



**REPORT TO THE LIBRARY BOARD**  
**Meeting date: June 24, 2010**

<b>Session:</b>	Public Session
<b>Subject:</b>	Means Policies Services: Lending Services
<b>Prepared By:</b>	Susanna Hubbard Krimmer, Margaret Mitchell, Nancy Collister, Rosemary Townshend
<b>Presented By:</b>	Margaret Mitchell
<b>Purpose of Report:</b>	For Decision: Approval <input checked="" type="checkbox"/>

## **Recommendation**

**It is recommended that the Library Board approve the draft *Lending Services Policy*, as contained in Appendix 1 of this report, with an implementation date of September 1, 2010.**

## **Purpose**

The purpose of this report is to aid the Library Board in setting appropriate policy to govern the Lending Services of the London Public Library.

This report presents the *Lending Services Policy* to replace the current *Loan Policy* (LL-18) established in 1983 with latest revision in 2000. (See Appendix 2: *Loan Policy*.)

London Public Library (LPL) endeavours to make materials available to the public to support the literacy, learning, information, culture, leisure and recreation needs of the community. The purpose of the *Lending Services Policy* is to set out:

- Board policies which govern the delivery of Lending Services;
- Processes to enable members of the public to borrow library materials; and
- Accountability for the management of Lending Services.

## **Issue / Opportunity**

Lending Services is one the most foundational services of a public library. The *Public Libraries Act* (R.S.O. 1990 Ch P.44) outlines the responsibilities of the Library Board in establishing, governing and maintaining these services to the public.

The current *Loan Policy*, adopted in 1983, is being reviewed for a number of reasons:

- The type of materials available for loan is changing, e.g. the introduction of electronic resources via the website.
- The current *Loan Policy* was developed prior to the adoption of the governance policy model by the Library Board, establishing the authority levels of the Board and the CEO.
- The current policy encompasses both governance and administrative policy areas and includes operational process and procedures.

## **Background & Review Summary**

### **Policy Development & Review**

In developing the recommended policy, LPL considered:

- Requirements of the *Public Libraries Act*, RSO 1990, Ch P.44;
- Policies and practices of other libraries which related to specific areas of the LPL policy under review; and
- Framework of the governance policy model established by the Board.

The recommended policy is a Means Policy, to be established by the Library Board. It establishes overall direction and accountabilities for the management of Lending Services. The operational policies, processes, procedures and guidelines will be reviewed and revised, as required, to support the new Board policy and will be established under the authority delegated to the CEO & Chief Librarian.

There are a number of sections in the new policy which are highlighted below as specific policy changes.

### **Loan Periods**

Regulations that accompanied the previous policy listed a variety of loan periods, depending on material type, demand and conditions. As a result, even minor changes in circumstance required an amendment to the Board policy.

The new policy authorizes the Library to establish different loan periods for different kinds of materials and resources to be loaned and the principles for these differentiations: material type, demand or special circumstances such as accessibility needs.

The CEO will apply this policy in the development of a loan period schedule and monitor and adjust as required within the parameters established in the policy.

### **Fines & Fees**

Regulations accompanied the previous policy, establishing a fines & fees schedule related specifically to Lending Services. The policy did not provide direction on how to determine the appropriate fines and fees levels.

The Library charges fees for a variety of services and programs beyond Lending Services. It is proposed that a new *Fines and Fees Policy* be developed specifically related to all the fines and fees charged by the Library, including lending services, meeting room services, program registration, printing services, etc.

The proposed *Fines and Fees Policy* will include directives and guiding principles for the establishment of fines and fees. The CEO will apply this policy in the development of a fines and fees schedule, which will be reviewed annually as part of the budget preparation cycle.

### **Challenges**

The current policy does not include reference to a means by which the public can challenge the application of the policy.

The delivery of Lending Services can incur transactional issues with patrons regarding fees, materials, library card registration and use. While most issues are resolved at the service desk, the recommended policy establishes an order of appeal to unresolved matters along with accountability for decisions. The Coordinator, Lending Services is responsible for any initial inquiries who forward unresolved matters to a Manager. This hierarchy is based on the method used in the *Collections Management Policy* and authorizes the CEO to resolve any outstanding matters. The Board's responsibility is to ensure that the *Lending Services Policy*, itself, has been followed.

## **Time Lines**

The recommended policy would be scheduled for implementation on September 1, 2010. This implementation date enables administration to use the summer months to develop the necessary administrative policies and procedures to support staff in the

application of this policy. Printed materials, the LPL website and other policy communications methods will be updated in readiness for the implementation date.

## **Next Steps**

Upon approval of the recommended *Lending Services Policy*, the following steps will be taken:

- Administrative policies and staff procedures, forms and guidelines will be reviewed and developed, as required;
- A *Fines and Fees Policy* will be presented at the September Board meeting;
- The application of this policy and other related Library Board policies will be monitored to ensure ongoing concordance; and
- The forthcoming revisions *Lending Services Policy* will be aligned with this policy.

## LONDON PUBLIC LIBRARY POLICY

Title: Lending Services Policy  
Policy  
Policy No.:

Issuing Date:

Review: 3 years

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**PURPOSE:** London Public Library (LPL) endeavours to make materials available to the public to support their literacy, learning, information, culture, leisure and recreation needs. The purpose of the lending services policy is to set out:

- Board policies which govern the delivery of Lending Services;
- Processes for members of the public to borrow library materials; and
- Accountability for the management of lending services.

**SCOPE:** This policy governs all Lending Services transactions and applies to all users of LPL. This policy is in accordance with the principles of universal and equitable access and with LPL's Vision, Mission and Service Excellence Model. This policy specifically excludes lending services transactions related to Visiting Library Services.

### **DEFINITIONS:**

"materials" includes all items in the LPL collections, which are available to the public through the integrated library system, such as but not limited to books, pamphlets, periodicals, newspapers, videos, DVDs, CDs, microfilm, microfiche, electronic resources.

"transactions" includes but not limited to holds, check outs, check ins, fines, claims returns, obtaining a library card.

"resident" means a person who resides in the City of London or is covered under a reciprocal borrowing agreement and can present documented proof of residency, or can show proof that they are named or are the spouse or minor dependent (under 18) of a person named on the tax assessment role of the city of London.

"non-resident borrower" means a person who is not a resident and who can be issued a library card upon presentation of proper identification and payment of a fee.

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“good standing” means a library card holder who has agreed to follow the requirements set by LPL to borrow materials or access information and whose library card account does not have any “blocks” imposed on it.

“juvenile” means age 15 and under.

“seniors” means age 65 and over.

“employees” mean permanent staff, pages, casuals (excluding Sunday Service Casuals) from their dates of hire.

“retired staff” is defined as a former employee who has been issued a record of employment indicating retirement as the reason for leaving and has been accepted by the Ontario Municipal Employee Retirement Service or Canada Pension Plan to receive pension benefits and is no longer eligible to return to work at the London Public Library as a permanent employee.

### **POLICY STATEMENT:**

It is the policy of the London Public Library that lending services will be provided under the authority of the *Public Libraries Act*, R.S.O. 1990, Chapter P.44 which:

- provide the opportunity for members of the public to access and borrow materials; and
- ensure the care of and accounting for materials in the LPL collection.

#### 1. Circulation of Materials

- a) Any member of the public who possesses a London Public Library library card and whose account is in good standing may borrow materials from the circulating collections of the LPL.

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- b) Any member of the public may use all LPL materials in the library, without a library card unless the materials, as pre-determined by LPL staff, require a library card to access them.
- c) Materials may be borrowed for established periods of time, depending on material type, demand or special circumstances, such as accessibility needs.

### 2. Library Cards

- a) A library card may be obtained by a person who is:
  - resident of the City of London, without charge;
  - resident of communities participating in reciprocal agreements; or
  - non-resident, outside reciprocal agreements, for a fee.
- b) By signing the card, the library card holder agrees to abide by the policies and procedures of the LPL.
- c) The person whose signature is on the card is responsible for all use made of the card.
- d) Library card holders who lose or damage their cards will be charged a fee.
- e) Library cards are the property of the LPL.
- f) Reciprocal agreements regarding the interchange of library card privileges are established by the London Public Library Board.

### 3. Fines and Fees

- a) Fines are charged when materials are returned after their due date and are levied against the library card on which they are charged.
- b) Fees are charged for damaged, lost and /or unreturned materials and levied against the library card on which they are charged.
- c) The LPL does not accept donations of materials in lieu of fines or fees.

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- d) Members of the Library Board and the CEO & Chief Librarian are required to pay fines and applicable fees.
- e) Employees of the LPL and retirees are exempt from paying fines but must pay all other applicable fees.
- f) Overdue accounts may be referred to a collection agency.

#### 4. Suspension of Privileges

- a) Library card holders may have their lending services or access to other services suspended if:
  - the accumulated fines and fees charged to the library card exceed the limit set by the Library;
  - the card holder has been banned for a period of time, under the terms of the Banning Policy; or
  - the card holder has refused to abide by the lending services policy and procedures.

#### 5. Accountability

- a) Accountability for delivery of lending services is vested in the office of the CEO & Chief Librarian which delegates this activity to qualified and knowledgeable staff.
- b) Through the CEO & Chief Librarian, lending services loan periods, fines and fee schedules, procedures and guidelines are established and followed.
- c) Accountability for the application of the Lending Services Policy resides with the Library Board. The Library Board will ensure that:
  - the Board policy is applied;

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- through the CEO, be assured that operations level policies, processes, procedures and guidelines are followed; and
- the CEO acts appropriately in the reconsideration process

### 6. Challenges

- a) An individual who has a concern regarding application of the lending services policy and procedures may request the matter to be reviewed by the Coordinator, Lending Services.
- b) An individual may request a reconsideration of the decision and may request that this matter be referred to the office of the CEO & Chief Librarian. The final decision concerning lending services rest with the CEO & Chief Librarian.

### 7. Confidentiality of Personal Information

- a) Confidentiality of all personal information held by the LPL in matters related to lending services is governed by the *Municipal Freedom of Information and Protection of Privacy* (MFIPPA) and related LPL policy, *Access to Information and Protection of Privacy Policy*.

### **INQUIRIES:**

**Coordinator, Lending Services  
Manager Customer Services & Branch Operations  
Chief Executive Officer (CEO) & Chief Librarian**

**LONDON PUBLIC LIBRARY  
POLICY**

Title: Lending Services Policy  
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**RELATED DOCUMENTS:**

**Access to Information and Protection of Privacy Policy**  
**Accessibility for Users with Disabilities Policy: Customer Service Standards**  
**Banning Policy**  
**Code of Conduct**  
**Collections Management Policy**  
**Visiting Library Service Policy**  
**Municipal Freedom of Information and Protection of Privacy Act, R.S.O 1990,  
Chapter M.56**  
**Public Libraries Act, R.S.O. 1990, Chapter P.44**

**DOCUMENT CONTROL:**

Date Passed: March 16, 1983  
Revised: September 13, 1989  
May 16, 1990  
October 17, 1996  
January 29, 1997  
February 23, 2000

**LONDON PUBLIC LIBRARY**  
**STATEMENT OF POLICY**

Authority Level: Board Level

Policy #: LL-18

Date Passed: March 16, 1983

Revised: September 13, 1989

May 16, 1990

October 17, 1996

January 29, 1997

February 23, 2000

Implementation date: January 1, 1991  
February 1, 1997

**LOAN POLICY**

The London Public Library provides collections of library materials and services to support the information, educational, leisure and cultural enrichment of the citizens of London.

Any person may use the collections at no charge in the Library. As well, collections are made available for circulation; materials from these collections may be borrowed from the Library.

*Library borrowing privileges and participation in programs are provided to residents of Middlesex County, Strathroy, Adelaide Township, Elgin County, Oxford County and St. Thomas. Privileges are governed by specific policy and regulations which may override general loan policy.*

**1) BORROWERS' CARDS**

**a) Registration**

In order to borrow material from the Library a current borrower's card is required. Borrowers' cards are the property of the London Public Library and may be issued to persons who:

- are in good standing with the Library according to the Board's records; and
- can provide proof of a current permanent address, on request; and

## APPENDIX 2

- i) reside in the City of London or can show proof that they are named or are the spouse or minor dependent (under 18) of a person named on the tax assessment role of the City of London, in which case a card is issued at no charge; or
- ii) are not residents of the City of London, Middlesex County, Elgin County or Oxford County and pay an annual fee set by the Library Board; or
- iii) are visitors to London and pay a fee set by the Library Board. Visitors must provide both a permanent address and a local address on request. Visitors' cards are issued for *one full month. Fees will be charged on a monthly basis up to a maximum of five months. Visitors who require privileges beyond the 5 months are extended as Non-Resident Borrowers for the remainder of the year at no further charge.*
- iv) All borrowers' cards are signed by the borrower except those issued to Home Library patrons. Cards issued to patrons aged 12 years and under are signed by a parent or guardian. By signing the card the borrower agrees to abide by the policies and procedures of the London Public Library and to report the loss of the card promptly.  
  
The person whose signature is on the card is responsible for all use made of the card.
- v) Cards from other libraries are not valid for use in the London Public Library.

### **b) Borrowing Privileges**

Borrowers' cards entitle patrons to borrow materials from all circulating collections of the London Public Library in accordance with general library policies and locally applied procedures.

*Users may be required to show personal identification over and above a borrower's card in order to borrow some materials.*

Borrowers' cards allow access to all types of circulating materials by all patrons regardless of age in accordance with the Collection Development and Maintenance Policy. In some instances patrons may be assigned borrowing privileges which take into account special circumstances as follows:

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- i) Senior citizens 65 years of age and over are entitled to seniors' fine privileges.
- ii) Residents who are unable to use regular library facilities because of infirmity may register as patrons of the Home Library Service. Borrowers' cards issued by the Home Library Service remain with that agency. Home Library Service patrons who are able to use regular library facilities on an occasional basis are issued a second library card entitling them to the same privileges as all other patrons.
- iii) Staff borrowing privileges are extended to employees of the London Public Library Board.

### **c) Temporary Borrowing Privileges**

- i) Children aged 12 years and under require a parent or guardian's signature on their cards but may borrow a limited number of items when applying for a card.
- ii) Patrons who have forgotten their borrowers' cards or have reported lost or stolen cards may borrow a limited number of items upon presentation of identification, when requested.

### **d) Suspension of Borrowing Privileges**

- i) Borrowers who have accumulated fines and charges exceeding the amount set by the Board are denied borrowing privileges until the payment of fines and/or the return of materials has been negotiated.

### **e) Renewals and Replacements**

- i) Permanent Borrower's cards are issued which will expire in one full year and may be renewed.
- ii) Non-resident borrowers' cards may be renewed for one full year upon payment of the current annual fee.
- iii) Visitors' cards *will expire after one full month and may be renewed up to four times upon payment of the current visitors' fee.*
- iv) A fee may be charged to replace lost or damaged borrowers' cards.

2) CIRCULATION OF MATERIALS

a) Loans

- i) Materials from the circulating collections may be borrowed for a standard period of time.
- ii) Special loan periods may be set according to demand and type of material, at the discretion of staff.
- iii) *A limit is placed on the number of items a patron may have on his record at any time.* Special limits may also be placed on high-demand materials and collections, at the discretion of staff.
- iv) **Special cases.** The loan of materials from certain collections may be controlled by proprietary or statutory restrictions or by special use designations. These collections include:
  - **talking books.** Borrowers must comply with the conditions of use established by the Canadian National Institute for the Blind;
  - **reference materials.** Materials from these non-circulating collections may be borrowed for a short period of time at the discretion of staff;
  - **video cassettes.** The Ontario Videocassette Classifications system of the Ministry of Consumer and Commercial Relations - Theatres Branch applies to the loan of video cassettes.
- v) **Renewals.** Library materials which are not in demand may be renewed at any location of the London Public Library, at the discretion of staff.

A limit is placed on the number of renewals per item.

b) Other Loan Services.

- i) **Holds.** Holds may be placed for any item in the Library's collection with the exception of information file materials, periodicals and reference items. A limited number of requests for holds will be accepted at one time.

*A limit is placed on the number of holds per patron.*

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Items are held for a limited period of time, according to the type of material, for patrons to collect; if not picked up before that period lapses, materials are made available to other users.

*A limit is placed on the number of lapsed holds per patron.  
Consistent failure to pick up held items may result in the loss of the patron's ability to place holds.*

- ii) **Notification of Holds.** The Library makes every reasonable attempt to notify borrowers when held items are available for use.
- iii) **Items Set Aside.** The Library will set aside any item requested by telephone that is available for loan, to be picked up within a reasonable length of time at the discretion of staff.

Only a limited number of requests for items to be set aside are accepted at one time.

### 3) RETURNS

- a) Borrowed materials may be returned to any location in the London Public Library system.
- b) Borrowers are asked not to return records or other fragile materials in the book chutes. Borrowers may be charged for any damages to such materials returned in this way.
- c) Materials returned through book chutes when the Library is closed will be deemed to have been returned on the previous business day.

### 4) FINES

- a) To encourage the prompt return of borrowed materials penalty fines are charged. The fines are charged for materials returned after the date due and are levied against the borrower's card on which the loan was charged.
- b) Fine rates are established by the Board.

### 5) OTHER RELATED CHARGES

- a) The cost of unreturned and/or lost materials is levied against the borrower's card on which the loan was charged and added to any accumulated fines.
- b) The cost of an unreturned or lost item is determined by staff in consideration of:

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- the price listed in the data base; or,
  - the price listed in standard bibliographic tools; or
  - if not available in the above, the standard charge established by the Board; or
  - a reasonable charge determined by staff.
- c) Lost materials remain the property of the London Public Library Board. If an item is found and returned *within one year after charges for the material have been paid*, the lost materials charges will first be applied to any outstanding fines and the remaining amount refunded.
- The Library does not accept donations of materials in lieu of fines or replacement charges.*
- d) Damaged materials returned to the Library are assessed by staff and an appropriate charge for the damages is levied against the card on which the material was borrowed.
- i) After damage charges are assessed and the item has been withdrawn from the Library's collection, upon payment of any outstanding fees for the item the borrower may pick up the damaged item.
  - ii) Items will be held for a limited time for pick-up.
- e) Permanent employees of the London Public Library Board and retirees are exempt from fines but must pay replacement charges for lost and/or damaged materials.
- f) Library Board members pay fines and replacement charges for lost or damaged materials.
- g) Borrowers registered as patrons of the Home Library Service are exempt from fines for overdue materials borrowed from the Home Library Service. *Borrowers will be responsible for replacement costs for lost or damaged materials.* Materials borrowed from any other location on a second card are subject to normal regulations.
- h) Any fines and related charges may be adjusted under exceptional circumstances for any borrower, at the discretion of staff.

6) **FINE-FREE PERIOD**

The Administration is authorized to establish, subject to Board confirmation, a fine-free period up to a week, during which fines are waived for any overdue items returned to the Library. **Charges for damages and loss still apply.**

7) **BILLING NOTICES**

- a) *The London Public Library Board may attempt to advise patrons of overdue materials.*
- b) A bill for the replacement cost of lost/damaged materials will be sent out after materials reach the maximum overdue fine for that material type. A bill for replacement includes total overdue charges and replacement costs.
- c) Overdue accounts may be referred to a collection agency designated by the Board. An administrative charge will be added to overdue accounts referred for collection.

8) **RECIPROCAL BORROWING AGREEMENTS**

Reciprocal interchange of borrowing privileges and participation in programs is extended to residents of Middlesex County (L90/51), Elgin County (L93/18.2) and Oxford County (L98/69).

For purposes of simplicity in administration, the town of Strathroy and Adelaide Township are defined as part of the Middlesex County Library System for the purposes of this reciprocal agreement. St. Thomas residents are defined as residents of Elgin County.

a) **Eligibility**

To obtain a new London Public Library borrower's card or to update an expired London Public Library card residents of Middlesex, Elgin and Oxford Counties must present a current membership card from a Middlesex, Elgin or Oxford County library. London Public Library cards issued under the reciprocal borrowing agreement will be individual cards, as are those issued to London residents.

London residents who wish to obtain a borrower's card from a Middlesex, Elgin and Oxford Counties library must present a current London Public Library card.

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b) **Non-Resident Fee**

There is no registration fee for residents of Middlesex, Elgin and Oxford Counties.

c) **Returns**

Middlesex, Elgin and Oxford County patrons borrowing materials from London Public Library may return items to any location in the London Public Library system. London materials may not be returned to Middlesex, Elgin or Oxford County libraries nor to the Strathroy Public Library or St. Thomas Public Library.

Materials borrowed from Middlesex, Elgin or Oxford County libraries or from the Strathroy Public Library or St. Thomas Public Library by London residents must be returned to the specific library from which they were borrowed. County materials may not be returned to London locations.

d) **Home Library**

Home Library delivery service does not extend beyond London city limits.

e) **Responsibility**

In addition to the privileges and conditions outlined above, borrowers must abide by the regulations of the library they are using.

### 9) **DATABASE CONFIDENTIALITY**

a) The Public Libraries Act, 1984, forbids disclosure of information which "identifies an individual user of library services by name or makes him or her readily identifiable by other means".

b) Information in the patron database on specific individuals is confidential, and the identity of persons borrowing materials shall not be made available to any other person without the permission of the borrower except as necessary to Board employees in the normal operation of the Library or as required by due process of law.

**LONDON PUBLIC LIBRARY**  
**REGULATION**

Authority Level: Board Level

Policy #: LL-18-RG

Date Passed: March 16, 1983

Revised: September 13, 1989

May 16, 1990

October 17, 1996

January 29, 1997

May 27, 1998

Implementation date: January 1, 1991  
February 1, 1997

**LOAN POLICY - REGULATIONS**

**1) BORROWERS' CARDS FEES**

**1.1 Replacement Borrower's Cards**

Adult Borrower's Card \$5.00

Juvenile Borrower's Card \$3.00

Senior Borrower's Card \$3.00

1.2 Non-Resident card valid for one full year from the date of payment. A household rate allows cards to be issued for all immediate family members occupying the same residence. \$25.00

1.3 Visitor's card valid for one full month from the date of payment (5 months to one year maximum of \$25.00) \$5.00

## 2) CIRCULATION OF MATERIALS

### 2.1 Suspension of Borrowing Privileges

Borrowing privileges are suspended when:

- *one or more items have reached the maximum overdue fine for their material type;*
- *finest and/or fees on the borrower's card exceed \$10.00.*

### 2.2 Loan Periods

Standard loan periods are:

- *7 days*
- *14 days*
- *21 days*

Special loan periods may be assigned at the discretion of staff.

### 2.3 Fines

DESCRIPTION	ADULT MATERIALS	JUVENILE MATERIALS
<b>Overdue Fines</b>		
High-Demand Materials <ul style="list-style-type: none"> <li>• Videos</li> <li>• <i>Best Sellers</i></li> </ul>	\$2.00/day \$10.00 maximum	\$2.00/day \$10.00 maximum
All other LPL Materials, such as <ul style="list-style-type: none"> <li>• books</li> <li>• cassettes</li> <li>• compact discs</li> <li>• info files/periodicals</li> </ul>	\$.30/day \$6.00 maximum	\$.15/day \$3.00 maximum

### 2.3.1 Senior Citizens

Senior citizens are charged reduced fines on all regular, adult materials. Exceptions are: high demand materials including video cassettes and bestsellers.

Regular Materials:

- books \$.15/day
- cassettes \$3.00 maximum
- compact discs
- info files/periodicals

### 3. STANDARD REPLACEMENT CHARGES

A fair price will be established by staff when charges are placed for lost, damaged, and unreturned materials.

In most instances, replacement charges for barcoded items will appear automatically in the data base. When the price is not available in the data base the following charges may apply:

STANDARD CHARGES	ADULT	JUVENILE
Default replacement cost per item		
• ILLO material	\$50.00	\$50.00
• hardcover book	\$30.00	\$20.00
• paperback book	\$7.00	\$5.00
• compact disc	\$20.00	\$20.00
• videocassette	\$35.00	\$35.00
• audio cassette	\$15.00	\$15.00
• record	\$20.00	\$20.00
• periodical	\$3.00	\$3.00
• information file item	\$2.00	\$2.00
• missing/damaged barcode	\$2.00	\$2.00
• enclosures	\$5.00	\$5.00
• cases (cd, video, flat, etc.)	\$2.00	\$2.00
• envelopes	\$2.00	\$2.00

### 4. BILLING NOTICES

- a) *An administrative fee of \$10.00 is applied to any delinquent account forwarded to the collection agency designated by the Board.*

**3)5. OTHER CHARGES**

5.1	<i>Service Charge for returned cheques (all patron types)</i>	\$15.00
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Board Motion:

See Procedure:  
See Guideline:  
See Regulation:  
See Policy: