

Policy Type: **Operational**

Policy Number: **OP - 11**

Policy Title: **Circulation**

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Purpose

The Milton Public Library (The Library) makes materials available to the community equitably to maximize use of the collections. The purpose of this policy is to promote universal access to a broad range of knowledge, experience, information, and ideas, aligning with the Mission, Vision and Values of the Library. Furthermore, this policy aims to protect intellectual freedom and respect an individual's right to privacy and choice, and ensure stewardship of materials, which are public assets. The Milton Public Library Board ensures fair conditions for library membership and borrowing privileges while protecting resources in a responsible manner and under the Public Libraries Act, R.S.O. 1990, c. P44. The policy applies to physical and digital collections.

Scope

The policy applies to all users of Milton Public Library. It covers activities relating to the registration of Library users and the borrowing and use of Library collections and services. It sets:

- Conditions and use of the Library Card
- Borrowing privileges, responsibilities, and restrictions
- Schedule of fines and fees

Policy

I. Library Membership and Borrowing

- No fee is charged for admission to the Library
- Any person who lives, works or goes to school in Milton, or any person who lives on a First Nations reserve in Ontario, is eligible for membership with borrowing privileges without charge, and is entitled to use the Library's services. Non-residents may also become a member by paying the non-resident fee. See Appendix C for fees
- Customer Age Categories
 - A **Child** is an individual from birth up to and including age twelve (12)
 - A **Teen** is an individual from thirteen (13) years up to and including age seventeen (17)
 - An **Adult** is an individual who is eighteen (18) years old and older
- Children under the age of 13 must register for membership accompanied by a parent or

guardian who presents identification with name and address. See Appendix A for acceptable documentation

- Only patrons of the Library in good standing will be allowed to borrow library materials.
- Materials may be borrowed by presenting the membership card. Personal information collected will be subject to policy: OP– 01 Confidentiality and the Protection of Privacy

2. Reciprocal Borrowing Agreements

The Library has reciprocal borrowing agreements with neighbouring libraries Halton Hills, Oakville, Burlington, Hamilton, Guelph, and Wellington County

- As per the reciprocal borrowing agreements, Milton Public Library recognises and accepts library cards from all Halton Region Public Libraries (Halton Hills, Oakville, and Burlington) along with Hamilton Public Library, Guelph Public Library, and Wellington County Library
- Residents of Halton Hills (Acton, Georgetown, and rural areas), Oakville, Burlington, Guelph, or Wellington County must present their library card from their municipality's Library, in addition to name and address identification, in order to have their card added to the Milton Public Library System
- Hamilton residents must present their Hamilton Public Library card and address identification to have their card added to the Milton Public Library System. Our borrowing agreement limits these cards to eight items and two holds
- The patrons can access Library spaces, services, programming, technology and access to the physical collection as per the agreement

3. Non-resident

- An applicant for membership that does not fit into any of the above categories is subject to a non-resident fee for a one-year membership
- An applicant must verify address by showing a document bearing their name and current address. See Appendix A for acceptable documentation
- The membership fee is due each year upon renewal. See Appendix C for fees

4. Conditions of Membership and Card Use

- Membership is non-transferable
- An Adult or Teen cardholder will be required to renew their Library Card (physical or digital) every two years.
- A parent/guardian will be required to renew their Child's library card (digital or physical) every two years.
- An individual is entitled to only one library card
- Change of address, name, email, or phone number must be reported immediately
- Borrowing privileges are suspended when fines exceed \$10.00 and will be reinstated when

- all outstanding accounts are settled
- Membership can be suspended for violating library policies

5. Lost or Stolen Card

- Loss or theft of a library card must be reported immediately. Members are responsible for any materials borrowed on their cards until loss or theft is reported
- If reporting by phone, patrons will be asked to verify the information, the Library has on record, e.g., name, address, date of birth, etc.
- If patrons find their card after reporting it lost and have not yet been issued a new card, they must contact staff to reinstate the original card. Patrons will be asked to verify the information before reinstating the card after it has been reported lost.
- Staff then update the systems to ensure that no one can use their old card number
- The Library issues a replacement card with no fees
- Patrons cannot use the Library services until they get a replacement card, find their old card, and have it reinstated by staff

6. Borrowing

Loans

- A standard loan period of three weeks exists for materials borrowed, except those materials for which special loan periods have been established. See Appendix B
- The Library reserves the right to change the loan period in exceptional circumstances without any prior notice
- Reference works, local history materials, and other special materials for in-house use are not available to borrow
- The total number of items on loan to anyone member will not exceed 50 items. However, the Library reserves the right to impose borrowing limits on specific collections.
- Some digital services may have additional residency restrictions or licensing limits
- Special vacation loan period extensions are available upon request. Extended loans do not apply to new material, DVDs, items on hold or any material that may be popular during the suggested loan period extension. Typically, the extension period does not exceed two weeks

Renewals

- Most items can be renewed two times, as long as there are sufficient copies available and they are not requested by another patron
- Patrons must return the items after two renewals
- If patrons want to return and borrow the same item again, this can be done, as long as no other patrons have requested the item
- Each renewal extends the due date by the same length of time as initially borrowed. See Appendix B for the complete list of loan periods
- Some special items such as Frequent Flyer materials cannot be renewed

- Renewing may happen in person, over the phone during open hours with staff, through "Chat with a Librarian" services, or online through "My Account"
- Patrons who request renewals by phone/chat must indicate their library card number for staff to access their account and perform the renewal. Looking up the account information using a telephone number or last name is not permitted
- For e-resources, Items are automatically returned at the end of the loan period, preventing late fees

Hold/Reserves

- Patrons with a valid Milton Public Library card may place a hold on items
- Patrons can place holds through
 - Online with "My Account"
 - MPL mobile app
 - Contacting staff on an in-person visit to the Library
 - Over the phone
 - "Chat with a Librarian" service
- When the item is available, patrons are notified by email or phone, depending on their chosen preference
- Items will be held for seven days
- Patrons can place a hold on fifty items at one time
- All holds automatically expire after two years
- The Library charges \$1 per item for non-pickup of holds

Cancelling holds

- Patrons can cancel their holds anytime before the expiry day
- The action of canceling a hold cannot be undone
- Canceling a hold deletes patrons' request for the item and removes them from their position on the waiting list

Freezing holds

- Patrons can freeze their holds to delay the delivery
- Patrons cannot freeze their holds if the items are "In Transit" or "Ready to Pickup"
- Patrons do not lose their place in line and will continue to move up on the waiting list during the time their hold is frozen

Returns

- Patrons are required to return materials on or before the due date
- Borrowed items from the Milton Public Library need to be returned to one of the Library's locations
- 24/7 Book Drops are available when the location is closed

- If a Milton Public Library item is returned to another library system in error, the cardholder is responsible for all fines and associated charges

7. InterLibrary Loan Services

Milton Public Library recognizes the value of Interlibrary Loan (ILLO) services in enhancing its collections and meeting the diverse informational needs of its patrons. Through active participation in resource sharing, the Library ensures that customers have efficient access to materials not available within Milton Public Library's collection.

Eligibility:

- Milton Public Library cardholders in good standing may request materials through the Interlibrary Loan service.
- Membership through reciprocal agreements are not eligible to request items on InterLibrary Loan.

Cost:

- Borrowing from other public libraries within Ontario is free of charge.

Loan Periods & Renewals:

- The lending library determines loan periods and may vary. Renewals are subject to the lending institution's policies. Usually, the standard loan period of 21 days applies to most items.

Lost or Damaged Materials:

- Patrons are responsible for any fees or replacement costs imposed by the lending library for lost or damaged items. These charges will be applied to the patron's account.

Request Limitations:

- Certain materials, such as newly released titles, rare items, or reference materials, may not be available for interlibrary loan.

8. Circulation Records

Library Circulation and membership records will be used in accordance with policy:

O.P. – 01 - Confidentiality and the Protection of Privacy Policy.

9. Charges

Damaged/Lost Items

- The Library will charge replacement costs for items that are damaged or lost
- The Library will assess the replacement cost and include the purchase cost and the processing cost of the item.

Overdue Fees and Fines

- The Board establishes fines as a deterrent to the late return of materials. See Appendix C for a fine schedule.
- Fines may be waived for unusual or serious circumstances.

Related Documents:

Milton Public Library. O.P. - 01 - Confidentiality and the Protection of Privacy

Appendix A: Acceptable Identification to Verify Name and Address for Membership Registration for Children and Non-Residents of Milton, Ontario.

Documents are used to verify name and address only. No other information on the document(s) presented is kept on record.

Acceptable Proofs (Adults / Teens)

- Drivers' license
- Bank account statement
- Any benefit statement issued by the Govt. of Canada
- Utility bills
- Tax assessment or bill
- Paystub
- Mortgage, rental, or lease agreement
- Insurance policy
- Secondary school, college, or university transcript

Acceptable Proofs (Children)

- Parent's address verification
- Only parents are legal guardians
- Grandparents, Nannies, etc. cannot be legal guardians unless they have documentation to state they are

Appendix B - Loan Periods

Material Type	Loan Period	Optional Renewals
Books except for Frequent Flyers	21 days	2
Books in high demand	14 days	no renewals
Audiobooks	21 days	2
Kits (except book kits)	21 days	2
Book Club Kits	4 weeks	2
DVDs	7 days	2
Electronic Games	7 days	2
Music CDs	21 days	2
Frequent Flyer Books	7 days	no renewals
Frequent Flyer DVDs	2 days	no renewals
Library of Things Materials	21 or 7days	no renewals
E-books and audiobooks	21 days	2
E-Video	3 Days	Not Applicable
E-Music	7 Days	Not Applicable
Digital magazines	No loan limits/ Some loan expires in seven days	Not Applicable
Streaming services	10 Checkouts/ per month	Not Applicable

Appendix C - Fines and Fees

	Fine	Max
Item		
DVD	\$1	\$10
Regular materials (Adults)	\$0.25	\$10
Regular Material (Children)	\$0.25	\$10
Frequent flyer DVD	\$2	\$10
Frequent flyer Books	\$1	\$10
Library of Things	\$5	\$10
Non-pick-up of holds/per item	\$1`	\$10
ILLO non-pickup/per item	\$1	\$10
Black and white printing	\$0.20	
Colour	\$0.50	
3D prints	\$1.50/15 mins.	
Non-resident cards	\$50	
Lost or damaged items	Replacement cost + \$ 5.00 processing fee	
Exam proctoring	\$40+HST	