

Goal

This Circulation Policy will:

- provide a system for ensuring the equitable access and fair use of collections and services; and,
- Determine guidelines 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.

Objective

To make materials widely available to the community; maximize use of collections and services; facilitate requests for materials; to retrieve overdue materials, and to collect outstanding fines and fees.

1. Borrowing Privileges

1.1 Ajax Public Library Card

A customer must have a valid Ajax Public Library card in order to borrow materials from the Library's collection.

When a customer forgets their Library card, a driver's licence or Ontario Photo Card can be used to borrow material.

1.2 Borrowing Limits

Media collections may have a borrowing limit based on purchasing agreements. There is a limit of three (3) each of Not Restricted / Restricted Quick Flicks per Library card as well as a limit of three (3) Inclusive Toys per Library card.

1.3 Loan Periods

Loan periods are determined by material type. (Refer to Schedule A – Circulation Policy Schedule – Circulation Loan Periods).

The Library may impose temporary loan period restrictions on some collections.

1.4 Renewals

A customer, in good standing (with fines and fees less than \$20.00 on their card), may renew any material (except Quick Flicks, and Quick Picks) provided there are no requests for the item. Five (5) renewals per item will be allowed. Renewals may be requested in person, over the phone, via ATAM, or through the on-line catalogue.

1.5 Holds

A customer may place holds on all materials except Quick Flicks and Quick Picks. Hold notifications, made by Ajax Telephone Automated Messaging (ATAM), e-mail, or text messaging will include a hold's cancellation date. After the

cancellation date, the item(s) will be placed back into circulation or passed to the next customer in the request list.

1.6 Holds Pick-Up

When a requested item on hold becomes available, the customer will be notified. Requested materials will be held for customers for a period of five (5) days.

The requested item must be borrowed with the same library card that was used to place the hold.

1.7 Interlibrary Loan Service

Interlibrary Loan Service is available for registered customers of the Ajax Public Library and to external libraries upon request.

Materials from other institutions are subject to their loan conditions.

2. Fines and Fees

2.1 Overdue Items

It is the responsibility of the customer to ensure that materials are returned on time so that they will be available to others. Customers will be notified of materials that are overdue.

Fines are charged to all customers' accounts 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 customers:

- Books on Wheels Service
- Current Board Trustees
- Seniors (aged 65+)
- Permanent Library Staff

In the event that any of the customers cited above, is found to be abusing this privilege, their individual fines free exemption may be terminated at the discretion of the CLEO or Designate.

The legal parent/guardian of a child up to and including age seventeen (17) is responsible for all fines and charges for late, lost, or damaged material borrowed by the child.

2.2 Refunds for Lost Material

The Library will charge a replacement cost for material which is long overdue, damaged, or lost.

Replacement in kind, or substitution, for lost or damaged materials is not accepted.

In the event that an item is returned damaged, the Library reserves the right to determine whether the item will remain in circulation. If it is deemed that the item

is no longer suitable for circulation then the replacement cost of the item plus a processing fee will be charged.

If an item that was charged to a customer's account as Lost material, is paid for, then subsequently returned, the item Billed amount and the Billed Processing Fee will be refunded with the following conditions:

- the total refund amount will be reduced by any overdue fines accumulated from the item Due Date
- the material is returned in good condition

The Ajax Public Library is not responsible for damage to any equipment or software incurred during the playback of any material, e.g., CDs and DVDs.

2.3 Restriction of Borrowing Privileges

Borrowing privileges are suspended when the prescribed fine limits a customer may owe the library have been exceeded, (Refer to Schedule B – Circulation Policy Schedule – Fines and Fees).

2.4 Waiving Fines/Fees

The Library will endeavour to apply its fines policy uniformly, equally, and fairly. Fines may be waived or reduced only where exceptional circumstances apply. In considering whether to cancel or reduce a fine, the Library will take into account factors such as substantiated illness or other compassionate circumstances, when provided with independent verification or support statements. Notes will be kept of the circumstances.

2.5 Collection Agency

Unpaid charges of \$50.00 or more will be sent to a Collection Agency. An Administrative fee will be charged to those customers whose accounts are referred to a Collection Agency.

3. Freedom of Information and Protection of Privacy

3.1 Rights to Privacy

In accordance with all current legislation, the Library will respect the individual's legislated rights to privacy and will not provide any customer information without the individual's prior approval.

When obtaining a library card, customers must disclose name and address information to staff. Customers age sixteen (16) and seventeen (17) and under must disclose date of birth.

- A parent or guardian of a person up to fifteen (15) years of age may exercise the right of access to the child's personal information in the customer or circulation databases.

3.2 Customer Communication

The Ajax Public Library communicates with customers via ATAM (Ajax Telephone Automated Messaging), e-mail, phone, and text messaging. During registration, customers will be asked to provide their preferred method of communication for holds and overdue notification, and must inform the Library of any change immediately.

A customer's record and account information is private and is used for library-related purposes only.

Reminder notifications are a courtesy provided by the Ajax Public Library, but not to be considered a replacement for keeping track of your borrowing. The Library does not take responsibility for fines that result from missed reminders.

Schedule "A" – Circulation Policy Schedule

Circulation Loan Periods	
Loan Period	Item Type
21 days	Adult, Young Adult and Children – Fiction and Non-Fiction, Children's – Easy Readers and Picture Books, Audiobooks, CNIB collections, Kits (GPS Geocaching, Kilowatt, Pedometer, and Inclusive Toys) Note: Limit of three (3) Inclusive Toys per Library Card.
14 days	Adult DVD Television Series (with 3+ discs), and any 21 day loan period item that has a customer request.
7 days	Quick Picks, DVDs, Video Games, Magazines and CD's, and any Adult DVD Television Series (with 3+ discs) that has a customer request.
2 days	Quick Flick DVDs Note: Limit of three (3) each of Not Restricted and Restricted per Library card.
Renewals	Five (5) renewals per item will be allowed (except Quick Flicks and Quick Picks). If a request is pending, no renewals are permitted.

Schedule "B" – Circulation Policy Schedule

Fines and Fees		
Material Type	Daily Fine	Maximum Charge
Adult and Young Adult - Fiction and Non-Fiction, Audiobooks, CDs, CNIB collections, DVDs, Video Games, Kits (GPS, Geocaching, Kilowatt, Pedometer), Inclusive Toys, and Magazines	25¢ per day	\$10.00
Quick Flick DVDs and Quick Pick Books	\$1.00 per day	\$10.00
Children's – Fiction and Non-Fiction, Easy Readers and Picture Books, Audiobooks, CDs, and Magazines	10¢ per day	\$10.00
Miscellaneous Fees		
Collection Agency Administrative Fee, for accounts in excess of \$50.00		\$15.00
Fine Limit: (Borrowing privileges restricted/loss of good standing)		\$20.00 for all customers
Refunding for Lost Material: The item Billed amount and the Billed Processing Fee will be refunded with the following conditions:	<ul style="list-style-type: none"> ▪ the total refund amount will be reduced by any overdue fines accumulated from the item Due Date ▪ the material is returned in good condition 	
Non-resident Fee		6 months/\$20.00 - \$35.00
NSF Cheque		\$40.00
Photocopying and Printing (Colour)		8½ x 11 or 8½ x 14 - \$.50 per page 11 x 17 - \$1.00 per page
Photocopying and Printing (Black & White)		8½ x 11 or 8½ x 14 - 20¢ per page 11 x 17 - 40¢ per page
Proctoring fee		\$20.00 per hour (minimum)
Replacement Library card		\$0.50
Replacement media case		\$2.00 each
Replacement audio-visual cover		\$5.50 each
Processing fee for lost material		\$5.50
No processing fee for magazines		