



## Richmond Hill Public Library Board

# CIRCULATION POLICY

### 1.0 **Purpose and Scope**

The Richmond Hill Public Library *Circulation Policy* applies to all members of the Richmond Hill Public Library. It allows Richmond Hill Public Library to serve all members in an accurate, consistent, equitable, and accountable manner.

### 2.0 **Library Membership**

#### 2.1 **General**

Members are responsible for all materials borrowed on their account. Creating a library account constitutes acceptance of and adherence to all the terms and conditions of Richmond Hill Public Library found on the library's website at [www.rhpl.ca](http://www.rhpl.ca). The member (or the parent/guardian if the member is under 18 years of age) is responsible for all fees, damage charges and loss of materials.

Changes in personal information such as address, telephone number or email address, as well as loss or theft of library cards, must be reported immediately.

Membership cards are not transferable for use by another person.

Amounts for any charges or fees can be found in the *Fees and Service Charges Policy*.

## **2.2 Eligibility**

Richmond Hill Public Library cards are free to all persons who live, work or attend school in Richmond Hill, Aurora, East Gwillimbury, Georgina, King Township, Markham, Newmarket, Vaughan and Whitchurch Stouffville (York Region Public Libraries Partnership (YRPLP)).

## **3.0 Registration**

### **3.1 Requirements**

When registering to become a member of Richmond Hill Public Library, a confirmation of eligibility must be verified either in person or online. To receive a free card, verification of name and address is required.

Provision of a valid email address is required, unless in the unlikely situation that a member does not have one.

Those who work or go to school in York Region but do not live within it are also eligible for a library membership. Eligibility requires verification of name and address along with proof of working or going to school in York Region (examples of verification of eligibility include staff identification, pay stub, student card or report card).

To obtain a library card for a child (age 0 – 13 years) a parent/guardian's identification and verification of address are required.

## **4.0 Library Cards**

### **4.1 Card Types**

#### **Child (0 – 13 years of age)**

Children 13 years of age and younger require permission of a parent or guardian to obtain a library card. Parents and guardians are responsible

for the selection, usage and safe return of library materials borrowed by their children.

### **Student (14 – 17 years of age)**

A student/youth (14 -17) may apply for their own library card without consent of a parent or guardian. Parental responsibility for a youth's penalties continues until the age of 18.

### **Adult (18 years or older)**

Each adult may apply for their own membership card, subject to name and address verification.

### **Visitor Card**

Members who are residing in Richmond Hill temporarily without a proof of a permanent address in Richmond Hill can obtain a Library card for a monthly fee up to a total of six (6) months, after which the non-resident annual fee would apply. Provision of permanent address and temporary local address are required.

### **Non-Resident Card**

There is an annual per person fee per for all non-residents of Richmond Hill (exclusive of YRPLP member libraries) who wish to have a Library card for longer than six (6) months. Non-resident cards expire annually.

### **Ease of Access Card**

Members who can provide proof of identity but who are not able to provide an address may obtain an Ease of Access Card by applying in person. This card allows full access to RHPL's e-resources and computers, and limited physical materials. Up to 5 holds and 5 physical materials may be borrowed at a time on this card and further materials may be borrowed upon return of previously borrowed material. Use of the physical collection will be suspended if material is lost or damaged. There may be

exceptions to borrowing on the Ease of Access Card.

If address requirements are later supplied the card can be converted to a regular card.

#### **4.2 Membership Renewal**

With the exception of the Visitor Card and Non-Resident Card, a member's library card expires every two years. At the time of renewal, the member's name, address, email address (if any) and telephone number (if any) need to be verified online or in person. Students, children, members living outside York Region, and persons with an Ease of Access Card will need to renew in person.

All outstanding monies owing to the Library must be paid in full before the member's library card can be renewed.

#### **4.3 Number of Cards**

A registered member of the Richmond Hill Public Library may only have one (1) Richmond Hill Public Library Card assigned in their name and must report any card loss to the Library as soon as they are aware.

Members are responsible for all outstanding monies or materials on any card/account found in their name.

#### **4.4 Lost Library Cards**

Members who request a replacement for a library card may be charged for the replacement fee.

### **5.0 Borrowing Privileges**

#### **5.1 General**

A valid Richmond Hill Public Library number must be presented each time materials are borrowed.

Loan periods, limits, renewals, holds, age restrictions, notifications and their frequency, and return times are all noted in detail on our website [www.rhpl.ca](http://www.rhpl.ca)

Additional information or requirements may be needed to borrow iPads, Chromebooks, Experience Passes, the Library of Things collection and other materials that the Library may add or change from time to time.

## **5.2 Suspension of Borrowing Privileges**

Members will be notified when their library account reaches \$25 or more in charges owing to the Library. All Library privileges will be suspended once this threshold is reached. Library privileges are restored once material is returned or monies paid put the account below \$25. If the account is up for renewal the account needs to be paid in full in order to renew and restore full privileges.

## **5.3 Lost and Damaged Material**

Members are required to report lost or damaged material at the earliest possible opportunity.

Charges for lost items or materials claimed to have been returned are based on the full replacement cost of the items, plus a non-refundable processing fee to cover the costs of acquiring, cataloguing and processing the replacement item, plus HST.

Material will be considered lost and charged to the member when it is four (4) weeks overdue. All charges will be removed if the material is returned in good condition.

Full replacement cost for a material that a member believes they have already returned will be charged to the member if the material has not been found by the Library within three (3) months after it was claimed to have been returned.

Items returned in incomplete or partially damaged condition will result in the assessment of costs needed to return the title to a condition suitable for loan. This may result in a non-refundable partial or full replacement fee for the material, plus a non-refundable processing fee, plus HST.

Replacement copies or donations in lieu of payment are not accepted.

#### **5.4 Refunds**

If a member finds, and returns in good condition, lost material that they have already paid for they are eligible for a refund of their material replacement fee, not including any non-refundable processing fees. The time limit for refunds for payment of lost materials is three (3) months from the date of payment. Members must produce their receipt to receive the refund.

#### **5.5 Interlibrary Loan Materials**

The borrower is responsible for the full replacement cost of lost or damaged items, as assessed by the lending library, as well as a non-refundable processing fee plus HST. Outstanding balances for these charges will be reflected on the member's record and all terms in this policy regarding accounts will apply.

Members who do not pick up their requested interlibrary loan in the time-frame given will be charged a non-refundable service fee.

#### **5.6 Collection Agency**

RHPL employs a third-party collection agency to help facilitate the return of lost material and/or payment of bills in arrears.

A non-refundable administrative fee is added to all member accounts sent to the collection agency. All monies owed must be paid in full to reinstate borrowing privileges.

## 6.0 Related Policies

1. Fees and Service Charges (September 2020)
2. Code of Conduct (April 2023)
3. Visiting Library Service Policy (May 2018)

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