

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 (VPL). This policy may be read in conjunction with the Collection Development Policy, the Internet Policy and the Rules 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 and Loan Periods 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.

MEMBERSHIP

Vaughan Public Libraries' services shall be available to the following individuals:

- Upon presentation of valid identification, persons residing, owning property, working, or in attendance at an educational institute within the boundaries of the municipality of the City of Vaughan may be issued a VPL library card.
- Upon presentation of valid identification, people residing, owning property, working, or in attendance at an educational institute within the boundaries of a municipality with which VPL has a reciprocal borrowing agreement may be issued a VPL library card. The cities include Aurora, Brampton, King Township, Markham, Newmarket, Richmond Hill, and Town of Caledon.
- Upon presentation of valid identification from residents of municipalities not covered above, a non-resident fee will apply. See List of Charges, Appendix A.
- People not wishing to borrow materials and not eligible to become a member of VPL, may obtain a non-member library card to utilize public computer workstations and printers. See List of Charges, Appendix A.

REGISTRATION

- A new member must produce valid identification. A current document issued by a government agency or a government-regulated organization, showing the customer's name and address will be considered valid identification. The member must also provide additional required information such as telephone number before being issued a library card.
- Library cards for children under 13 years of age must be obtained and signed by a parent or guardian.

- Students aged 13 to 15 may register for a library card and may borrow 2 items on their first visit with an up-to-date student card ensuring a student's eligibility to obtain a Vaughan Public Library card. Verification of address is required on the student's next visit to the Library before other materials can be borrowed. They will be given a registration form to be completed and signed by their parent or guardian.
- Students aged 16 and over may register for a library card and may borrow 2 items on their first visit with an up-to-date student card ensuring a student's eligibility to obtain a Vaughan Public Library card. Verification of address, through additional identification show their address, is required on the student's next visit to the Library before other materials can be borrowed.
- 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. Signing the back of the library card commits members to abide by the policies of Vaughan Public Libraries.
- All members must notify library staff of lost cards.
- All members must notify library staff of changes to address and/or telephone numbers. Library membership must be verified to make changes.
- Library cards must be renewed annually.
- A charge will be levied to replace a library card that is lost or damaged. See List of Charges, Appendix A.
- Valid identification is required to renew membership. All fines and fees must be paid in full prior to membership being renewed
- Customers may loan their library card to someone who will act on their behalf, but may not transfer their library account to another individual. Customers are responsible for any actions undertaken by someone acting on their behalf. VPL will assume that someone using the library card is doing so with permission unless the card has been reported stolen or lost.

CONFIDENTIALITY OF MEMBERSHIP INFORMATION

All information related to customers is confidential. Upon presentation of their library card or valid identification, customers may query their own records and those of their children or wards less than sixteen (16) years of age.

Only authorized staff shall have full access to customer information.

Requests for information from the customer 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.

1. Customers 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 holds placed.

2. Customers can access this information:
 - a. in person in any branch with their library card or valid identification
 - b. online through the catalogue by inputting their library card number and PIN.

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 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, customers must present one of:
 - ♦ A valid Vaughan Public Libraries card.
 - ♦ A scannable facsimile of a valid Vaughan Public Libraries card.
 - ♦ Valid identification
 - ♦ Knowledge of a valid Vaughan Public Libraries card number and the associated PIN

- All customers borrowing materials must return them by the due date to any of the Vaughan Public Libraries.

- Customers will be held responsible for any loss or damage to materials signed out by them or borrowed on their library card. Customers 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. See List of Charges, Appendix A.

- Any customer who damages or fails to return library materials, or fails or neglects to pay the cost of any loss or damage, may be subject to suspension of all library privileges and/or prosecution according to the law.

- The loan period may vary with the format and demand of library materials.

- Materials restricted by law (such as restricted films) cannot be borrowed by persons under eighteen (18) years of age. Valid identification is required.

- Loan periods may be extended three (3) times if no other requests have been placed or unless otherwise specified.
- Library manager or designate shall have discretionary power to determine the number of items which may be borrowed and to adjust the loan period for individual items.
- Fines shall be levied for the late return and late renewal of materials. See List of Charges, Appendix A.

OVERDUE MATERIALS

- An overdue charge will be levied for each day or part of a day an item is overdue. See List of Charges, Appendix A.
- A customer's privileges will be suspended if \$10 or more in fines has been accrued, if the maximum number of items is overdue, or if an item has been overdue for 27 days or longer.
- If material is damaged or lost, the customer will be charged full replacement cost plus a non-refundable administration fee. See List of Charges, Appendix A.
- Reimbursement of lost items found will be made if the item is returned along with the original receipt within a 6-month period.
- Borrowing privileges will be suspended upon failure to return billed materials, pay overdue fines for late renewals, or pay full replacement cost for lost or damaged materials. See List of Charges, Appendix A.
- 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. See List of Charges, Appendix A.
- Borrowing privileges will be reinstated upon payment of all outstanding charges.
- All overdue fines must be paid in full prior to library card renewal.
- Library notices are courtesy notices. It is the borrower's responsibility to return/renew items on time whether or not notification has been received.

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.
- There will be no refunds of charges for program withdrawals by customers less than forty-eight (48) hours before the program. Bookings will be tentative until receipt of payment.

INTERLIBRARY LOAN (ILLO)

- Interlibrary Loan services are provided to customers in accordance with the Canadian Library Association Interlibrary Loan Code of Canada.
- Vaughan Public Libraries' regular overdue charges will apply to late material borrowed through interlibrary loan. See List of Charges, Appendix A.
- Material borrowed through interlibrary loan must be returned to the branch through which it was borrowed.

PUBLIC WORKSTATION USE

- A valid Vaughan Public Library card number is required to log into a public workstation.
- Guest passes are available to people who are ineligible for VPL membership for one time use.
- Customers may not alter the configuration or settings of public workstations. Library privileges will be suspended. See list of Charges Appendix A.
- Customers who attempt to install, modify or delete software will be charged a fine to cover the cost to reconfigure the system. See List of Charges, Appendix A.
- All customers must accept the Internet Policy to use a public workstation.
- Violation of the Libraries' Internet Policy, 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. See Vaughan Public Libraries' Internet Policy.
- Printers are available for customers. Charges are levied for each page. 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 Rules 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 Board. Application for permission to sell or solicit on library premises must be made in writing to the Board.

If granted permission by the Board, the participating organization shall provide staffing for all hours of operation, all necessary equipment, supplies and monetary change and set-up in consultation with the Library Co-ordinator/ Manager.

Meeting Rooms

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. See List of Charges, Appendix A.

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

Conditions of Use:

- 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.
- 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.
- 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.
- 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.
- 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.
- 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. A charge will be levied for a cleanup required by Library staff. See List of Charges, Appendix A.
- 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.
- All groups booking meeting rooms for meetings which extend beyond regular library hours may be required to cover the cost of Library staff supervision. Meeting room facilities may not be available on days that the library is closed to the public.
- When meetings terminate after library hours, the organization's representative shall ensure that lights are turned off and doors are closed securely.

- Vaughan residents who wish to use library meeting space for fee-generating events will be charged the Vaughan commercial use rate. See List of Charges, Appendix A.
- Alcoholic beverages may not be dispensed or consumed on library property

Exhibits

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.

Exhibits in the foyers and public service areas of the libraries will be open to general viewing during regular library hours.

Conditions of Use:

- Vaughan Public Libraries assume no responsibility for loss, theft or damage to exhibits while on library premises.
- Exhibitors will be responsible for the arrangement and removal of their exhibits at times to be arranged with the Library Co-ordinator/ Manager.
- Exhibitors will be held responsible for any damage caused by the display of their exhibits.
- Exhibitors will assume all insurance coverage and supply any necessary supervision for their exhibits.

Public Notice Boards

- Vaughan Public Libraries has public notice boards in each of its branches for the promotion of not-for-profit events and organizations within the community.
- No notices of a political nature will be posted.
- Notices promoting free services by organizations acting on behalf of government may be posted.
- All notices must be approved by the Library Manager/Co-ordinator before posting.

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 the collection 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 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.

APPENDIX 'A' - LIST OF CHARGES Effective June 15, 2015

MEMBERSHIP	
People residing, owning property, working, or in attendance at an education institute in the City of Vaughan	Free
People residing, owning property, working or in attendance at an educational institute within the boundaries of Aurora, Brampton, King Township, Markham, Newmarket, Richmond Hill, and Town of Caledon	Free
Non-residents who want borrowing privileges	\$80.00* per year
Non-member cards to use public workstations	\$10.00* per year
Replacement of lost or damaged library cards	\$1.00

OVERDUE FINES, DAMAGED OR LOST ITEMS	
Overdue items per day or part of a day	\$0.25 per item
Overdue DVDs per day or part of a day	\$2.00 per item
Electronic Devices per day or part of a day	\$5.00 per item
Maximum fine per item	\$10.00
Total maximum fine per customer	\$25.00
Damaged or lost items	Full replacement cost as determined by Library including a \$5.00 non-refundable administration fee
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 or repair cost as determined by Library

MEETING ROOMS – ALL LOCATIONS (HST Applies)	
Groups registered with the City of Vaughan as a Community Services Organization	\$30.00* per use
Vaughan residents	\$45.00* per hour
Vaughan commercial use	\$55.00* per hour
All others	\$65.00* per hour
Clean-up Fee	\$30.00

ADDITIONAL CHARGES	
Proctoring Fee	\$25.00*
NSF Cheque	\$40.00
*HST payable on these items	