

1. POLICY OBJECTIVE

- 1.1. To communicate the requirements and responsibilities of Library membership and borrowing privileges.
- 1.2. To make materials widely available to the community, maximize use of collections and services, and facilitate requests for materials.
- 1.3. To provide a system for ensuring equitable access and fair use of collections and services.
- 1.4. To adhere to the *Public Libraries Act* (R.S.O. 1990, chapter P.44 which states in Section 23) that libraries are to be open to the public; that every board shall allow the public to reserve and borrow circulating materials free of charge; and, that the public shall use, without charge, a level of reference and information services that the board considers practicable. The public includes all residents who reside in Ontario.

2. SCOPE

- 2.1. This policy applies to all customers of the Ajax Public Library.

3. DEFINITIONS

The following definitions should be used when reading this policy:

- 3.1 **Library Customers:** A member of the public, regardless of whether they are a registered Library cardholder, who uses Library facilities, services, or resources.
- 3.2 **Library Card:** A library card, whether physical or digital, is issued by a library for the purpose of identifying the cardholder as authorized to borrow library materials, subject to the library's borrowing conditions. An Ajax Public Library card, whether physical or digital is required to borrow items, manage one's account, place holds and renew items, and access equipment or digital collections at Ajax Public Library physical locations or through online access.
- 3.3 **Digital Collections:** Electronic items accessed online including research databases, electronic books or audiobooks, streaming content, and electronic magazines.

4. PRINCIPLES:

This policy strives to:

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

5. ROLES AND RESPONSIBILITIES

Fair and equitable access to the services of the Library for all Library customers, depends on the fair use of such services by Library users. Customers have certain responsibilities.

Library customers shall:

- 5.1. Present their physical Library card, digital Library barcode, a photo of the Library card, or personal identification each time materials are borrowed.
- 5.2. Be responsible for all materials borrowed with Library card.

- 5.3. Pay all charges incurred for damaged or lost Library material.
- 5.4. Observe all policies, rules, and regulations established by the Ajax Public Library.
- 5.5. Report the loss of a card or change of address as soon as possible (customers are responsible for all materials borrowed with their cards until loss or theft is reported).

6. PRIVACY

In the course of collecting personal information to conduct its business, the Ajax Public Library Board will comply with the Municipal Freedom of Information and Protection of Privacy Act and Canada Anti-Spam legislation, and the Library adheres to the principles of the Canadian Standards Association Model Code for the Protection of Personal Information.

In accordance with all current legislation, the Library will respect the individual's legislated rights to privacy and will not provide any customer information to any outside organization or agency without the individual's prior approval, with exception for authorized requests by law enforcement.

When obtaining a Library card, customers must provide name and address information to staff. Customers aged 17 and under must disclose date of birth.

A parent or guardian of a person 15 years of age and under may exercise the right of access to the child's personal information in the customer's account.

To maintain privacy of the customer, a Library card is required to checkout materials to an account or to checkout materials placed on hold from that account. This includes presenting the physical card or key tag, scanning the card from the Library app, presenting a picture of the card, or showing identification confirming you are the cardholder (i.e.: Driver's License).

Another person cannot check out an item placed on hold by another library card holder without presenting the physical card or key tag, scanning the card from the Library app, or presenting a picture of the card the hold was placed on. Staff may ask questions to confirm account information.

7. RIGHTS OF CHILDREN

Ajax Public Library welcomes and encourages children and youth of all ages to enjoy services, programs, collections, and spaces. Ajax Public Library endorses the Children's Rights in the Public Library adopted at the Ontario Library Association Annual General Meeting and the Teen Rights in the Public Library adopted at the Ontario Library Association General Meeting.

The Library does not assume parental responsibility. Parents and/or legal guardians have the sole right and responsibility of supervising their own children's choices and use of Library materials. In accordance with the Ontario Library's Association's statement on Children's Rights in the Public Library, children are entitled to borrowing privileges and open and ready access to all materials and facilities provided by the Library and are not limited to the juvenile collection except where limited by law.

8. MEMBERSHIP

Ajax Public Library serves all permanent residents of Ontario. A membership will be issued upon presentation of a piece of identification that includes the customer's name and current address, a piece of identification and a secondary proof of address, or through the offsite application process.

- 8.1. **Adult:** Residents of Ontario 18 years of age to 54 years of age.
- 8.2. **Senior:** Residents of Ontario 55 years of age or older.
- 8.3. **Youth:** Residents of Ontario 16 or 17 years of age.
- 8.4. **Child:** Children from birth to age 15, the legal parent/guardian must apply for a Library card on behalf of their child and accepts responsibility for the child's card the use and return of all materials borrowed, and for the charges on items that are lost or damaged.
- 8.5. **eCard:** Residents of Ontario may apply for an eCard online providing them with instant access to the Library's digital collections. Identification is not required.
- 8.6. **Temporary:** Memberships may be granted to individuals living in Ajax on a temporary basis. Requirement of proof of address is not required. Temporary memberships are effective for three (3) months from the date of registration and are renewed for subsequent three (3) month blocks. Temporary memberships are limited to three (3) items on the card at any one time.

9. COMMUNICATION

Ajax Public Library communicates with customers via e-mail, phone, and text message. During registration, customers will be asked to provide their preferred method of communication for holds, pre-due, overdue notification, and Library's news and services, and must inform the Library of any change immediately. Failure to do so may pose a risk of having overdue items charged to one's account.

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

Pre-due reminder notification is a courtesy provided by the Ajax Public Library, but are not to be considered a replacement for keeping track of individual borrowing. The Library does not take responsibility for charges that result from missed reminders.

10. ACCESSIBILITY

The Library is committed to using its services to provide all individuals, including those with disabilities, an equal opportunity to effectively use the Library in an independent, dignified manner. The Library offers various accessible services and collections including access to services through the Centre for Equitable Library Access and Visiting Library Service with an Ajax Public Library card.

- 10.1. **Centre for Equitably Library Access (CELA):** CELA is a national not-for-profit organization that provides accessible reading services to people in partnership with local Libraries. Cardholders can access CELA services directly and the Library offers reading materials in accessible formats.
- 10.2. **Visiting Library Service (VLS):** Visiting Library Services offers Library materials and staff assistance to Ajax residents who cannot visit a branch in person due to illness, injury, or other circumstances.

11. BORROWING

To make materials widely available to the community, maximize use of collections and services, facilitate requests for material, and to retrieve overdue materials, customers will be limited to borrowing a maximum of 50 items per library card. Borrowing limits are inclusive of all material types (DVDs, books, magazines, audiobooks, etc.). Within the 50 item limit, customers can borrow/use a maximum of the following item types per Library card:

11.1. Limits

- 11.1.1. One (1) each of: iPad, Chromebook, Mobile Hotspot.
- 11.1.2. Three (3) Quick Picks / Quick Flicks
- 11.1.3. Three (3) STEM Kits
- 11.1.4. Three (3) each of Non-Restricted / Restricted Quick flicks
- 11.1.5. Three (3) Inclusive Toys
- 11.1.6. Three (3) each of Non-Restricted / Restricted Video Games
- 11.1.7. One (1) Park Pass
- 11.1.8. One (1) Active Living Kit

11.2. Renewals

There are unlimited renewals on most Library items, provided there are no pending holds requested by other customers. Renewals may be requested in person, over the phone, Library's App, or through the online catalogue.

11.2.1. Items excluded from renewals

- Book Club in a Bag
- Public Use Hardware: Launch Pad
- Technology: Chrome/Hotspot/iPad/Stem
- Quick Tech: Hotspot
- Inter-Library Loans
- Children and Adult Magazines
- Ontario Park Passes
- Quick Picks / Quick Flicks / Quick Flicks Restricted

11.3. Holds

A customer may place holds on all materials except Quick Flicks and Quick Picks. Hold notifications, made by phone, e-mail, or text message 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.

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.

11.4. Restrictions

Borrowing privileges are restricted when:

- 10.2.1. Charges reach \$50 or more.
- 10.2.2. Electronic devices will be "bricked," rendering them non-functional, once the item has aged to a Lost status.

11.5. **Loan Periods**

Borrowing limits, loan periods, renewals, and holds will vary based on format and demand. A standard loan period of three (3) weeks exists for materials borrowed except for those materials for which special loan periods have been established. The Library reserves the right to change loan periods. Current information is listed on the Library's website.

11.6. **Interlibrary Loan Service (ILLO)**

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

Materials from other institutions are subject to their loan conditions.

12. FEES AND CHARGES

12.1. **Replacement Library Cards**

Replacement of physical library cards may have a cost of \$1.00.

12.2. **Lost or Damaged Items**

It is the responsibility of the customer to ensure that Library materials are returned so they will be available to others. Lost or damaged materials including digital equipment are subject to a replacement fee. Replacement price is the invoiced price or order price, whichever is greater.

Customers may replace lost or damaged items with a new copy of the same title and format (excluding ILLO). If a replacement copy is provided, the customer will be charged a \$6 processing fee.

The legal parent/guardian of a child up to and including age 15 is responsible for all charges for lost, or damaged material borrowed by the child.

12.3. **Refunds**

If a fee for a lost item is paid, then the item subsequently found and returned, the full amount paid will be refunded with the following conditions:

- The material is returned in good condition.
- The material is returned within three (3) months from the date the account was paid.

Ajax Public Library is not responsible for damage to any equipment or software incurred during the playback or use of any material or equipment (e.g.: VGs, DVDs and mobile hotspot).

12.4. **Collection Agency**

Unpaid charges of \$100 or more will be sent to a Collection Agency. An Administrative fee of \$15 will be charged to those customers whose accounts are referred to a Collection Agency.

13. RELATED DOCUMENTS

- 13.1. Accessible Customer Service Standard Policy LIB-AP-006
- 13.2. Acceptable Behaviour Policy LIB-AP-089
- 13.3. Visiting Library Service LIB-AP-076