

Niagara Falls Public Library	Date Effected October 2004	Circulation Policy
	Last Revised January 20, 2016	

Purpose

The Circulation Policy allows the Niagara Falls Public Library to serve all customers in a fair, consistent, and accountable manner and provides a framework for decisions to be made by staff and management.

Membership

Free Library cards, valid for one year from the date of issue, are issued to:

- A) Those who reside in, own property in, or pay taxes to the city of Niagara Falls.
- B) Students attending a school in the city of Niagara Falls.

Free Temporary Library cards, valid for three months from the date of issue, are issued to:

- A) Residents of Niagara Falls who live in a transitional accommodation, such as a hotel, motel, bed and breakfast, boarding house or similar accommodation.
- B) Residents of shelter housing in Niagara Falls are eligible for the time they are living there.

Individuals who don't reside in, own property in or pay taxes to the city of Niagara Falls may receive a library card upon payment of an annual membership fee (see Schedule B); such memberships expire one year from the date of issue. The membership fee of a non-resident customer who becomes a Niagara Falls resident or taxpayer within 6 months of the date of issue will be refunded in full on presentation of the card and acceptable proof of address.

Registration

Library card applicants are required to provide documentation to verify identity and home address to be issued a library card. Anyone giving false information will have library privileges withdrawn.

Acceptable proof includes, but is not limited to:

Adult Library Card (ages 18 years and over)

- One piece of official Ontario Government photo identification showing correct name and address of residence, or
- Two pieces from the list below of identification and proof of address:
 - Utility bills (with the exception of cell phone bill) (issued within past 60 days)
 - Tax notice from the city of Niagara Falls
 - Pay cheque or government-issued cheque (issued within past 60 days)
 - Statement of Direct Deposit for government benefits (issued within past 60 days)

Niagara Falls Public Library	Date Effected October 2004	Circulation Policy
	Last Revised January 20, 2016	

- Photo ID issued by the Canadian Government
- Current auto or property insurance document
- Personal cheques with printed name and address information
- Birth certificate or marriage certificate
- Passport
- Employee or union card (with photo)
- Student ID card (with photo)
- Official school document
- Ontario Health Card (Staff must not ask for it, but it will be accepted if presented.)

Teen Library Card (ages 14-17)

- One piece of identification from the list below, plus verification of home address by staff:
 - Student ID card (with photo)
 - Birth certificate
 - Official school document

Child's Library Card (ages 13 and under)

- If the parent or guardian is present at the time of registration, proof of the parent or guardian's address is required.
- If only the child is present, the child may take registration materials to the parent or guardian for completion.
- A library card must be signed by a parent or guardian. The child should also sign the card or the parent may add the child's name in lieu of the child's signature.

Temporary Library Card

- If applicant lives in transitional housing, proof of address from the Adult Library Card list is required. If not available, acceptable proof of address includes payment or rent receipts in his/her name verifying residency at the address at least two months. Proof of identification is also required.
- If applicant lives in shelter housing, a letter from the residence's administrator confirming duration of residency is acceptable. Proof of identification is also required.

Library Card Conditions and Use

Upon registering for a library card, customers agree to abide by the rules and regulations set out by the Niagara Falls Public Library Board and shall:

- Accept responsibility for the choice, use, condition and return of all items checked out on the library card.
- Pay outstanding fines and charges.

Niagara Falls Public Library	Date Effected October 2004	Circulation Policy
	Last Revised January 20, 2016	

- Report change of address, phone number or email. Acceptable proof of new address is required in order for an address to be changed.
- Present the library card in order to borrow, complete transactions and access account information.
- Renew the library card on an annual basis. Library cards will be issued with an expiry date and customer information will be confirmed annually. Any outstanding fines and charges must be paid in full to renew a library card.
- Report a lost or stolen library card. A replacement fee is charged for a new library card (see Schedule B).
 - Customers who loan a library card to someone else will be responsible for all activity on the library card. The Library will assume that someone using the library card is doing so with permission unless the card has been reported lost or stolen.
- Agree that by signing a child's library card, a parent or guardian becomes responsible for the choice, use, condition and return of all items borrowed and for any charges related to the child's library card. If a parent or guardian wants to restrict their child's access to any library items, it is their responsibility to make this known to the child and to monitor the child's use of the library card.

Circulation of Library Items

A customer in good standing may borrow circulating items upon presentation of a valid Niagara Falls Public Library card. Cards from other Niagara regional libraries are not accepted.

Loans

All items may be circulated on a valid library card in good standing except for those items designated as Reference, Local History or "Latest Edition" of circulating magazines. A library card may also be used to borrow items from the Library's digital resources.

Borrowing limits and loan periods are determined by item type.

See Schedule A "Borrowing Information" below for specific limits and loan periods for items in the Library's collection.

Renewals

An item may be renewed if there are no reserves on it. Items in the Lucky Day Loan collection are not renewable.

Customers owing more than \$10 in fines and charges are unable to renew items.

Niagara Falls Public Library	Date Effected October 2004	Circulation Policy
	Last Revised January 20, 2016	

An item's renewal period is the same number of days as its original loan period. If an overdue item is renewed, the new due date is calculated based on the original due date, not the date it is renewed.

BORROWING INFORMATION - Schedule A

Up to a maximum of 65 items may be borrowed on a Niagara Falls Public Library Card *See below for borrowing exceptions			
Item Type	Limit Per Card	Loan Period	Renewals (If no reserves on item)
Fiction, Nonfiction, Magazines	65 items	21 days	2
7- Day Adult Fiction	5 items	7 days	2
DVDs & Videos	15 item maximum for each item type	7 days	2
Music CDs, CD Books	15 item maximum for each item type	21 days	2
Playaways	5 items	21 days	2
Video games	2 items	7 days	2
eReaders	1 item	21 days	2
Lucky Day Loans - Books	2 items	7 days	None
Lucky Day Loans - DVDs	2 items	2 days	None
*Exceptions:	Temporary library cards have a 5 item limit and do not have Interlibrary Loan privileges.		
	Video games, eReaders and adult DVDs/videos cannot be borrowed on a child's library card.		
	Customers must be 18 years or older to borrow restricted video games or DVDs rated R or 18A by the Ontario Film Review Board (label rating may differ from the Ontario Film Review Board rating).		
	Borrowing policies for digital resources are separate from the limits and renewals stated in this schedule. The individual digital resource should be consulted for its borrowing policies.		

Niagara Falls Public Library	Date Effected October 2004	Circulation Policy
	Last Revised January 20, 2016	

Reserves

A valid Niagara Falls Public Library card in good standing must be used to place a reserve. The same Library Card is to be used to pick up the reserve.

Reserves are accepted for all catalogued, circulating material except Lucky Day Loans, magazines and shelf flat magazines. Items “on order” may also be placed on hold. For “on order” multi-part DVD sets, a customer may reserve the first volume when it’s on order, but is responsible for his own reserves on subsequent volumes after it is processed by staff.

Customers may have up to 65 items on reserve on a library card. Item type limits apply for reserves placed on DVDs; a customer may have 30 DVDs on reserve at one time (pending 2016 system upgrade).

Return of Borrowed Library Items

Customers are required to return items on or before the due date to avoid overdue fines.

Items may be returned to any Niagara Falls Public Library location, with the exception of eReaders, which must be returned in person to the library location from where they were originally borrowed.

Return boxes are available at all library locations. All items may be returned via the return boxes, with the exception of eReaders, which must be returned in person. Items remain on a customer’s library card until they are checked in by staff.

Books may be returned to another public library in the Regional Municipality of Niagara and returned by courier to the Niagara Falls Public Library. A 5 day grace period is allowed.

If a patron claims to have returned material that has not, to date, been checked in the items will be marked “Claimed Returned” and any associated outstanding fines will be suspended while staff trace the item.

Fines and Fees

Items returned after their due dates will be charged overdue fines.

Borrowing privileges will be suspended if a customer has more than \$10.00 in fines and/or other charges outstanding.

See Schedule B “Fines and Fees” for specific information on fines.

Niagara Falls Public Library	Date Effected October 2004	Circulation Policy
	Last Revised January 20, 2016	

Overdue Notices

As a courtesy to customers, the Library offers phone and email notification about overdue items. Customers are responsible for accrued overdue fines for items whether or not notification has been received.

Billing for Library Items

The Library will charge a replacement cost for items that are long overdue, damaged or lost. An administrative charge for the cost of re-ordering and re-processing the new item is also added. See Schedule B “Fines and Fees” for more information.

- At 10 days overdue, DVDs, video games, and Lucky Day Loans are billed.
- At 42 days overdue, all other items are billed.

Use of Collection Agency

The Library reserves the right to forward any unpaid accounts with a balance of \$25 or more to a collection agency for recovery of items and fines owed, usually 30 days following the date an invoice is issued for an item. A service fee is added to the amount owed (see Schedule B).

If there is no response to the precollection efforts, the Library reserves the right to forward unpaid collection agency accounts and those unpaid files that contain incorrect address information to the credit bureau.

Customers sent to collections will be blocked from accessing all Library services until the account is resolved.

Refunds for Lost Material

A refund is provided for an item that has been paid for, provided that:

- the item is determined to be in acceptable condition by staff
- the item is returned within 6 months of payment
- the item is accompanied by the original receipt as proof of payment

Niagara Falls Public Library	Date Effected October 2004	Circulation Policy
	Last Revised January 20, 2016	

FINES AND FEES - Schedule B

Item Type	Adult Card		Teen Card		Child's Card	
	Late Fine Per Item, Per Day	Maximum Fines Per Item	Late Fine Per Item, Per Day	Maximum Fines Per Item	Late Fine Per Item, Per Day	Maximum Fines Per Item
Fiction & Nonfiction Books, Magazines	\$0.25	\$8.00	\$0.10	\$4.00	\$0.10	\$4.00
DVDs & Videos	\$1.00	\$8.00	\$1.00	\$4.00	\$1.00	\$4.00
Music CDs, CD Books, Playaways	\$0.25	\$8.00	\$0.10	\$4.00	\$0.10	\$4.00
Video games	\$1.00	\$8.00	\$1.00	\$4.00	Cannot be borrowed on child's card	
eReaders	\$1.00	\$8.00	\$1.00	\$4.00	Cannot be borrowed on child's card	
Lucky Day Loans – Books	\$1.00	\$8.00	\$1.00	\$4.00	\$1.00	\$4.00
Lucky Day Loans – DVDs	\$2.00	\$8.00	\$2.00	\$4.00	\$2.00	\$4.00
Maximum Fine	\$50.00		\$25.00		\$25.00	
Fees related to lost or damaged material						
Administration Fee					\$6.00	
Administrative Fee for account forwarded to collection agency					\$10.00	
Missing or damaged barcode					\$4.00	
Book returned without jacket					\$4.00	
Replacement cases, booklets or inserts for non-print circulating items					\$4.00 per piece	
Playaway battery cover					\$1.00	
Videos					\$5.00 per video	
Interlibrary Loan Item					Dependent upon whether lending library applies a charge.	
Miscellaneous Circulation Fees						
Non-Resident Fee					\$25.00	
Replacement Library Card					\$2.00	

Niagara Falls Public Library	Date Effected October 2004	Circulation Policy
	Last Revised January 20, 2016	

Specialized Borrowing Services

Interlibrary Loan (ILLO)

- A customer may place an ILLO on a valid library card in good standing. Temporary cards do not have ILLO privileges.
- Loan period is 4 weeks (subject to any restrictions placed by lending library). ILLO items are renewed at the discretion of the lending library.
- Overdue fines are 50 cents per day per item with a \$10.00 maximum fine.

Book Club Kits

- Borrowing must be arranged through the Community Development and Programming Department.
- Loan period is 4 weeks.
- Overdue fines do not apply to Book Club Kits.

Visiting Library Service

- Participation in the Visiting Library Service must be arranged through the Community Development and Programming Department.
- Loan period is 6 weeks.
- Overdue fines do not apply to Visiting Library Service customers.

Class Visit Cards

- A Class Visit card must be arranged by a teacher through the Community Development and Programming Department. The Class Visit card is to be used only for borrowing by children in the teacher's class during a scheduled visit or by the teacher for borrowing classroom items at any time.
- Loan period for all items is 6 weeks.
- Overdue fines do not apply to Class Visit Cards.

Suspension of Borrowing Privileges

Borrowing privileges will be suspended if a customer has more than \$10.00 in fines and/or other charges outstanding. Borrowing privileges will not be reinstated until the amount owed is reduced to under \$10.00 or paid off in full when renewing the card annually.

If a child's account has been sent to the collection agency and the parent/guardian is a current cardholder, the signing authority will be blocked from accessing all Library services. Access to services will not be reinstated until the amount owed is brought under the current collections limit.

Niagara Falls Public Library	Date Effected October 2004	Circulation Policy
	Last Revised January 20, 2016	

If the child's account has been sent the collection agency, the parent/guardian will be blocked from registering for a library card until the amount owed has been brought under the current collections limit.

The borrowing privileges of any customer may be suspended at the discretion of the Chief Librarian, subject to review by the Library Board.

Confidentiality of Customer Records

The Library adheres to the Municipal Freedom of Information and Protection of Privacy Act. All customer information is confidential and may not be released to anyone, including a parent or guardian, if the customer is 16 years of age or older. This includes any personal information, items on loan, on reserve or overdue. If the customer is under the age of 16, a parent or guardian may be given the borrowing information of his/her child.