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Policy Type:	<b>Operational</b>	Policy Number:	<b>OP-10</b>
Policy Title:	<b>Borrowing Library Resources</b>	Initial Policy Approval :	<b>September 2019</b>
		Revised Date:	<b>March 2021</b>
		Date of Next Review:	<b>May 2024</b>

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## Section 1: General Policy

The Borrowing Library Resources Policy reflects the vision, mission and values of the Lanark Highlands Public Library (LHPL). The objective of this policy is to:

- make resources widely available to the community
- maximize equitable and accessible use of collections and services
- facilitate requests for and the return of resources in a timely fashion
- establish borrowing privileges, responsibilities and limitations

The Public Libraries Act (R.S.O. 1990, c. P.44, section 23) permits the Library to charge certain types of fees and establish borrowing guidelines.

Borrowing times and fees will be reviewed as required to ensure that they are reasonable, effective, financially accountable and similar to libraries with comparable demographics.

## Section 2: Borrowing Privileges, Responsibilities and Limitations

- A valid library card should be presented for each library transaction.
- In the event a person does not have their library card they may present other identification to enjoy Library privileges. See Joining the Library Policy OP-09: Appendix A.
- A borrowing period is established for each resource type to enable equitable availability and access for everyone. See Appendix A.
- Borrowing periods may be reduced for popular items or special formats.
- A small portion of the Library resources are for in-library use only. Examples are reference and local history items.
- Remote access to electronic products and [eTitles](#) may be limited by licensing agreements.
- The onus is on the customer to renew their borrowed resources if necessary. Materials may generally be renewed in-person, over the phone or on-line unless the item is on hold for another customer, has reached its

maximum hold threshold, the item is overdue or the cardholder's account is not in good-standing. The number of renewals on any one item is limited. Please see Appendix E.

- Customers may request extended borrowing periods for most resources to accommodate special personal circumstances.
- Resources may be returned in-person during regular business hours or through the designated book drop available 24/7.
- In keeping with the Ontario Library Association's, Children's Rights in the Public Library: Guidelines for Service, the Library has an open access policy. All Library materials are available to anyone regardless of age. Responsibility for children's resource selections rests with their parents and legal guardians.
- It is the responsibility of the customer to ensure that materials are returned on time so that they may be available to others.

### Section 3: Holds (Reserves)

- Most resources may be placed on hold in-person, by telephone or on-line.
- The Library will notify the customer by the customer's preferred choice of telephone or electronic communication when the item becomes available.
- To protect customer privacy, a telephone message left with someone in the household or on an answering device will not specify the title or other details of the item.
- Items will be held for pick-up for a determined length of time. See Appendix D.
- The Library account the hold was placed on must be used to check out the item.

### Section 4: Late Fees

In an effort to align more closely with our core mission of serving the community, the Lanark Highlands Public Library is eliminating late fees for most materials with the exception of high demand and costly resources.

- For applicable materials, late fees will accumulate until the materials are returned. There is an established maximum fee schedule. Library late fees which accumulate to the maximum threshold will result in the suspension of Library borrowing privileges. See Appendix A.
- As a courtesy service, customers will be notified of overdue resources by established timelines and protocols. If communication attempts are unsuccessful the late fees are still due to the Library. See Appendix B for overdue protocols.
- Late fees are only charged for the Library's open business days.
- Customers may request a receipt for paid late fees.
- Severe weather or unusual personal circumstances may be cause for Library staff to waive the late fees.
- Late fees charged in error by the Library will be cleared from the cardholder's account.
- The Library may occasionally offer late fee forgiveness incentives.

### Section 5: Lost | Damaged Resources

- All customers are responsible for Library resources borrowed from the Library.
- The Library will charge the current replacement cost of the item plus a processing fee to the customer for resources which are long overdue, lost, totally damaged or partially damaged rendering the item unusable. See Appendix C.
- For resources with multiple pieces which may be replaced individually without compromising the complete use of the resource, a partial fee will be charged.

- Damages do not include the cumulative wear and tear which occurs through the regular circulation of the resources.
- Donated replacement copies or donations in lieu of the lost/damaged fees are generally not acceptable. Exceptions may be made with approval from the CEO.
- Receipts will be issued for all lost and damaged resources that have been paid for by the customer. The receipt will show details of the title, replacement cost and the processing fee. If the item is found within three (3) months, the item is in an acceptable circulating condition, the receipt is presented, and a replacement copy hasn't been purchased, a refund will be issued for the replacement cost. Processing fees and previously paid late fees will not be reimbursed.
- The replacement of a specific item which has been paid for will be left to the discretion of the CEO or designate, in keeping with the Library's collection policies.
- The Library is not responsible for damage done to customer's equipment or software which occurs while using Library audio-visual resources.
- Damaged/lost items are purged from the Library's database on an established timeline.

## Section 6: Interlibrary Loan Borrowing Service

The Lanark Highlands Public Library's Interlibrary Loan (ILL) service offers cardholding customers an opportunity to obtain resources not owned by LHPL. This service is coordinated province-wide through the Southern Ontario Library Service. Please note that other libraries are not obligated to share their materials. Resources from other library systems are subject to the borrowing conditions specified by the lending library.

- Requests may be made in person, over the phone, or by email.
- There are no fees for LHPL's interlibrary loan services with the exception of requests made to post-secondary institutions for academic material.
- Interlibrary loan resources are specially processed for borrowing and the customer is required to return all documentation with the ILL materials.
- Resources may only be renewed under special circumstances.
- ILL resources consistently not picked up or returned by the due date will result in loss of the customer's ILL privileges.

## Section 7: Home Delivery Service

LHPL will deliver resources to customer's homes or places of residence when they are unable to visit the Library.

- Customers must have a LHPL card
- Library materials will be delivered by volunteers on a set/pre-arranged schedule.
- Reading and format preference lists are coordinated with the home delivery staff member.

## Section 8: Museum and Other Passes

LHPL offers free passes to several partnered institutions. Pass privileges are stipulated by the issuing organization. See Appendix A for borrowing timelines and limits.

## Section 9: Suspension of Borrowing Privileges

Borrowing privileges are suspended under the following circumstances:

- The maximum level of fees owed has been exceeded. See Appendix A.

- The maximum number of overdue items has been exceeded. See Appendix A.
- The threshold for long overdue items has been reached. See Appendix B.

## Section -10: Adoption and review of the policy

This policy will be reviewed by the Board every three years. Revisions will be made as necessary.

### Related Documents:

**Public Libraries Act (R.S.O. 1990, c. P.44, section 23)**

**Joining the Library Policy OP-09: Appendix A**

**Joining the Library Policy OP-09: Appendix B**

**Ontario Library Association's, Children's Rights in the Public Library: Guidelines for Service Business Continuity Plan**

*Sources: Brockville Public Library*

*Huron County Library*

*Quinte West Public Library*

*Bruce County Public Library*

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## Appendix A – Borrowing Times, Limits and Late Fees

Resource	Borrowing Time	Borrowing Limit/Card	Daily Fee/Day	Maximum Fee/per book
Books, Magazines, Talking Books,	3 weeks	50	N/A	N/A
DVDs	1 week	10	N/A	N/A
eTitles	10 or 14 days	10	N/A	N/A
Interlibrary Loan	set by lending library	3	\$1.00	\$20.00
Museum Passes	1 week	1	\$2.00	\$20.00
Book Club Sets	6 weeks	1	\$1.00	\$20.00
Literacy Kits	3 weeks	1	\$1.00	\$20.00
Fidget Cubes/Boards	1 week	1	\$1.00	\$20.00

## Appendix B – Overdue Protocols

2 week past due reminders/notification will be given by phone or email.

1 month past overdues will result in suspension of borrowing privileges

3 month past overdues will be converted to bills on the patron account and deemed “Lost”

## Appendix C – Lost/Damaged Resources

Fees for lost and/or damaged items are the original cost of the item plus a \$5.00 per item processing fee.

If the item is found within three months, the item is in an acceptable circulating condition, the library hasn't already replaced the material and the receipt is presented, a refund will be issued for the replacement cost. Processing fees and previously paid late fees will not be reimbursed.

## Appendix D – Holds (Reserves)

Resources on hold will be held for eight calendar days, including the day of notification, at the customer service desk.

## Appendix E - Renewals

Each item may be renewed five times without being seen.