

**Membership, Circulation and Collection Use Policy
(including Fees and Fines) – 2020 Changes**

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| Date: | June 22, 2020 |
| To: | Toronto Public Library Board |
| From: | City Librarian |

SUMMARY

The purpose of this report is to obtain approval from the Toronto Public Library Board for changes to the Membership, Circulation and Collection Use Policy for 2020.

The focus of the policy changes for 2020 is to accelerate the Library's transition to a virtual space, while continuing to support its physical services. The experiences of the last few months have demonstrated the importance of the Library's extensive digital collections to all Torontonians and the need to provide quick and easy access to them. Online membership renewal was introduced in 2019 and online registration for an ecard is imminent.

The Library has invested heavily in its digital collections, increasing spending annually to 39% of the total budget in 2019 and a projected 49% in 2020. The results are a comprehensive suite of digital offerings from ebooks to elearning tools for all ages that have experienced steadily rising use, even before the closure of branches. However, with increased use comes greater cost so it is recommended that new Non-Resident customers, who are not eligible for membership but pay a small fee, do not have access to digital collections.

Two other restrictions to use have been added. It is recommended that Access customers cannot borrow musical instruments or digital equipment. As these customers are experiencing homelessness or precarious housing, the chance of these items being lost or stolen through no fault of their own is high. They would then be liable for a significant charge and blocked from using the Library.

It is also recommended that Corporate members will no longer have access to the digital collection. The Library's digital resources are licensed for individual use.

Individuals in an organization can access these resources using their own memberships, but the organization cannot share its corporate membership barcode for use by its staff. There are few Corporate members and most are day cares and group homes.

To reflect their reduced demand and to increase use, it is recommended that feature DVDs that are currently non-holdable for the first six months be holdable on receipt. Circulation of English DVDs has dropped by 32% over the last five years while use of the Library's video streaming services, hoopla and Kanopy, has risen by 440%.

Finally, the project to implement the automatic renewal of children's items was halted. This was intended to mitigate the impact of fines on children, especially those in NIAs and racialized communities where their membership is blocked to a higher degree than in other communities. However, in working through the process it was determined that it would ultimately result in poor service, and communication with customers would be difficult and confusing. It still remains the Library's goal to simply eliminate fines for children and, if possible, all customers as so many North American libraries have done, recognizing them as a barrier to equitable service.

The policy with the proposed revisions is attached.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves the Membership, Circulation and Collection Use Policy (including Fees and Fines) appended as Attachment 1.

Implementation Points

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

FINANCIAL IMPACT

There is no financial impact beyond what has already been approved in the current year's budget.

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

ALIGNMENT WITH STRATEGIC PLAN

The proposed changes to the Membership, Circulation and Collection Use Policy support the Library's 2020-2024 strategic plan. By facilitating membership through the expansion of registration and renewal to online as well as in branch, access to all library services is increased, including the strategic plan priority of technology and digital literacy training.

Expected outcomes are equitable access to library service, improved customer service, increased membership and usage of library collections and services.

EQUITY IMPACT STATEMENT

Recommended changes to the Membership, Circulation and Collection Use Policy will have a positive impact on all equity-seeking groups, including those who are unable to visit a branch due to a disability, through the addition of online registration and renewal to Library services.

DECISION HISTORY

The policy was last reviewed by the Board on June 18, 2018 at which time the name was changed from the Circulation and Collection Use Policy to emphasize the Library's focus on membership. The full report can be found online at:

<https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2018/jun18/11-circulation-and-collection-use-policy-2018-combined.pdf>

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.

COMMENTS

Recommended Policy Changes – 2020

The experiences of the last few months have demonstrated the importance of the Library's extensive digital collections to all Torontonians and the need to provide quick and easy access to them. Online membership renewal was introduced in 2019 and

online registration for an ecard is imminent. Also, the need to conserve the Library's digital collections for eligible customers has become more apparent as demand and costs rise.

Online membership renewal

This feature was one of the most commonly requested account enhancements, and provides eligible customers with a convenient, online option for managing their annual library card renewal. It was developed by library staff and successfully implemented in April 2019. It is available to Adult, Adult – Under 25 and Teen customers. Name and address must be confirmed and all fees and fines owing must be paid. Since its launch, almost 100,000 customers have used the service and it proved to be invaluable once branches closed, proving that online options are more than a convenience but essential.

Online membership registration for an ecard

Originally intended as a 2021 project, online registration was accelerated in response to branch closures and the subsequent demand for library membership. It will allow customers to receive an ecard, which will give them access to all the Library's digital collections and services. If they want to borrow from branch collections, they will be able to convert it to a physical card. A team of Information Technology and Membership Services staff are working on the project, which has required sourcing software that can fulfil the Library's business requirements. A major concern is confirming customer eligibility in order to conserve our rich digital collections for Toronto taxpayers. The implementation is phased in, in order to deliver the service as quickly as possible. In Phase One, addresses will be verified as being in Toronto and associated names confirmed. Geo-fencing of IP addresses ensures they are in Ontario. In Phase Two, a secondary check will be implemented, probably a postcard sent to the customer with a code that must be entered within a given time frame. At present only adult and teen Toronto residents are eligible, but work will continue to add children and customers who work or go to school in Toronto.

The ecard will be available by September. In the meantime, the Library has been able to offer the Overdrive Digital Card, which gives immediate access to the largest collection of ebooks and audiobooks. To date over 18,000 people have registered. Also, City staff have been manually registered based on the ability to verify their employer.

No access to digital collections for Non-Resident customers

The Library has invested heavily in its digital collections, increasing spending annually to 39% of the total budget in 2019 and a projected 49% in 2020. The results are a comprehensive suite of digital offerings from ebooks to elearning tools for all ages and steadily rising use, even before the closure of branches. However, with increased use comes greater cost, so it is recommended that new Non-Resident customers, who are not eligible for a free membership but pay a small fee, do not have access to digital

collections. Existing customers will be grandfathered until their membership expires. The service, which requires a customer to register at a branch, was originally intended for customers who lived near the city borders and wanted to use TPL collections. However, staff now receive requests for membership from people outside the province and country on a weekly basis. The annual fee of \$120 does not compensate for potential costs, e.g streaming videos can cost the library over \$500 a year per customer and high-demand products like Safari have limits on the seats available at one time.

Access customers restricted from borrowing musical instruments and digital equipment

It is recommended that Access customers be restricted from borrowing musical instruments or digital equipment. As these customers are experiencing homelessness or precarious housing, the chance of these items being lost or stolen through no fault of their own is high. They would then be liable for a significant charge and blocked from using the Library. As soon as they have a permanent address they are eligible for a full-service card.

Corporate members restricted to the physical collection

It is recommended that Corporate members no longer have access to the digital collection. The Library's digital resources are licensed for individual use. Individuals in an organization can access these resources using their own memberships, but the organization cannot share its corporate membership barcode for use by its staff. There are only 231 Corporate members and most are day cares and group homes.

Feature DVDs are immediately holdable

To reflect their reduced demand and to increase use, it is recommended that feature DVDs, currently non-holdable for the first six months, be holdable on receipt. In the last five years, circulation of English DVDs has dropped by 32% due to the increased availability and variety of streaming services, including the Library's hoopla and Kanopy video platforms. Use of these two services has risen by 440% in the same time period.

Project to implement automatic renewal of children's materials halted

The automatic renewal of children's items was halted as being unworkable. This was intended to mitigate the impact of fines on children, especially those in NIAs and racialized communities where their membership is blocked to a higher degree than in other communities. However, in working through the process it was determined that it would ultimately result in poor service. Customers would receive pre-due notifications, then items would not be due. Some of the items borrowed at the same time on one card would be renewed, others not. Children's items with holds would not be renewed. Communicating the different scenarios to customers would be difficult and confusing. It still remains the Library's goal to simply eliminate fines for children and, if possible,

all customers as so many North American libraries have done, recognizing them as a barrier to equitable service.

CONTACT

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SIGNATURE

Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1: Membership, Circulation and Collection Use Policy (including Fees and Fines Policy – Revised

**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
19- XXX– June 22, 2020

Effective Date

June 22, 2020

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(l) of the Municipal Freedom of Information and Protection of Privacy Act, the staff member in charge of the branch at the time has the authority to release personal information in compassionate circumstances to facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased.
- The circulation records of Home Library Service customers are retained with their permission.
- Items returned remain on a customer's record until the end of that working day. Information messages on a customer's record related to holds are deleted after

seven months. A customer's borrowing history is only retained if requested by the customer.

- 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 a customer but 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.

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. 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 Nation 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 access to all library services with the following restrictions – a limit of five physical items borrowed at a time with the exception of some items such as musical instruments and digital equipment

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 kits

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 |
| Digital content | 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 |

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.

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 4.3
- 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 for which is subsequently found is capped at six months after original payment. Full refund of invoiced price but not fines or collection agency fees. The maximum fine deducted shall not exceed the price paid.

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 |
| Compact disc | \$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

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

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