

LONDON PUBLIC LIBRARY POLICY

Title of Policy: Lending Services Policy
Policy Type: Board Operational Linkage
Policy No.: C-CL-02

Effective Date: September 28, 2017

Review: September 2021

PURPOSE:

London Public Library (LPL) collection connects people to a range of ideas, creative thought and expression, information and viewpoints. The Lending Services Policy ensures that people can use and borrow items from a comprehensive collection of materials, across multiple formats and platforms and that all customers will be served in a fair and respectful manner. The Lending Services policy outlines:

- Criteria for Library membership;
- Borrowing responsibilities of the library card holder;
- Circulation of materials;
- Customer confidentiality; 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 Purpose Statement and Community Values.

There is an associated policy that relates specifically to lending services transactions for Visiting Library Services which provides free service to persons who are confirmed to their residence and are unable to visit a library branch location.

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, magazines, newspapers, DVDs, CDs, microfilm, microfiche, electronic resources.

"Transactions" includes, but is not limited to, obtaining a library card, borrowing materials, reserving materials, placing holds, check out and check in, etc.

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“Resident” means a person who residing or owning property within the boundaries of the City of London and to persons residing in communities with whom LPL has a reciprocal borrowing agreement.

“Non-resident Borrower” means a person who does not meet the definition of a resident and can be issued a LPL library card upon presentation of proper identification and payment of a fee.

“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.

“Employees” mean permanent employees, 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.

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:

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

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1. Borrowing of Materials

- a) Any member of the public who possesses an LPL library card and whose account is in good standing may borrow materials from the Library's circulating collections.
- 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 Employees, 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 person agrees to abide by the policies and procedures of the Library.
- c) The person whose signature is on the card is responsible for all use made of the card.
- d) In signing the card, or, in the case of children, the registration form, the signer accepts responsibility for the choice, use and return of all materials borrowed and for charges on items that are overdue, lost or damaged.
- e) Library card holders who lose or damage their cards **may** be charged a fee.
- f) Library cards are the property of the Library.

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- g) Reciprocal agreements with other library systems, regarding the interchange of library services such as use of materials, 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 borrowed.
- b) Fees are charged for damaged, lost and/or unreturned materials and levied against the library card on which they are borrowed.
- c) The LPL does not accept donations of materials in lieu of fines or fees.
- d) Members of the Library Board and the CEO & Chief Librarian (CEO) are required to pay fines and applicable fees.
- e) Employees of LPL and Retirees are exempt from paying fines but must pay all other applicable charges and fees.
- f) Overdue accounts may be referred to a collection agency.

4. Suspension of Services

- a) Library card holders may have their lending services or access to other services suspended if:
- Accumulated fines and fees charged to the library card exceed the limit set by the Library;
 - The card holder is 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.

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5. Reconsideration/Concerns

- 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 who will then make a decision on the matter.
- b) An individual may request a reconsideration of the decision and may request that this matter be referred to the office of the CEO. The final decision concerning lending services rest with the CEO.

6. Accountability

- a) Accountability for delivery of lending services is vested in the office of the CEO which delegates this activity to qualified and knowledgeable staff.
- b) Through the CEO, lending services loan periods, fines and fee schedules, procedures and guidelines are established and followed.

Accountability for the application of the *Lending Services Policy* resides with the Library Board. The Library Board will ensure that:

- The policy is applied in the context of the governance policy framework of the Library;
- The terms of the policy are applied;
- Through the CEO, lending services processes, procedures and guidelines are followed; and
- The CEO has acted in accordance with the policy and follows due process in the reconsideration process.

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7. Confidentiality of Personal Information

- a) Confidentiality of all personal information held by 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*.
- b) Collection, storing and management of information for lending services purposes, such as personal electronic addresses, shall be in accordance with the Government of Canada's Anti-Spam Legislation and LPL's *Communications Policy – Electronic Messages*.

INQUIRIES:

Coordinator, Lending Services
Manager Customer Services & Branch Operations
CEO & Chief Librarian

RELATED DOCUMENTS:

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
Access to Information and Protection of Privacy Policy
Accessibility for Users with Disabilities Policy
Banning Policy
Collections Management Policy
Communications Policy – Electronic Messages
Diversity and Inclusion Policy
Monetary Charges (including “Schedule of Monetary Charges” re: fines and fees)
Rules of Conduct
Visiting Library Service Policy



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