

## **PURPOSE**

The purpose of this policy is to provide an overall framework of library services in order to ensure operational consistency at all locations of Vaughan Public Libraries. This policy may be read in conjunction with the Collection Development Policy, the Internet Policy, the Privacy Statement, the Wireless Access Agreement, and the Code of Conduct.

## **APPLICATION**

This policy applies to the Vaughan Public Library Board trustees, Vaughan Public Libraries staff, and customers.

## **PROCESS**

Vaughan Public Libraries' Operational Policy and List of Charges are approved by the Vaughan Public Library Board and are available for consultation in all libraries and on the Libraries' website.

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

## **MEMBER ACCOUNTS**

Vaughan Public Libraries membership is available to people who live, work, own property, or go to school in the City of Vaughan, or in a municipality with which Vaughan Public Libraries has a reciprocal agreement. Members are required to provide proof of identify and address as per current library procedures and applicable legislation. Other people may purchase membership as per the List of Charges. For municipalities with reciprocal agreements, see List of Charges.

- Members are responsible for their library card and for the safekeeping of all items borrowed using that card. Parents or guardians are legally responsible for items borrowed until a child is 18 years of age.
- Members must sign their library card. The library card for a child must be signed by the parent or guardian who is responsible for the card and for the safekeeping of all items borrowed using that card.
- Members must notify the library of a lost or stolen card and of any changes to contact information.
- Members may loan their library card to someone who will act on their behalf, but may not transfer their library account to another individual. Members are responsible for any actions undertaken by someone acting on their behalf unless the card has been reported stolen or lost.

## **INFORMATION SERVICES**

Vaughan Public Libraries endeavours to supply the highest level of professional expertise in facilitating access to information.

Staff does not offer any interpretation of information.

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

## **CIRCULATION OF MATERIALS**

- On each occasion materials are borrowed members must provide their library card number or proof of identity.
- Members must renew or return borrowed items by their due dates. Borrowed items may be returned to any Vaughan Public Libraries location.
- The loan period may vary with the format of library materials.
- Items may be renewed up to ten (10) times if no other requests have been placed, and unless otherwise specified.
- Library notices are courtesy notices. It is the member's responsibility to return or renew items by their due dates.
- Library staff has discretionary power to determine the number of items which may be borrowed and to adjust the loan period for individual items.

## **FINES AND FEES**

- A charge will be levied to replace a library card that is lost, stolen or damaged.
- Fines shall be levied for the late return and late renewal of materials.
- Members will be held responsible for any loss or damage to materials borrowed with their library card membership. Members shall report loss or damage to library materials at the earliest possible opportunity. If material is lost or damaged, the member will be charged full replacement cost plus a non-refundable administration fee.
- A member's borrowing privileges will be suspended if at least \$25.00 in fines or fees is accrued, if an item has been overdue for an extended period, or if they have been charged for a lost or damaged item.
- Accounts owing money may be forwarded to a collection agency. There is a collection agency fee applied to all accounts sent to the Collection Agency. This must be paid whether or not the items are returned.
- Borrowing privileges will be reinstated upon payment of all outstanding charges.
- See List of Charges, Appendix A, for all applicable amounts.

## **PROGRAMS**

- Payment in full is required at time of registration for fee-based programs.

- A full refund will be made for programs cancelled by Vaughan Public Libraries.
- A refund will be available to program participants who withdraw within the parameters detailed at the time of registration.

## **INTERLIBRARY LOAN (ILLO)**

- Interlibrary Loan services are provided to customers in accordance with established practices.
- Material borrowed through interlibrary loan must be returned to the Vaughan Public Libraries location from which it was borrowed.
- Overdue charges will apply to interlibrary loan items returned late.

## **PUBLIC WORKSTATION AND WI-FI USE**

- A valid Vaughan Public Libraries card number or Guest Pass is required to log into a public workstation.
- Members shall not alter the configuration or settings of public workstations. Members shall not attempt to install, modify or delete software. Members who do so will be charged a fee to cover the cost of system reconfiguration, and library privileges may be suspended. See List of Charges, Appendix A.
- Anyone using a public workstation of Vaughan Public Libraries' Wi-Fi network must accept the Internet Policy. Anyone using the Wi-Fi network must also accept the Wireless Access Agreement.
- Violation of the Internet Policy, the Wireless Access Agreement, or other inappropriate conduct may result in the suspension or loss of the privilege to use these resources.
- Printer services are available to members. See List of Charges, Appendix A.

## **USE OF BUILDINGS**

Vaughan Public Libraries allows for the use of buildings by individuals, groups, organizations, and businesses whose conduct supports 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 Code of Conduct.

Selling and soliciting by the public shall not be permitted in the libraries, on library property, or at Library sponsored events without the permission of the Chief Executive Officer. Application for permission to sell or solicit on library premises must be made in writing to the Chief Executive Officer. If granted permission, the participating organization shall provide staffing for all hours of operation, all necessary equipment, supplies, monetary change and set-up in consultation with the Library Manager.

Meeting rooms may be rented 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. See List of Charges, Appendix A.

Vaughan Public Libraries will not rent rooms to political parties at the municipal, provincial or federal levels for the purpose of campaigning.

Community members may apply to host exhibits at Vaughan Public Libraries that enhance the culture and heritage of the community, and support the learning and leisure needs of a diverse community as outlined in the Exhibits Policy.

Vaughan Public Libraries has community information boards in each of its locations for the promotion of not-for-profit events and organizations within the community. All notices must be approved by library staff before posting. Any notices left for posting become property of Vaughan Public Libraries. Vaughan Public Libraries reserves the right to curate notices based on community interest, relevance to the Mission of Vaughan Public Libraries, and space.

## **GIFTS AND DONATIONS**

Vaughan Public Libraries may accept unsolicited materials on the understanding that Vaughan Public Libraries have unconditional ownership of the materials. For further information see Vaughan Public Libraries' Collection Development Policy.

Monetary gifts for purposes other than purchasing library materials will be expended at the discretion of the Chief Executive Officer.

Tax receipts are available for donations of more than \$25.00.


## **HOURS OF OPERATION**

Each library will post its hours of operation as determined by the Board. The authority to close any library in the event of an emergency shall be vested in the Chief Executive Officer.

## APPENDIX A

# LIST OF CHARGES

### EFFECTIVE SEPTEMBER 4, 2018

<b>MEMBERSHIP</b>	
People residing, owning property, working or in attendance at an education institution in the City of Vaughan	Free
People eligible to join the public library in Aurora, Brampton, East Gwillimbury, King Township, Markham, Newmarket, Richmond Hill, Town of Caledon, and Whitchurch-Stouffville	Free
Non-resident who wants borrowing privileges	\$80.00* per year
Replacement of lost/damaged library cards	\$1.00
Non-member library cards to use public workstations	\$10.00* per year
<b>OVERDUE, DAMAGED OR LOST ITEMS</b>	
For each item overdue, per day or part of a day	\$0.35
Fast Track items, per day or part of a day	\$1.00
Electronic devices, per day or part of a day	\$1.00
Maximum fine per item	\$10.00
Total maximum fine per customer	\$25.00
Repairs to damaged items	At cost to library
Damaged or lost items	Full replacement cost plus a \$5.00 non-refundable administration fee as determined by the Library
Collection fee for library records sent to the collection agency	\$20.00
Activities causing damage to library computers, systems, software, or computer equipment	Full replacement cost as determined by the library
<a href="http://www.vaughanpl.info">www.vaughanpl.info</a> 905-653-READ (7323)	
 Vaughan Public Libraries	
<b>MEETING ROOMS</b>	
Groups registered with the City of Vaughan as a Community Service Organization	\$30.00* per use
Vaughan Residents	\$55.00* per hour
Vaughan Commercial Use	\$65.00* per hour
All Others	\$75.00* per hour
Clean-up charge (may be levied where warranted)	\$30.00
<b>PROGRAMS</b>	
Payment in full is required at time of registration. Refunds issued up to 7 days prior to scheduled. Program or at the discretion of VPL. Programs cancelled by VPL will receive a full refund.	Adult* Children
<b>SERVICES</b>	
<b>PHOTOCOPIES</b>	
Black & White – letter/legal – per side	\$0.10**
Black & White – ledger – per side	\$0.20**
Colour – letter/legal – per side	\$0.40**
Colour – ledger – per side	\$0.80**
Scan (to PDF)	\$0.05**
Exam Proctoring fee – paid by student	\$40.00*
Exam Proctoring fee – paid by institution	\$50.00*
<b>OTHER</b>	
Non-Sufficient Funds (NSF)	\$40.00
Miscellaneous items (VPL provides a number of smaller items for sale and/or usage charges for select activities completed in library)	Various*
<b>NOTE: * HST PAYABLE    **HST INCLUDED</b>	