

<b>Policy Title:</b> Membership and Circulation Policy	
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<b>Supersedes:</b> Membership Policy [PUB3] 2003, revised 2013	
<b>Background documents, related policies:</b> Privacy Policy, Internet Access Policy, Rules of Conduct, Ontario Public Libraries Act R.S.O. 1990 Chapter P.44, Municipal Freedom of Information and Protection of Privacy Act, 1990	
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<b>Chair/CEO Signature:</b> 	

Policy Objectives:

The purpose of the Brantford Public Library’s Membership and Circulation Policy is to communicate the requirements and responsibilities of Library membership and borrowing privileges.

The Policy aligns with the Brantford Public Library’s Principles & Values:

- We believe in intellectual freedom
- We believe in access for all
- We will be efficient and effective in all we do to provide quality service in a welcoming environment
- We work in partnership with other organizations to further the Library’s mission

Content:

**Membership**

Members of the public may use the Library space and many of its services and programs without a Library membership. There are benefits to holding a full membership, including wider access to facilities, materials, training, technologies and equipment.

Applicants can sign up for a library membership either in-person or online.



Online memberships will allow instant access to our digital collections. Digital memberships will have expiration dates similar to full memberships. To access physical collections, customers will need to visit in person to initiate a full membership, providing proof of identification and address.

Any person within the Library is expected to abide by our Library's rules and policies, including our Rules of Conduct.

The Brantford Public Library offers different types of membership:

#### Membership for Brantford Residents

Brantford Public Library memberships are available for free to any person who lives, owns property or a business within Brantford.

#### Borrowing Agreements

The Brantford Public Library has reciprocal borrowing agreements with the neighbouring library systems of Six Nations and the County of Brant, which allow residents of those communities to obtain a Brantford Public Library card free of charge, and vice versa.

The Brantford Public Library has agreements with Wilfrid Laurier University and Conestoga College, which allows students to access services and materials with their One Card.

Members of the Brantford Public Library may use Wilfrid Laurier University's physical library collection for free by signing up for a WLU Courtesy Card.

#### Internet Cards

Internet Cards are available to any member of the public and give access to the Internet only, with no borrowing privileges.

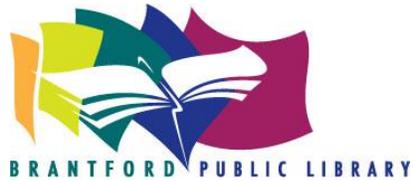
#### Non-Residents

Non-residents, are those living outside the above specified area or agreements, and may choose to purchase an annual membership for a fee of \$40.00/year.

Non-residents who work at a place of employment in Brantford are exempted from the annual membership fee and are entitled to free membership with proof of employment.

#### Institution Cards

Institution cards are available for organizations located within Brantford and are intended to provide staff members access to the Brantford Public Library's resources and collections.



### Home Delivery Service

Home Delivery Service is available to Brantford residents with health and mobility restrictions that prevent them from visiting the Library. This service requires registration and may have different conditions than a regular member.

### **Accounts**

All membership information will be managed according to the Privacy Policy.

Members are responsible for updating information on their accounts, including address, phone number and email address.

Lost or theft of a library card must be reported to a staff member immediately. Members are responsible for all items borrowed on their card until a loss or theft is reported.

A fee is charged to replace a lost card.

For applicants to obtain full borrowing privileges, they must provide acceptable identification to obtain a membership. The parent/ guardian of a child under 16 must present their own identification for a child in their care to obtain a library card.

Two pieces of current and valid identification must be shown to complete membership registration, including applicants name and address:

#### Identification to confirm address

Driver's License, Ontario Photo Card, Current Utility or Telephone Bill, Car Ownership, Car Insurance, Legal Document, Government Cheque or Tax Bill, Rent Receipt, School Report Card

#### Identification to confirm identity

Credit Card, Employee Card, Student Card, Current Pay Stub, Birth Certificate, Passport, Status Card

Internet Cards can be obtained without formal identification.

### **Borrowing**

A valid library card must be presented to borrow library materials.

Only the member may use their card to access library services. Consent forms are available for family or friends picking up another person's holds; those materials will be checked out to the person picking up the material and they will retain responsibility.



Borrowing limits, loan periods, renewals and holds will vary based on format and demand. Current information is listed on the Library's website.

Due dates can be found: on the check-out receipt; by calling the Library; or, by logging into the online account.

Renewals can be done in person, by telephone or online. Some items may qualify for automatic renewal. Some items may not be renewed.

Members are responsible for ensuring borrowed items are returned on time and in good condition. A parent/ guardian of a child under 16 accepts responsibility for all items taken out on the child's library card. A person over 16 years of age is responsible for any overdue, lost or damaged items on their card.

Some collection items have specific return instructions; these are clearly marked on the front of the item. The customer is responsible for any damage that occurs as a result of improper handling.

Brantford Public Library no longer charges late fines for overdue library materials. Customers are still responsible for fees accrued by lost and damaged items. Current fees can be found on the Library's website.

Borrowing privileges may be suspended once an account passes a certain threshold; a card is considered in good standing if there is less than \$20.00 owing on the account. There are payment options available for customers experiencing trouble making a full payment.

Accounts that owe a significant amount of monies for a long duration may be referred to a collection agency.

Members may be charged replacement and processing costs for lost or damaged items. If lost items are found and returned in good condition within a 6-month period, charges previously paid may be reimbursed.

Physical library items from the Brantford Public Library collection placed on hold are held for 5 days. Interlibrary items coming from other libraries can be held up until their due date.

Notifications for physical holds are available by telephone and e-mail. Notifications for pre-overdues are available by e-mail only. Notifications for overdues are available by e-mail and telephone.

For electronic holds, depending on the platform, customers can choose whether digital holds are automatically downloaded or if a notice of availability is sent by email. The hold dates vary depending on the platforms.



BRANTFORD PUBLIC LIBRARY

Library cards expire periodically, at which time cardholders will be asked to confirm account information, including address and phone number.