

PURPOSE

This policy provides an overall framework of library services to ensure operational consistency at all locations of Vaughan Public Libraries (VPL).

APPLICATION

This policy applies to the Vaughan Public Library Board (VPLB) Trustees, VPL staff, and customers.

PROCESS

VPL's Operational Policy and List of Charges are approved by the VPLB and are available for consultation in all VPL locations and on VPL's website.

The CEO or designate shall have the discretionary power to refuse service to any person who neglects or refuses to comply with the policies of the VPLB. Any person so refused may appeal to the VPLB.

MEMBER ACCOUNTS

VPL membership is available to people who live, work, own property, or go to school in Vaughan, or in a municipality with which VPL has a reciprocal agreement. Individuals wishing to register for a library card are required to provide proof of identify and address as per current library procedures and applicable legislation. Other individuals may purchase membership as per the List of Charges. For municipalities with reciprocal agreements, see List of Charges, Appendix A.

- By becoming a member of VPL, individuals agree to abide by the policies of the VPLB.
- 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, stolen or comprised 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 lost, stolen or compromised.

INFORMATION SERVICES

VPL endeavours to supply the highest level of professional expertise in facilitating access to information.

Staff does not offer any interpretation of information.

VPL and VPL's 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 VPL.

CIRCULATION OF MATERIALS

- On each occasion materials are borrowed members must provide their library card number or proof of identity.
- Items must be renewed or returned by their due dates. Borrowed items may be returned to any VPL location unless otherwise specified.
- 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.

- VPL notices are courtesy notices. It is the member's responsibility to return or renew items by their due dates.
- VPL staff has discretionary power to determine the number of items which may be borrowed and to adjust the loan period for individual items.

FEES AND CHARGES

- Members will be held responsible for any loss or damage to materials borrowed on their library card. Members should report loss or damage of library materials at the earliest possible opportunity. The member will be charged full replacement cost plus a non-refundable processing fee.
- At the discretion of the CEO or designate, a members' borrowing privileges will be suspended if \$25.00 or more in fees are accrued, if an item has been overdue for an extended period, or if they have been charged for a lost or damaged item.
- Accounts with past due fees or charges may be forwarded to a collection agency. A collection agency fee is applied to all accounts sent to the collection agency. This fee must be paid whether or not the items are returned.
- Borrowing privileges will be reinstated upon payment of outstanding charges.
- See List of Charges, Appendix A, for all applicable amounts.

PROGRAMS

- Payment in full is required at the time of registration for fee-based programs.
- A full refund will be made for all fee-based programs cancelled by VPL.
- A refund will be available to all fee-based program participants who withdraw within the parameters detailed at the time of registration.

INTERLIBRARY LOAN (ILLO)

- Interlibrary Loan services are provided to members in accordance with established practices.
- Material borrowed through interlibrary loan must be returned to the VPL location from which it was borrowed.
- Fines and fees may apply to interlibrary loan items returned late or damaged or lost, in accordance with the loaning library's policy.

PUBLIC COMPUTERS, LOANABLE DEVICES AND WI-FI USE

- A valid VPL card number or guest pass is required to log into a public computer.
- Members shall not alter the configuration or settings of public computers or loanable devices. 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 computer on of VPL's 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 privileges.
- Printer services are available to customers. See List of Charges, Appendix A.

USE OF BUILDINGS

VPL 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 VPL facilities does not imply any endorsement of the aims, policies or activities of any group or individual.

VPL facilities are available to all members of the public provided that they conduct themselves in a reasonable manner, as stated and posted in VPL's 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 CEO. Application for permission to sell or solicit on library premises must be made in writing to the CEO. If granted permission, the participating organization shall provide staffing for all hours of operation, all necessary equipment, supplies, management of payments, and set-up in consultation with the Library Manager.

Meeting rooms may be rented by the community for meetings, seminars and workshops, including fee-generating events. See List of Charges, Appendix A.

VPL 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 VPL staff before posting. Any notices left for posting become property of VPL. VPL reserves the right to curate notices based on community interest, relevance to the Mission of VPL, and space.

GIFTS AND DONATIONS

VPL may accept unsolicited materials on the understanding that VPL have unconditional ownership of the materials. For further information see VPL's Collection Policy.

Monetary gifts for purposes other than purchasing library materials will be expended at the discretion of the CEO or designate.

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 CEO or designate.

APPENDIX A
LIST OF CHARGES
EFFECTIVE SEPTEMBER 28, 2023

MEMBERSHIP	
People residing, owning property, working or in attendance at an education institution in the City of Vaughan	Free
People residing, owning property, working, or in attendance at an educational institution in York Region municipalities, Brampton or Town of Caledon	Free
Borrowing privileges for those not eligible for a free membership	\$80.00* per year
Non-member library cards to use public computers	\$10.00* per year
DAMAGED OR LOST ITEMS	
Repairs to damaged items	At cost to library
Damaged or lost items	Full replacement cost plus a \$5.00 non-refundable processing fee as determined by VPL
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 VPL
GOURMET TEACHING KITCHEN	
Weekday – Member	\$140.00/hour
Weekday – Non-Member	\$155.00/hour
Weekend – Member	\$175.00/hour
Weekend – Non-Member	\$190.00/hour
 www.vaughanpl.info 905-653-READ (7323)	
MEETING ROOMS	
Groups registered with the City of Vaughan as a Community Service Organization	\$17.50* per hour
VPL Member	\$66.59* per hour
Non-Member / Commercial Use	\$76.95* per hour
Clean-up charge (may be levied where warranted)	\$30.00
Plus applicable insurance costs	Various*
PROGRAMS	
Payment in full is required at time of registration. A refund will be available to program participants who withdraw within the parameters detailed at the time of registration Programs cancelled by VPL will be fully refunded.	Adult* Children
SERVICES	
PHOTOCOPIES	
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**
Exam Proctoring fee – paid by student	\$40.00*
Exam Proctoring fee – paid by institution	\$50.00*
OTHER	
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*
NOTE: * HST PAYABLE **HST INCLUDED	