

Policy Type: **Operational**

Policy Number: **O-10**

Policy Title: **Lending Services Policy**

Policy Approved: November 2024

Effective: January 2025 - December 2027

1. PURPOSE

1.1 The purpose of the Lending Services Policy is to establish a framework of policies that govern the equitable sharing of library materials

2. SCOPE

2.1 The Windsor Public Library Board Lending Service Policy provides guidelines for the sharing of library materials, as provided under the authority of the *Public Libraries Act* as amended, is supported by the Windsor Public Library / City of Windsor Service Agreement (2015), as amended March 21, 2017.

2.2 The Windsor Public Library Board endorses the *Freedom of Information and Protection of Privacy Act, Copyright Act, Canadian Criminal Code, Canadian Charter of Rights and Freedoms, Municipal Freedom-of-Information and Protection of Privacy Act (MFIPPA)*, and other laws governing intellectual property. In addition, the Windsor Public Library Board endorses the *OLA Children's Rights in the Public Library* and *OLA Teen Rights in the Library* statements.

2.3 The Lending Service Policy supports the principles of universal and equitable access and reflects the Windsor Public Library Mission, Vision, Values and Customer Service Pledge:

Windsor Public Library Mission Statement: "The mission of the Windsor Public Library is to enrich our community by providing access to resources that inform and entertain." "We believe in the freedom to read, learn and discover."

2.4 This policy applies to all employees, volunteers and agents.

3. DEFINITIONS

Circulation - includes the lending of all types of material, to any Windsor Public Library member.

Materials - includes all items in the Windsor Public Library collections which are available to the public through the integrated library system, e.g. books, DVD's and electronic resources.

Transactions - lending and returning library procedures, including check outs, check-ins, fines, claims returns and obtaining a library card.

Resident - a person who resides in the City of Windsor or is covered under a reciprocal borrowing agreement and can present documented proof of residency.

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.

Good standing – means a library cardholder who has agreed to follow the requirements set by Windsor Public Library to borrow materials or access information and whose library card account is not “blocked”.

Interlibrary Loan (ILLO) – a national program in which libraries can temporarily borrow for customers, resources not held in the local collection.

4. GUIDELINES

4.1 The Windsor Public Library Board shall make library materials widely available to the community, in an equitable manner, in order to maximize the use of the collections.

4.2 All membership and usage information will be treated as private and confidential.

4.3 Library Membership

4.3.1 A library card may be obtained with appropriate identification by a person who is:

- a) A resident of the City of Windsor, without charge
- b) A resident of a community participating in a reciprocal borrowing agreement e.g. Essex County, without charge;
- c) Not a resident of the City of Windsor, for a fee.

4.3.2 A temporary guest library card with restricted borrowing privileges may be obtained for a fee.

4.3.3 For children aged 0-12 a parent / sponsor signature is required plus appropriate identification for the parent/sponsor and the child.

4.3.4 With appropriate identification, individuals aged 13-17 may sign their card. Without appropriate identification, a parent / sponsor signature is required.

4.3.5 Members are responsible for their signed library card and for the safekeeping of all items borrowed using that card. By signing the card, the library card holder agrees to abide by the policies and procedures of the Windsor Public Library and is responsible for all use made of the card.

4.3.6 Lost or stolen library cards must be reported immediately; members are responsible for any materials borrowed on their cards until loss or theft is reported.

4.3.7 Change in contact information must be reported immediately.

4.3.8 Membership renewal requires verification of address and payment of outstanding fees

4.3.9 Membership can be suspended for unpaid fees, or violation of library policies.

4.3.10 Membership is not transferable to other individuals.

4.3.11 Library cards are the property of the Windsor Public Library and must be surrendered upon request.

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4.4 Borrowing

- 4.4.1 A Windsor Public Library member whose account is in “good standing” may borrow materials from the circulating collections of the Windsor Public Library.
- 4.4.2 Members are required to return materials on or before the due date.
- 4.4.3 Library material may not be renewed if another customer has requested the material.
- 4.4.4 Any member of the public may use Windsor Public Library materials in the library, without a library card.
- 4.4.5 Interlibrary Loan services are provided to customers for some materials not available at Windsor Public Library. Interlibrary Loans services are provided to all WPL cardholders in good standing.

4.5 Fees

- 4.5.1 Fees are charged for damaged, lost and /or unreturned materials and levied against the library card on which they are checked out. The replacement cost will be assessed by Windsor Public Library.
- 4.5.2 The Windsor Public Library does not accept donations of materials in lieu of fines or fees.
- 4.5.3 Overdue accounts may be referred to a collection agency. A collection agency fee is applied to all outstanding accounts and must be paid whether or not the items are returned.
- 4.5.4 Any customer who damages or fails to return library materials, or fails to pay the cost of any loss or damage, may be subject to suspension of all library privileges and/or prosecution.

4.6 Suspension of Privileges

- 4.6.1 A Windsor Public Library card holder or customer may have their borrowing privileges and/or access to library facilities suspended if they:
 - a) Have more than 3 items that are overdue on their library card;
 - b) Accumulate fees in excess of \$25;
 - c) Have been issued a Notice of Trespass Order from the Windsor Public Library;
or
 - d) Have refused to abide by Windsor Public Library policies and procedures.