

| <b>Products and Services</b>                          | <b>Fees</b>                                       |
|---|---|
| <b>B&amp;W Reproduction Prints</b>                    |   |
| 5x7   | \$12.00   |
| 8x10  | \$15.00   |
| 11x14   | \$25.00   |
| 16x20   | \$40.00   |
| Larger sizes  | On request  |
| <b>Reproduction Transparencies</b>                    |   |
| 35 mm   | \$8.00  |
| 4x5   | \$42.00   |
| <b>Reproduction Colour Laser Prints</b>               |   |
| 8.5x11  | \$5.25  |
| 11x17   | \$8.00  |
| <b>Surcharges</b>                                     |   |
| Rush (negotiated basis)                               | +50% order cost min                               |
| Fragile/Oversize                                      | +20% item cost min                                |
| Custom Work   | \$5.00 min  |
| Postage and Handling<br>(Courier delivery additional) | \$3.50 min — Canada<br>\$5.00 min — International |

### 9.2 Digital Reproduction

| <b>Products and Services</b> | <b>Fees</b>         |
|------------------------------|---------------------|
| Up to 11x17                  | \$20.00             |
| Over 11x17                   | \$30.00             |
| CD                           | \$3.00              |
| <b>Surcharges</b>            |                     |
| Rush (negotiated basis)      | +50% order cost min |

|   |   |
|---|---|
| Fragile/Oversize                                      | +20% item cost min                                |
| Custom Work   | \$5.00 min  |
| Postage and Handling<br>(Courier delivery additional) | \$3.50 min – Canada<br>\$5.00 min – International |

### 9.1. Digital reproduction - delivery by electronic means

|   |         |
|---|---------|
| Existing digital image (any size original)  | \$25.00 |
| New digital image - from original 11"x17"   | \$25.00 |
| New digital image from 11"x17" to 40"x60"   | \$50.00 |
| Set up fee for oversize (one fee per order) | \$50.00 |

### 9.2 Paper reproduction on high quality paper – delivery by mail

|   |                          |
|---|--------------------------|
| 8" x 10"                                  | \$25.00                  |
| 11"x 14"                                  | \$40.00                  |
| 16" x 20"                                 | \$50.00                  |
| Mailing<br>Within Canada<br>International | \$3.50 min<br>\$5.00 min |

### 9.3 Digital Design Studio

| Products And Services | Fees  |
|-----------------------|---|
| Self Service          |   |
| Hourly Rate           | \$10.00   |
| Deposit               | \$20.00   |
| Staff assistance      | Free  |
| Media                 |   |
| Diskette              | \$1.50  |
| CD                    | \$3.00  |
| Zip Disk              | \$20.00   |
| Print Products        |   |
| 8.5x11 B&W            | \$0.15  |
| 8.5x14 B&W            | \$0.15  |
| 8.5x11 Colour Glossy  | \$2.00  |
| 8.5x14 Colour Glossy  | \$3.00  |
| 11x17 Colour Glossy   | \$4.00  |
| Fee for Service       | Quotes on Request<br>- As for Digitization<br>above |

## 10. Licensing Use of Images on Merchandise for Sale

|                             |               |
|-----------------------------|---------------|
| End Use                     | Licensing Fee |
| Not for profit fund-raising | \$150.00      |



|                  |            |
|------------------|------------|
| Commercial Sales | \$1,000.00 |
|------------------|------------|

### **Accountability**

1. The City Librarian and the Directors are responsible for ensuring the Policy is implemented and enforced.
2. The Circulation Policy 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

~~Ontarians with Disabilities Act, 2001, S.O. 2001, c.32~~

*The Public Libraries Act* (R.S.O. 1990, c. P.44, section 23)

~~Toronto Public Library. 2004. *Urban Stories: The Next Chapter: Toronto Public Library Strategic Plan, 2004-2007*. Toronto: Toronto Public Library Board.~~

Toronto Public Library. "Our Mission, Vision and Values." [www.torontopubliclibrary.ca](http://www.torontopubliclibrary.ca)

## Appendix 2

### Definitions

#### ***Board Member***

A member of the Toronto Public Library Board

#### ***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.

#### ***Home Library Service***

The Home Library Service is provided for people who cannot go to their libraries due to age, illness or disability for at least 3 months and/or who have perceptual disabilities.

#### ***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 2 adults and 2 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

#### ***Special Needs Customers***

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.

#### ***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.

#### ***Volunteers***

Individuals with six months or more of service as a volunteer in one of the Board's officially recognized volunteer programs, for the duration of said volunteer service.