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## **PRELIMINARY STATEMENT**

Vaughan Public Libraries' Operational Policy and Procedures and List of Charges are approved by the Vaughan Public Library Board and are available for consultation in all libraries at the Reference/Information and Circulation Desks.

The Chief Executive Officer shall have the discretionary power to refuse service to any person who neglects or refuses to comply with the policies and regulations of the Vaughan Public Library Board. Any person so refused may appeal to the Board.

## **MEMBERSHIP**

Vaughan Public Libraries' services shall be available, without charge, to those persons residing, owning property, working or in full-time attendance at an institute of learning within the boundaries of the municipality of the City of Vaughan, and in municipalities with whom Vaughan Public Libraries has reciprocal borrowing agreements. These include members of the York Public Libraries Network (YPLN) and the Town of Caledon (YPLN includes Aurora, Newmarket, Richmond Hill and Markham).

Vaughan Public Libraries' lending services shall be available to other persons upon payment of a fee. See List of Charges, Appendix A.

1. On presentation of a current user's card from other member libraries of the York Public Libraries Network (YPLN), and valid identification, a library card for Vaughan Public Libraries will be issued. An administration fee for a library card will apply. See List of Charges, Appendix A.
2. On presentation of valid identification from residents of municipalities outside the York Public Libraries Network (YPLN), and with whom Vaughan Public Libraries has reciprocal borrowing agreements, a library card for Vaughan Public Libraries will be issued. An administration fee for a library card will apply. See List of Charges, Appendix A.
3. On presentation of valid identification from residents of municipalities not covered by Items 1 and 2, a non-resident fee will apply. See List of Charges, Appendix A.
4. A charge will be levied to replace a library card that is lost or damaged. See List of Charges, Appendix A.

## **REGISTRATION**

A new registrant shall produce valid identification, including proof of address, and provide registration information before being issued a library card. Library staff will apprise the new registrant of the confidentiality of personal information.

The library card for a child shall be signed by the parent or guardian who is responsible for the card and for the safekeeping of all items borrowed using that card. The parent or guardian is legally responsible for items borrowed until the child is 16 years of age. New registrants thirteen (13) years and older may sign their own library card.

Members are responsible for their library card and for the safekeeping of all items borrowed using that card.

1. Library staff will confirm a new registrant's identification and current address.
2. Registrants must sign their library card. The library card for a child under thirteen (13) years of age must be signed by the parent or guardian.
3. Signing the back of the library card commits registrants to abide by the policies and regulations of the Vaughan Public Libraries which are available in all branches.
4. All registrants must notify library staff of changes to address and/or telephone numbers.
5. A charge will be levied to replace lost or damaged cards. See List of Charges, Appendix A.

## **CONFIDENTIALITY OF MEMBERSHIP INFORMATION**

All information related to users is confidential. Upon presentation and verification of their library card, users may query their own records and those of their children or wards under thirteen (13) years of age.

Only authorized on-duty staff shall have full access to user information.

Requests for information from the user files by police and/or government agencies shall only be provided upon presentation of a warrant. The Chief Executive Officer or designate shall consult with the Board's solicitor to ensure that the warrant is in proper form and to seek further advice. Information or access to the files shall be permitted only to the extent stated in the warrant.

Section 28 of the *Public Libraries Act* shall apply where a person may, during ordinary business hours, make an appointment to inspect any records, books, accounts and documents in the possession or control of the Board's Secretary. This does not apply to information that, in the Secretary's opinion, is of an intimate financial or personal nature, or identifies an individual user of library services by name or makes them readily identifiable by other means. Revised Statutes of Ontario 1990, chapter P.44, section 28.

1. Users are entitled to know:
  - a. what information is recorded in their registration files.
  - b. what materials are charged out to them.
  - c. how much money, if any, they owe, and why.
  - d. the status of reserves placed.
  
2. Users can access this information:
  - a. in person in any branch with their valid library card.
  - b. online through the catalogue by inputting their unique library card number and PIN number.

## **COPYING OF MATERIALS**

Vaughan Public Libraries adhere to the laws of Canada governing the copying of all materials. See Can Copy information, Appendix B.

A charge will be levied per copy side printed. The only exception is for imperfections due to malfunction of the equipment. See List of Charges, Appendix A.

## **CIRCULATION OF MATERIALS**

A valid library card for Vaughan Public Libraries must be presented on each occasion to borrow materials.

All users borrowing materials from the Vaughan Public Libraries must return them by the due date to one of the Vaughan Public Libraries or other libraries of the York Public Libraries Network (YPLN).

Users will be held responsible for any loss or damage to materials signed out by them or borrowed on their library card. Users shall report loss or damage to library materials at the earliest possible opportunity. If material is damaged, the user will be charged full replacement cost plus a non-refundable administration fee.

Any user to whom materials have been delivered, who damages or fails to return the same, or fails or neglects to pay on demand the cost of any loss or damage, may be subject to suspension of all library borrowing privileges for all resources and/or prosecution according to the law.

The loan period may vary with the form of library material or resource borrowed. The Board will endeavour to offer optimal service for the maximum number of users within the constraints of budget and type of maintenance required for the particular type of material or resource.

Materials restricted by law cannot be borrowed by persons under eighteen (18) years of age. Valid identification will be required.

1. Fines shall be levied for the late return of materials. See List of Charges, Appendix A.
2. The regular loan period for materials is three (3) weeks, unless otherwise specified.
3. Loans may be renewed three (3) times if no other requests have been placed.
4. The regular loan period for video cassettes, DVDs and magazines is seven (7) days. Video cassettes, DVDs and magazines may be renewed three (3) times if no other requests have been placed.
5. Library managers shall have discretionary power to determine the number of items which may be borrowed and to adjust the loan period for individual items.
6. Borrowing privileges will be suspended for violation of VPL policies such as failure to return invoiced material, pay overdue charges or pay the full replacement cost for lost or damaged materials, or failure to pay the administration fee.

## **OVERDUE MATERIALS**

Vaughan Public Libraries will notify users when materials are overdue.

An overdue charge will be made for each day or part of a day an item is overdue. See List of Charges, Appendix A.

A user's privileges will be suspended if maximum fines have been reached or if the maximum number of items is overdue. All overdue accounts will be forwarded to a collection agency. Failure to clear accounts will result in borrowing privileges being suspended. See List of Charges, Appendix A.

1. Users will be notified by the electronic notification system when library material is five (5) days, fifteen (15) days and twenty-five (25) days overdue.
2. Written notification will be generated thirty-five (35) days after an item is overdue.
3. If material is damaged, the user will be charged full replacement cost plus a non-refundable administration fee. See List of Charges, Appendix A.
4. Borrowing privileges will be suspended upon failure to return invoiced materials, pay overdue fines, or pay full replacement cost for lost or damaged materials. See List of Charges, Appendix A.
5. Overdue accounts (after sixty (60) days) will be forwarded to a collection agency. There is an administration fee of \$20.00 for accounts sent to the Collection Agency. This must be paid whether or not the items are returned. See List of Charges, Appendix A.
6. Borrowing privileges will be reinstated upon payment of all outstanding charges.

## **SERVICES/PROGRAMS**

Vaughan Public Libraries provide users with a full range of resources, services and programs which contribute to the information, cultural, learning and leisure needs of a growing multicultural community.

Reference and information services may range from answering simple inquiries and providing assistance in searching library resources, to providing extensive bibliographic searches. These services may also include library orientation; training in information retrieval; production of guides to sources of information; and information referrals.

Vaughan Public Libraries and staff do not endorse or sanction the content or point of view of any of the information or commentary which may be found in its collections.

It is the goal of Vaughan Public Libraries to have a professional librarian available at all times during hours of operation to ensure optimum use of all available resources.

Interlibrary loan services are provided in accordance with the Canadian Library Association Interlibrary Code for Canada.

1. Vaughan Public Libraries may request proof of age for registration for programs where age is a determining factor for acceptance, or proof of residency.
2. Payment in full is required at time of initiating fee-based information services and at the time of registration for programs.
3. A full refund will be made for programs cancelled by Vaughan Public Libraries.
4. Charges levied to Vaughan Public Libraries by lending institutions for interlibrary loans will be charged to the user. Payment must be made in full before material can be loaned to the user.
5. Vaughan Public Libraries' regular overdue charges will apply to late material borrowed through interlibrary loan.
6. Material borrowed through interlibrary loan must be returned to the branch through which it was borrowed.

## **INTERNET**

In response to advances in technology and the changing needs of the community, Vaughan Public Libraries endeavour to develop collections, resources and services that meet the cultural, information, recreational and educational needs of the City of Vaughan's diverse, multicultural community.

The Internet is an unregulated, worldwide environment. The Libraries make no guarantee, either expressed or implied, with respect to the quality or content of the information available on the Internet. Not all of the information available via the Internet is accurate, current or complete. Users should assess the validity of all information found.

Users are cautioned that ideas, points of view and images can be found on the Internet which are controversial, divergent and/or inflammatory. The provision of access does not mean or imply that the Libraries endorse or sanction the content or point of view of any of the information or commentary which may be found on the Internet.

Access to the Internet and other electronic networks by children under thirteen (13) years of age is the responsibility of parents and guardians.

All users of the Internet are expected to use this library resource in a responsible, courteous manner, consistent with the purpose for which it is provided and to follow all Internet-related rules, regulations and procedures established for its use, including, but not limited to, those of the Libraries.

1. A library card or valid identification must be presented at the Reference/Information Desk to sign up for an available computer.
2. Users are required to sign up to use the Internet access computers. Details of signing up procedures are available at each branch and posted at each station.
3. Printers are available for users. Charges are levied for each page. See List of Charges, Appendix A.
4. Users who attempt to install, modify or delete software will be charged a fine to cover the cost to reconfigure the system. Library privileges will be revoked for a minimum of one (1) month. See List of Charges, Appendix A.
5. Internet workstations do not offer electronic mail accounts, access to chat or news groups, file transfer or downloading to diskette or access to games.
6. Violations of the Libraries' Internet Policies and Regulations, or inappropriate or unsavory conduct, but not exclusive to these items, will result in the suspension or loss of the privilege to use these resources.
7. Illegal activity involving the Libraries' Internet resources will be subject to prosecution by the appropriate authorities.

## **USE OF BUILDINGS**

Vaughan Public Libraries guarantees the right of free expression by making available its meeting rooms to individuals, groups, organizations and businesses whose programs are consistent with the intent of the Canadian Charter of Rights and Freedoms and the Ontario Human Rights Code. Permission to use Vaughan Public Libraries' facilities does not imply any endorsement of the aims, policies or activities of any group or individual.

Library facilities are available to all members of the public provided that they conduct themselves in a reasonable manner, as stated and posted in the Rules of Conduct, dated May 19, 2005.

Smoking is prohibited in Vaughan Public Libraries' buildings. Food and drinks are allowed only in those areas designated by the Vaughan Public Library Board.

Meeting rooms may be reserved by the community for the purpose of promoting the informational, cultural, learning and leisure needs of the community in the form of meetings, seminars and workshops, including fee-generating events.

The rooms may not be used as banquet facilities. The Board reserves the right to refuse or cancel any reservation. Library-sponsored programs shall have priority in the use of meeting rooms. VPL will not rent rooms to political parties at the municipal, provincial or federal levels (for the purpose of campaigning).

The Public Libraries Act (R.S.O. 1990, Chapter P.44) of the Province of Ontario makes provision for public libraries to make rules regulating all matters connected with the management of the library and library property [Sec. 23(4)(b)]; and further “a board may impose such fees as it considers proper...for the use of parts of a building that are not being used for public library purposes”. [Sec. 23(3)(b)].

## **FEES**

Fee categories for the following groups are specified in the List of Charges, Appendix A:

- Vaughan residents\*
- Groups registered with the City of Vaughan as a Community Service or Social Service Organization.
- Vaughan commercial use.
- All others

Note: Vaughan residents who wish to use library meeting space for fee-generating events will be charged the Vaughan commercial use rate.

## **CONDITIONS OF USE**

Exhibits specifically designed to promote commercial enterprises are prohibited.

Charges will not be levied by exhibitors.

Vaughan Public Libraries will not act as agents for exhibitors but may display exhibitor's name and telephone number for prospective purchasers.

Selling and soliciting by the public shall not be permitted in the libraries without the permission of the Board.

Donations shall not be solicited nor will tickets or articles be sold in the libraries without the permission of the Board.

Vaughan Public Libraries assume no responsibility for loss, theft or damage to exhibits while on library premises.

Vaughan Public Libraries do not provide storage facilities. Property of any kind brought on to the premises by the Applicant, guests or attendees shall be promptly removed from the premises after use of the premises.

Library staff must have access to facilities at all times and may attend free of charge any event, meeting or course held on library premises for the purpose of auditing or reviewing compliance with Vaughan Public Libraries' policies.

1. Organizations must use their own names when advertising meetings held in library facilities, making it clear that the Library is not the sponsor of the event.
2. Organizations or individuals who use library facilities and/or equipment are responsible for any damages incurred by such use. They will be required to indemnify the Vaughan Public Library Board against the costs of any and all claims which may arise out of, or by reason of, granting the use of those facilities.
3. Charges must be paid at the time of booking. There will be no refunds of charges for cancellations of less than seventy-two (72) hours notice. Bookings will be tentative until receipt of payment.
4. Persons using a meeting room are responsible for the set-up and arrangement of the room. Vaughan Public Libraries will provide tables and chairs for use in the meeting rooms. The facilities shall be returned to the same condition as found.
5. Use of the kitchenettes must be requested at the time of application for use of the meeting rooms. This use is restricted to the service of non-alcoholic beverages and light refreshments. No dishes or utensils are provided.
6. Alcoholic beverages may not be dispensed or consumed on library property.
7. All groups booking meeting rooms for meetings which extend beyond regular library hours may be required to cover the cost of staff supervision. Meeting room facilities are not available on days that the library is closed to the public.
8. When meetings terminate after library hours, the organization's representative shall ensure that lights are turned off and doors are closed securely.
9. Exhibitors will be responsible for the arrangement and removal of their exhibits at times to be arranged with the Library Co-ordinator..
10. Exhibitors will be held responsible for any damage caused by the display of their exhibits.
11. Exhibitors will assume all insurance coverage and supply any necessary supervision for their exhibits.

12. Exhibits in the foyers and public service areas of the libraries will be open to general viewing during regular library hours.
13. On each and every occasion, application for permission to sell on library premises must be made in writing to the Board.
14. When the Board gives permission for tickets or articles to be sold in the libraries, the following guidelines shall apply:
  - a. The participating organization shall provide staffing for all hours of operation.
  - b. All necessary equipment, supplies and monetary change shall be provided by the participating organization.
  - c. Set-up shall be undertaken by the participating organization in consultation with the Library Co-ordinator.

## **PUBLIC NOTICE BOARDS**

Vaughan Public Libraries will supply public notice boards in each of its branches.

No notices of a political nature or promotion of profit-making enterprises will be posted.

All notices must be submitted to the Library Manager for consideration to post and length of time notice will be posted.

## **GIFTS AND DONATIONS**

Vaughan Public Libraries may accept unsolicited materials on the understanding that Vaughan Public Libraries have unconditional ownership of the materials. Vaughan Public Libraries reserve the right to decide whether the materials are to be integrated into the collection and/or disposed of by sale, exchange or otherwise. Vaughan Public Libraries have no obligation to inform the donor of the disposition of the donated materials.

Vaughan Public Libraries have no obligation to retain intact or to reserve special library shelving for unsolicited gifts or private collections.

Gifts of money will be accepted on the understanding that selection of items will be made in accordance with the Collection Development Policy of Vaughan Public Libraries.

The expending of funds will be at the discretion of the Chief Executive Officer.

1. Persons wishing to make donations of books and other materials should consult with the Library Manager.
2. Tax receipts will be issued, upon request, for donations of new resources with a value greater than \$10.00. New material must be accompanied by an official receipt.
3. If a book is deemed to be rare and is appraisable, a tax receipt will be issued on the appraised value. The cost of an appraisal will be paid by the donor to an appraiser recommended by Vaughan Public Libraries.
4. Monetary gifts will be acknowledged by dedication plates and tax receipts.
5. All donations of materials are subject to the Collection Development Policy principles and practices with respect to selection, weeding and discarding.

## **HOURS OF OPERATION**

The hours of operation will be determined by the Vaughan Public Library Board.

Each library will post its hours of operation. The public shall be notified of changes other than those caused by emergencies. The authority to close any library in the event of an emergency shall be vested in the Chief Executive Officer or designate.