



**SUBJECT: MEMBERSHIP & BORROWING POLICY
(Formerly the Borrowing Policy)**

Policy No: 2024-09

Date: March 18, 2024

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Pages: 19 (including fee schedules)

PURPOSE

The purpose of the Membership & Borrowing Policy is to:

- Promote universal access to a broad range of human knowledge, experience, information and ideas;
- Protect intellectual freedom and respect individuals' rights to privacy and choice;
- Ensure stewardship of materials, which are public assets;
- Make materials widely available to the community;
- Maximize use of collections and services;
- Facilitate requests for materials; and
- Retrieve overdue materials and collect fees as required.

The Innisfil Public Library Board recognizes that a primary objective of the Ontario Public Library Act, RSO, 1990, Chapter P.44, is to ensure equal access to library resources for all citizens, regardless of their ability to pay or the nature of the format.

POLICY

Application

The policy applies to all users of Innisfil Public Library. It covers activities relating to the registration of library users and the borrowing and use of library collections and services. It sets:

- Conditions and use of library membership;
- Borrowing privileges, responsibilities and restrictions; and
- A schedule of fees and fines.

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 other public library systems.

Definitions

An **Account in Good Standing** is one that has:

- Less than \$25.00 in fees outstanding
- No overdue items
- Has not expired
- Has not been blocked
- Individual has not been banned or trespassed from Library property, in accordance with the Rules of Conduct Policy

Adult means individuals aged 18 years and older.

Children means individuals aged 0-11 years of age.

Cost Recovery refers to the fee charged to the Library by established vendors, plus an administrative charge to offset administrative costs.

Dependent Adult means a person aged 18 years or older who is under the legal guardianship of another individual or institution.

Interlibrary Loan refers to the system, managed by the Ontario Library Service, for lending and borrowing information resources between public libraries throughout the province.

Library of Things means a collection of items outside traditional library materials. This includes accessible devices, technology, equipment, toys, and more.

Member/Account Holder refers to the person for whom the account is registered; the person in whose name the account is registered.

Permanent Resident refers to a person who maintains their primary residence located within the geographic boundaries of the Town of Innisfil.

Youth means individuals aged 12-17 years of age.

TYPES OF MEMBERSHIPS

Full Membership

The following individuals qualify for a membership:

- Permanent residents of Innisfil.
- Students attending a school located in Innisfil.
- Those who work at a business, organization, or institution located in Innisfil.
- Those who own property in Innisfil.
- Indigenous, Metis, and Inuit persons residing in Ontario.
- Individuals who qualify for a membership through a valid Reciprocal Borrowing Agreement.

Access Membership

Those who reside in Innisfil and do not have stable long-term housing may be issued an Access Membership. This type of membership provides full access to the Library's Digital Collection, and limits borrowing of physical materials to three (3) items at any given time.

Access Memberships do not qualify for use of the Interlibrary Loan Service, and restrictions may be placed on borrowing some items from the Library of Things collection.

Photo ID is not required to register for an Access Membership; however, proof of name and disclosure of other personal information is necessary.

Temporary Membership

A Temporary Membership may be issued to those who qualify for a Full Access Membership but do not have proof readily available at the time of registration. This membership is offered at the discretion of Library Staff, and may be converted to a Full Access Membership by providing proof of qualification.

- Limited to borrowing a maximum of three (3) items, at the time of registration
- Expires in 24 hours
- Temporary Memberships cannot be renewed

Non-Resident Membership

Non-residents who do not qualify for any of the above membership types may purchase a membership. Photo identification and proof of address is required.

Digital Membership

Digital Memberships are available to anyone who qualifies for a Full Membership, and who does not already have an account with the Library. Members may register online and the account will be activated within two (2) operational days.

Members can convert to another type of membership by visiting one of the Library's Branches and providing proof of qualification.

Visitor Membership

A Visitor Membership is issued to people who want to use in-Library services only, such as computers. This type of membership does not include borrowing privileges or access to the Library's Digital Collection.

Organization/Business Membership

Businesses, institutions, and other organizations with a physical location in Innisfil can apply for an Organization/Business Membership. Up to five accounts may be created for use by employees/volunteers for a single organization.

One person at the organization will be responsible for the account, and will act as a contact person for any account related issues, including but not limited to: overdue and lost items, damaged items, and replacement fees. The organization assumes responsibility for all fees applied to the accounts, and will track which account holders have access to them. Account holders must have the physical Library Card with them in order to borrow materials

MEMBERSHIP CONDITIONS & USE

Individuals may only register themselves or an individual for which they are the legally assigned guardian for a Library membership. Memberships are not transferable; however, family members may use an account when they have possession of the Library Card and the permission of the account holder.

Members may only have one account at a time; however, a second account may be created for children of divorced/separated parents, with each account being used under the oversight of one parent.

Responsibility of Members

By registering for a membership with the Library, members agree to:

- Assume responsibility for all activity on the account, even if they allow someone else to use it to borrow materials.
- Present their Library card at the request of staff, including to borrow materials, and to access some services and programs.
- Return materials in good condition.
- Return materials by the due date, or renew items when this option is available.
- Pay the replacement fee for damaged and lost materials.
- Report loss or theft of a Library Card as soon as possible.
- Update the account with change of name, address, phone number, and email address as soon as possible.

- The Library Card remains the property of the Innisfil ideaLAB & Library and must be returned upon request.

Membership Renewal

Memberships expire annually and can be renewed by presenting proof of qualification in accordance with the parameters of this policy. All outstanding fines and fees must be paid at time of renewal.

Suspension of Services

The Library has the right to suspend a member's account, and block borrowing privileges and access to digital resources under the following conditions:

- Total outstanding fees on the account exceed \$25.00.
- There are 10 or more items overdue on the account.
- Extensive history of long overdue, damaged, or lost items.
- Misuse or destruction of Library property.
- Breaching the Library's Rules of Conduct Policy.

Library staff have the authority to suspend accounts for all individuals residing in the same household.

Verification

Adults aged 18 and older are required to provide proof of their name and address to register for most types of membership (see Types of Membership below for details). Only one of the following forms of identification is required:

- Valid Ontario driver's license, with current address.
- Valid Ontario photo card, with current address.
- Metis Nation of Ontario photo card, with current address.

If an individual does not possess any of the above forms of identification, they must present one of the following from each of these two categories:

1. Name

- a. Valid Ontario driver's license, with previous address
- b. Valid Ontario photo card, with previous address
- c. Metis Nation of Ontario photo card, with previous address
- d. Permanent Resident Card
- e. Canadian Citizenship Certificate
- f. Secure Certificate of Indian Status card
- g. Birth Certificate
- h. Social Insurance Card
- i. Passport

2. Address

- a. Current lease or rental agreement
- b. Utility bill (less than 3 months old)
- c. Employer pay stub
- d. Motor vehicle ownership or insurance policy slip
- e. Any benefit statement issued by the Government of Canada or the Government of Ontario (less than 3 months old)

Children

There is no minimum age requirement to apply for a membership, and guardians are encouraged to register children for a Library Membership as early as possible in life.

Children aged 11 or under must have a legal guardian complete the Child Membership application form, and guardians must provide proof that they qualify for a membership, or that the child attends school in Innisfil.

Guardians assume responsibility for the account, including but not limited to:

- Overdue and lost items
- Damaged items
- Replacement fees

The Library does not place any restrictions or limits on the items that children may borrow. It is up to the parent or guardian to determine what materials are suitable for their children. See the Library's Children's Services Policy for more information.

Youth

Youth aged 12-17 may apply for a membership independently by showing proof of residency or school registration: a student ID is acceptable. Youth who are unable to provide proof may have a legal guardian complete the Child Membership Application form instead

Dependent Adults

Dependent Adults must be registered by their Legal Guardian who assumes responsibility for the account, including but not limited to: overdue and lost items, damaged items, and replacement fees.

The Library does not place any restrictions or limits on the items that Dependent Adults may borrow. Guardians are responsible for deciding what materials are suitable.

BORROWING CONDITIONS & USE

Borrowing Materials

Account holders may borrow materials from any of the Library's service points, provided their account is in good standing. They must present their Library card, or acceptable alternate digital forms, in order to borrow materials.

Loan Periods

Loan periods vary by format, demand, and collection size. The CEO or designate may adjust loan periods as necessary to ensure the efficient management of the Library's collections. In the case of digital formats, options for loan periods may be limited by the platform or service. Items belonging to the Library of Things collection have varied loan periods, determined by a variety of factors including their purpose, functionality, and replacement costs. Members will be informed of the loan period at the time of borrowing. See *Schedule A - Loan Periods, Limits, and Renewals*.

Reserving Materials

Members may reserve materials, also known as "placing a hold" on an item. Holds will be permitted on most circulating materials.

- Customers whose requests have been filled will be notified when the item is ready to borrow.
- All physical materials will be held for one calendar week after the customer has been contacted. After this time period, the materials will return to general circulation or be passed on to the next customer on the reserve list.
- Customers who fail to pick-up physical materials within the appropriate time-period or who do not contact the Library, can request the same materials again but will not retain their priority position.
- eBooks and eAudiobooks will be held for five (5) days.

Renewals

The member's account must be in good standing in order to renew items of any format. When there is a hold on an item, it will not be renewed. The number of renewals permitted for a given format or material type may be changed at the discretion of the CEO or designate. See *Schedule A - Loan Periods, Limits, and Renewals*.

Returning Materials

Physical materials must be returned to any location with a return box operated by the Library.

eBooks and other digital formats are "returned" automatically at the end of the loan period, at which time they are removed from the member's account. Digital materials may be returned early when the platform permits, allowing the account holder to borrow a new title in its place.

Book Club Sets

The Library has sets of books, consisting of approximately 10 to 20 copies of the same title, available for Library members and other public library systems in Ontario to borrow. No borrowing charge will be levied to borrowing libraries, as the Library benefits from the free borrowing of sets for book club sets for programming purposes. If sets or copies are lost or damaged, the borrower will be invoiced for the replacement charge.

Book Bag Service

The Library offers various Book Bag services for Innisfil residents and organizations with the goal of supporting literacy and lifelong learning. Child Care Book Bags, Classroom Book Bags, and Family Book Bags provide curated collections of materials that are assembled by Library staff. A library card in good standing is required for Family Book Bags. Child Care and Classroom book bag services are supplied to individual Child Care providers and Classroom Teachers who have registered for this service. Book Bag programs may change over time, at the discretion of the CEO.

Limits

Library Staff may limit the number of items an individual or household can borrow at a time, based on heavy demand for specific subjects or formats, with consideration for the collection size and availability.

Library of Things items are limited to one per account. However, Library Staff may make an exception when multiple items are needed. See *Schedule A - Loan Periods, Limits, and Renewals*.

Non-Circulating Items

Some items may only be used at the Library, including items in the following collections:

- Reference
- Local History
- In-Library use technology (e.g. laptop)

Members may still be required to check items out on their account for in-library use. Other items may be designated as non-circulating at the discretion of the CEO or designate.

Interlibrary Loans

Where materials and/or information are not available from our Library, Staff may offer to submit a request through the Interlibrary Loan system (ILLO). Priority will be given to materials required for research purposes, and those for which a reasonable substitute is not readily available in our collection. Only physical books and audiobooks published more than two years prior can be requested through the interlibrary loan service. There is no guarantee that any specific title will be available. The following guidelines apply to the ILLO service:

- Members must be in good standing to participate.
- Members may have only one ILLO account with the Library.
- Most libraries provide ILLO service without compensation. Where a lending library or institution applies a charge, the member will be informed of the charge. If the member is not willing to pay the charge, the ILLO request will be canceled.
- ILLO items are subject to the rules, regulations and policies established by the governing Provincial Library agency.
- Members are limited to borrowing two (2) ILLO items at any given time.
- Members may borrow ILLO materials for three (3) weeks, unless the loaning library assigns a shorter loan period, and items cannot be renewed.
- Library Staff will inform members when their item is ready to be picked-up. Items will be held for one calendar week. ILLO items not picked up cannot be reordered for six months.
- Library Staff may suspend an individual's access to the service when they have a history of repeatedly failing to pick-up items.
- Due to system restrictions or limited resources, it may become necessary for the Staff to temporarily restrict or suspend borrowing through the ILLO system.

Service Fees

In accordance with the Ontario Public Library Act, RSO, 1990, c. P.44, s. 23 (1), the Library does not charge members fees for borrowing materials, whether physical or digital.

Fees are charged for some services provided by the Library, and are set out in the schedules appended to this policy. The CEO or designate may adjust service fees as necessary to ensure the Library operates in a fiscally responsible manner.

Overdue Fees

The Library does not charge overdue fines for books, audiobooks, DVDs, Blu-Rays, video games, or magazines that are returned late. A late fee will be charged for items from the Library of Things collection, which will vary depending on the item cost. See *Schedule C, Overdue Fees - Library of Things*.

Replacement Fees

Replacement fees align with costs incurred by the Library, plus an administrative charge to offset the cost of cataloguing and processing materials. Replacement fees may be charged when a physical item as a whole is damaged or lost, or when a piece/item belonging to a set is damaged or lost. *See Schedules B for details on replacement fees.*

Program Fees

Fees may be charged for programs, as required. When there is a restricted number of spaces and the program is based on cost-recovery, all attendees, including parents/caregivers, will be charged to attend the program. The Library will waive program fees for a mediator or caregiver accompanying a person with a disability or other support needs.

HackLAB Fees

The Library charges fees for use of equipment and materials in the HackLAB. In order to make these services as accessible as possible, fees are based on cost recovery for materials, and to help offset maintenance costs. Due to fluctuations in the cost of materials, fees may be adjusted by the CEO or designate as necessary. *See Schedule D - General Fees.*

Printing, Faxing, and Copying

The Library offers printing and photocopying in black and white, and colour. A fee is charged for each side of the paper with printing (a single piece of paper with printing on both sides qualifies as two prints).

The Library offers faxing service, providing sending services at all three branches, and receiving at the Stroud Branch only. A fee is charged for each page transmitted or received, and varies by the location of the receiving number. *See Schedule D - General Fees.*

Lost Items

When items become three (3) weeks overdue, they will be assumed to be lost and the replacement fee will be applied to the member's account. If the items are returned within six (6) weeks of becoming overdue, the replacement cost will be waived. When items become six (6) weeks overdue they may be deleted from the Library's system, and the member will be required to pay the replacement fee.

Members may also self-report that they have lost an item owned by the Library, and will be charged the replacement fee accordingly.

Once a customer has paid the replacement fee, the Library will not issue a refund if the item is found. In this case, the item is deemed the property of the customer. If a customer locates the item and returns it before the record has been deleted and paid for, the fee will be waived.

Damaged Items

Items returned in poor condition will be subject to a replacement fee. Damage may include but is not limited to stains and tears in print materials, as well as chips and cracks in other formats, missing or damaged pieces, or any damage that makes the item unusable as determined by Library Staff. When damage occurs as a result of normal wear and tear, no charge will be applied. Library Staff will decide if damage is a result of normal wear or from negligence on the part of the account holder, and will determine if missing or damaged pieces of a kit or item will render the whole item unusable.

Related Policies

Collection Management Policy

HackLAB Policy

Home Library Service Policy

Membership Policy

Program Policy

Approved by the Innisfil Public Library Board, March 18, 2024,
Motion Number: 2024.24

Supersedes Policy #2010-16 (Borrowing Policy), approved June 15, 2020, Motion #2020.49; & Policy #2019-10, approved April 15, 2019, Motion 2019.37; & Policy #2017-07, approved March 20, 2017, Motion #2017.27; & Policy #2013-17, approved November 18, 2013, Motion #2013.101; & Policy #2010-18, approved October 12, 2010, Motion #2010.64; & Policy #2006-06, approved March 20, 2006, Motion #2006.24; & Policy #2002-34 (Lost/Damaged/Overdue Materials), approved November 11, 2002, Motion #2002.52; & Policy #2002-33 (Patron Borrowing), revision approved November 11, 2002, Motion #2002.51; & Policy #2002-32 (Circulation), approved November 11, 2002, Motion #2002.49; & Policy #2002-31 (Fees & Fines), approved December 9, 2002, Motion #2002.63 & Motion #2002.64; & Policy #2002-28 (Seasonal & Temporary Residents), approved December 9, 2002, Motion #2002.62; & Policy #2002-25 (Fees & Fines Schedule), approved October 15, 2002, Motion #2002.43; & Policy #2001-16 (Circulation), approved November 11, 2002, Motion #2002.49; Policy #2001-14 (Lost/Damaged/Overdue Materials), approved January 14, 2002, Motion #2002.07; Policy #2001-01 (Patron Borrowing), approved October 12, 2000, Motion #2000.36; & Policy #12 (Overdues), issued May 26, 1993, Motion #93.36; Policy #07 (Circulation), issued September 11, 1995, Motion #95.38

Policy #6 (Borrowing), issued July 15, 1991.
Policy #5 (Overdues), issued June 24, 1991.

Schedule A - Loan Periods, Limits, and Renewals

ITEM	LOAN PERIOD	LIMITS	RENEWALS
Books, Audiobooks	3 weeks	As necessary due to demand	3
DVD and Blu-Ray (movies)	1 week	10 total (movies and TV series)	1
DVD and Blu-Ray (TV series)	3 weeks	10 total (movies and TV series)	1
Video Games	1 week	3 per account	1
Magazines	1 week		1
Library of Things Items (laptops, maker kits, etc.)	1 to 3 weeks	1 per account, with some exceptions	1 or 3
eBooks and eAudiobooks	1,2, or 3 weeks, as selected by the customer	Holdings: 10 Checkouts: 15	3

Schedule B - Replacement Fees

Books & Media	FEE
Adult Fiction (Hardcover)	\$40.00
Adult Fiction (Mass Market Paperback)	\$10.00
Adult Fiction (Trade Paperback)	\$30.00
Adult Non-Fiction (Hardcover)	\$45.00
Adult Non-Fiction (Paperback)	\$30.00
Young Adult Fiction (Paperback)	\$20.00
Young Adult Fiction (Hardcover)	\$30.00
Juvenile Picture Book (Hardcover)	\$25.00
Juvenile Picture Book (Paperback)	\$10.00
Juvenile Fiction (Paperback)	\$12.00
Juvenile Fiction (Hardcover)	\$25.00
Juvenile Easy Read (Paperback)	\$9.00
Juvenile Easy Read (Hardcover)	\$20.00
Board Books	\$15.00
Juvenile Nonfiction (Hardcover)	\$25.00
Juvenile Nonfiction (Paperback)	\$15.00
Fiction or Nonfiction – Large Print	\$40.00
Reference	\$85.00
Magazine	\$10.00
Adult Audiobooks CD format – Fiction and Non-Fiction	\$40.00
Adult Audiobooks CD format - (more than 5 pieces)	\$50.00
Juvenile Audiobooks CD Format	\$30.00
Juvenile Book Plus Audio	\$75.00
Juvenile Audiobook RFID Card	\$20.00

DVD Series	\$50.00
DVD/Blu-ray Fiction	\$35.00
DVD/Blu-ray Non-Fiction	\$40.00
DVD/Blu-ray Juvenile	\$25.00
Video Games	\$90.00
Case/cover art replacement for: DVD/Blu-Ray, video game, or audiobook	\$10.00
Interlibrary Loan	<i>TBD by Lending Library</i>

Library of Things (Full item)	FEE
Maker/Robotics Kits	\$75.00 to \$280.00
Video Camera Kit	\$2050.00
Camera Kit	\$600.00
Tripod	\$150.00
Audio Recording Kit	\$470.00 to \$1686.00
DAISY Player	\$575.00
Magnifier	\$20.00 to \$29.00
CD Player	\$60.00
Book Stand	\$15.00 to \$35.00
Board/Card Games	\$10.00 to \$60.00
Cricut Press	\$100.00 to \$240.00
Cricut Maker	\$430.00
eBook Reader	\$300.00
Kill-a-Watt Meter	\$100.00
Laptops and Tablets	\$600.00 to \$1300.00
Light Therapy Lamp	\$49.00

Reader pen	\$380.00
Wifi Hotspot	\$300.00
Explorer Backpack Kit	\$200.00
Yoto Audiobook Player	\$270.00 to \$300.00
Envoy Connect Audiobook Player	\$130
Ontario Parks Vehicle Permit	\$225.00
Gardening Tools/Equipment	\$25.00 to \$40.00
Storytime Kit	\$15.00 to \$25.00
Toy/Musical Instrument Kit	\$10.00 to \$30.00
Partial damage/lost item to any of the above	A reasonable percentage of the full replacement cost

Schedule C - Overdue Fees (Library of Things)

ITEM TYPE	FEE	MAXIMUM CHARGE
Maker Kits	\$1.00 per day	\$5.00
Video Camera Kit	\$20.00 per day	\$100.00
DSLR Camera Kit	\$20.00 per day	\$100.00
Laptops and Tablets	\$20.00 per day	\$100.00
Tripod	\$5.00 per day	\$25.00
Audio Recording Kit	\$10.00 per day	\$50.00
DAISY Player	\$5.00 per day	\$25.00
Magnifier	\$1.00 per day	\$5.00
CD Player	\$1.00 per day	\$5.00
Book Stand	\$1.00 per day	\$5.00
Board Games	\$1.00 per day	\$5.00
Cricut Press	\$1.00 per day	\$5.00
Cricut Maker	\$1.00 per day	\$5.00
eBook Reader	\$1.00 per day	\$5.00
Kill-a-Watt Meter	\$1.00 per day	\$5.00
Light Therapy Lamp	\$1.00 per day	\$5.00
Reader pen	\$1.00 per day	\$5.00
Wifi Hotspot	\$1.00 per day	\$5.00
Explorer Backpack Kit	\$1.00 per day	\$5.00
Yoto Player	\$1.00 per day	\$5.00
Ontario Parks Vehicle Permit	\$1.00 per day	\$5.00
Gardening Tools/Equipment	\$1.00 per day	\$5.00
Storytime Kit	\$1.00 per day	\$5.00
Toy/Musical Instrument Kit	\$1.00 per day	\$5.00

Schedule D - General Fees

Printing, Copying, Faxing	Fee
Printing - black and white	\$0.25 per print (per side for double-sided printing)
Printing - colour	\$0.50 per print (per side for double-sided printing)
Faxing - local or toll-free number	\$1.00 per page
Faxing - long distance	\$2.00 per page
Faxing - international	\$4.00 per page
Faxing - incoming	\$1.00 per page

Membership	Fee
Non-Resident (3 months)	\$25
Non-Resident (6 month)	\$35
Non-Resident (1 year)	\$60
Replacement Card	\$5

HackLAB	FEE	MINIMUM CHARGE
Laser Cutter (machine use only)	\$5.00 per hour	\$2.50
3D Printing (material included)	\$2 per hour of print time	\$1.00
Heat Press (machine use only)	\$1.00 per hour	\$1.00
Vinyl Cutter, GS-24 or Cricut (machine use only)	\$2.00 per hour	\$1.00
Vinyl Print and Cut, BN-20	\$5.00per hour	\$2.50

(machine use only)		
Embroidery (material included)	\$1.00 plus \$1.00 per thousand stitches	\$2.00
Sublimation Printing (machine use only)	\$2.00 per 8.5x11 sheet	\$2.00
Button Maker (material included)	\$1.00 per 2 ¼" button	\$1.00