

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

SECTION: **III - Public Service Policies - Circulation**

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1.1.1 The purpose of the Toronto Public Library Circulation and Collection Use Policy is:

- to make materials widely available to the community
- to maximize use of the materials collection
- to facilitate requests for materials
- to retrieve overdue materials

1.2 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.

1.3 Customer Categories *(All Customer categories, except Adult and Child, moved to Circulation Procedures Manual)*

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

An **Adult** is an individual who is thirteen (13) years old and older.

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 year covered by the payment, or if quarterly installments are preferred, for the quarter covered by the payment.

A **Home Library Service** customer is an individual registered as a user of the Home Library Service (homebound customers) or Talking Book Service or in residence at Health Centre Institutions.

- A Home Library Customer is any individual confined to his or her home for 3 months or longer due to age, illness or physical disability.
- A talking book customer is an individual who is unable to hold, handle, or read standard print material due to a physical or visual disability, certified by a recognized authority as having a perceptual disability

A **Special Needs** customer is any individual with disabilities who has been granted fine exempt status through application to the City Librarian.

A **Corporate** customer is an individual employed and designated by a corporation or institution in the City of Toronto to borrow material for the corporation or the institution. Teachers or other employees of schools may not register as corporate customers. Due to licensing agreements with vendors, some restrictions on access to materials may apply.

A Corporate Research Collection customer is a City of Toronto employee who is entitled to borrow the Corporate Research Collections from the Urban Affairs Library upon presentation of proof of employment

A **Volunteer** designation will be granted to an individual, 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.

A **Board** designation is assigned to individuals appointed by the City of Toronto to sit on the Toronto Public Library Board.

A **Stacks Retrieval** customer is a non-resident who is entitled to in-library use of materials from the library's closed stacks upon presentation of acceptable identification.

A **Temporary** customer is an individual who cannot produce full identification during registration and is limited to borrowing one item on the initial visit.

A **Hostel** customer is an individual who does not have a permanent address and includes customers living temporarily in a hostel, group home or a shelter in Toronto.

1.4 **Freedom of Information and Protection of Privacy**

Personal information is collected under the authority of the *Public Libraries Act* and is utilized in the administration of public library operations in the City of Toronto.

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.

Personal information contained in the customer and circulation databases is protected from unauthorized disclosure under the Municipal Freedom of Information and Protection of Privacy Act.

- Staff of the Toronto Public Library will not access personal information other than as required to perform assigned duties.

- A parent or guardian of a person up to and including sixteen years of age may exercise the right of access to the child's personal information in the customer or circulation databases.
- ~~Customers with visual impairment will be required to authorize disclosure of such information as is required by the Canadian National Institute for the Blind to ensure eligibility for its talking book service.~~
- The circulation records of Home Library Service customers are retained with their permission.
- Where available, backup files of customers' borrowing activity are temporarily retained for the purpose of providing a backup record in case of emergencies. These files are subsequently destroyed on a scheduled basis
- In accordance with Section 32(g) and 32(l) of the 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, or in compassionate circumstances to facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased.~~ The information requested must be documented on the form created for this purpose.
- An individual customer has a right of access to his/her personal information in the customer and circulation databases upon verification of information. When such requests are received from offsite, the number of the library card 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 records through the public access catalogue where available.
- All other requests for personal information related to customer and circulation records other than those outlined above shall be directed to the office of the City Librarian.
- ~~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.~~
- Personal Information is retained in the customer database as long as the circulation record indicates that an item remains on loan or fees remain unpaid.
- ~~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~~

1.5 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 at any branch 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).

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 surrendered 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.

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.

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 two one items on the initial visit. Full borrowing privileges will be granted upon presentation of full identification requirements.

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. (An inactive customer record means the card has expired and has not been used for one year.)

1.6 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.

1.7 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)

1.8 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)

1.9 Holds

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

1.10 Interlibrary loan

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

The Toronto Public Library does not charge customers for interlibrary loan services unless charged by the lending institution, in which case a 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.

1.11 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.

1.12 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 current retail price 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 all damaged/lost items outstanding are older than two years the last use of the library card is more than two years and the total balance owing is less than \$100
- When all damaged/lost items outstanding are older than five years 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, audio cassettes, compact discs, CD-ROMS, DVDs.

1.13 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 categories of library customers:

- Home Library Service customers
- Board members
- Volunteers
- Special Needs Customers

Fines are calculated according to borrower customer categories. Adults pay adult fines on all materials borrowed including children's materials. Children pay children's fines on all materials borrowed including 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 all fines outstanding are older than two years the last use of the library card is more than two years and the total balance owing is and less than \$100
- When all fines outstanding are older than five years the last use of the library card is more than five years and the total balance owing is and greater than \$100

1.14 Suspension of Borrowing Privileges

Borrowing privileges are suspended in the following cases: (Schedule 1.2)

- 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 claimed 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.

1.15 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.

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

ebook readers

available only to persons age 13 and older
one reader per customer

1.2 Suspension

When the customer has:

- more than 10 items overdue, or
- more than \$10 in fines or charges, or
- more than 10 reported/claimed returns, or
- 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 active at one time

50

2.3 **Holds**

• book	yes
• <u>Best Bets</u>	<u>no</u>
• video	yes
• <u>DVD</u>	<u>yes</u>
• CD	yes
• cassette	yes
• periodical	no
• CD-ROM	yes
• <u>ebook reader</u>	<u>yes</u>
• music score	yes
• picture collection	no

3. Loan Periods

3.1 Loan Periods

• book	21 days
• <u>Best Bets</u>	<u>7 days</u>
• language learning video	21 days
(including literacy)	
• other video	7 days
• <u>DVD</u>	<u>7 days</u>
• CD	21 days
• cassette	21 days
• periodical	21 days
• CD-ROM	21 days
• <u>ebook reader</u>	<u>21 days</u>
• <u>ebook online</u>	<u>24 hours</u>
• music score	21 days
• picture collection	42 days
• art print	21 days
• Items provided by Home Library Service	Extended loans as determined by City Wide Services

3.2 Renewal

• book	2 standard loan periods
• <u>Best Bets</u>	<u>none</u>
• language learning video	2 standard loan periods
(including literacy)	
• other video	2 standard loan periods
• <u>DVD</u>	<u>2 standard loan periods</u>
• CD	2 standard loan periods
• cassette	2 standard loan periods
• periodical	2 standard loan periods
• CD-ROM	2 standard loan periods
• <u>Ebooks</u>	<u>2 standard loan periods</u>
• music score	1 standard loan period
• picture collection	1 standard loan period
• art print	2 standard loan periods

4. Fines

4.1 General

- Adult/Senior \$.25/item/day; \$5 \$10/item maximum
- Child \$.05 \$.10/item/day;
\$2 \$4/item maximum
- Home Library no fines

4.2 Lump Sum

~~(Maximum fines that a customer must pay for all materials that are returned at one time. Applies only at the time materials are returned.)~~

Use of a Collection Agency \$10

5. Charges

5.1 Non-Resident

~~\$100/household/year; \$25/household/3 months~~

5.2 Replacement card

~~\$1 \$2/adult; \$.50 \$1.00/child~~

5.3 Lost items

Current retail price or default price. The default price to be based on the current Canadian Publishers' Council's average retail price.

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

5.4 Photocopies

**Copy cards
(\$1/card)**

Coin

**Colour
(where available)**

<u>8" x 11"</u>	<u>\$.15</u>	<u>\$.20</u>	<u>\$1.00</u>
<u>8" x 14"</u>	<u>\$.15</u>	<u>\$.20</u>	<u>NA</u>
<u>11" x 17"</u>	<u>\$.20</u>	<u>\$.20</u>	<u>\$2.00</u>

5.5 ~~CD ROM/Internet~~ Computer printing

~~\$.20 (see note)~~

Note: Lower rates for TRL, copy cards and EPL WAVE card.

5.6 Interloan

\$10 if there is a charge by lending library

5.7 Vandalized Material

Current retail price or default price

5.8 Refund

Limit of 6 months. Full refund of current retail price but not fines. The maximum fine deducted shall not exceed the current retail price.

5.9	Damaged barcode label	No charge
5.10	Cases	
	Cassette	\$ 1.00
	CD	\$ 1.50
	Video	\$ 2.00
	<u>DVD</u>	<u>\$ 2.00</u>
	<u>ebook Reader</u>	<u>\$41.99</u>
5.11	NSF cheque	current bank charge
5.12	Other	
	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
	<u>ebook adapter/charger</u>	<u>\$27.99</u>
	<u>ebook box</u>	<u>\$10.99</u>
	<u>ebook stylus</u>	<u>\$ 2.00</u>

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	<u>trade or catalogued paperbacks</u>	<u>\$1.00</u>
6.5	periodicals/magazines	\$.50
6.6	phono discs	\$.50
6.7	<u>phone cassette</u> tapes	\$.50
6.8	compact discs	\$ 2.00
6.9	video cassettes	\$ 2.00
6.10	<u>DVD</u>	<u>\$ 2.00</u>

6.11 reference/special
(including art prints &
other materials)

individually priced

7. Replacement Prices

Current retail price. When that
information is not available, the
Canadian Publishers' Council's average
retail price will be used.

8. IntelliSearch

8.1	Research Service	\$80.00/hr; \$20.00 minimum charge
8.2	Document Delivery	\$1.00/page; \$10.00 minimum charge
8.3	Rush Service	\$25.00 on top of order cost
8.4	Trademark Search	\$50.00
8.5	Patent Search	\$100.00 minimum
8.6	Obituary Search	\$20.00
8.7	Fax Service	\$7.00 flat fee (5-25 pages) \$15.00 flat fee (over 25 pages)

9. Photographic and Digital Reproduction and the Digital Design Studio

9.1 Photographic Reproduction

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

9.2 Digital Reproduction

Products and Services	Fees
Up to 11x17	\$20.00
Over 11x17	\$30.00
CD	\$3.00
Surcharges	
Rush (negotiated basis)	+50% order cost min
Fragile/Oversize	+20% item cost min
Custom Work	\$5.00 min
Postage and Handling (Courier delivery additional)	\$3.50 min – Canada \$5.00 min – International

9.3 Digital Design Studio

Products And Services	Fees
Self Service	
Hourly Rate	\$10.00
Deposit	\$20.00
Staff assistance	Free
Media	
Diskette	\$0.50
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 - As for Digitization above