

## QUINTE WEST PUBLIC LIBRARY

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TITLE: Purpose

Circulation Policy # 1

EFFECTIVE DATE: May 30, 2012

AMENDED DATE: May 25, 2016

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### **PURPOSE**

The Circulation Policy allows Quinte West Public Library to serve all customers in an accurate, consistent and accountable manner and is enforced by staff to maintain equitable treatment of all persons who use library facilities and services. As the Quinte West Public Library is a member of the Hastinet Cooperative with the Belleville Public Library, the Hastinet card is the membership card used at the Quinte West Public Library.

## QUINTE WEST PUBLIC LIBRARY

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TITLE: Library Membership

Circulation Policy # 2

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: March 28, 2018

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Quinte West Public Library cards are free to all who live in Quinte West or Belleville, as well as all who own property in Quinte West or Belleville (and their eligible family members) in accordance with the reciprocal borrowing arrangement between the two libraries under the auspices of the Hastinet Library Cooperative.

Children reaching the age of 13 may apply for their own library card. If a child under the age of 13 wishes to obtain a card, a parent or guardian must apply for a card on their behalf and accept responsibility for fines and damaged or lost items.

A member's card expires annually (or every six months in the case of a six month membership). At that time, the member's name, address and telephone number are verified. **All outstanding fines and charges must be paid in order to renew a membership card.**

The replacement fee for a lost library card is \$2.00.

There is an annual membership fee of \$40.00 per person per year or \$22.00 per person for six month's membership for non-residents of Quinte West or Belleville.

### **The library offers free individual memberships to:**

*Teachers* who teach within Quinte West but reside outside of Quinte West. Library card may be used for classroom purposes only.

*CFB Trenton employees* who work for the Department of National Defense 8 Wing but reside outside of Quinte West.

*City of Quinte West employees* who reside outside of the municipality.

*Seasonal* residents with no permanent address here ie. cottager or boater may be issued a library card with an expiration date based on the term of the rental agreement.

QUINTE WEST PUBLIC LIBRARY

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TITLE: Registration

Circulation Policy # 3

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: November 29, 2017

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In order to register as a member of Quinte West Public Library personal identification showing address must be verified. Acceptable identification includes but is not limited to:

**Adult (18+ years of age)**

Driver's License

Mortgage, rental or lease agreement

Pay stub or Direct Deposit stub

Ontario Motor Vehicle Permit

Utility Bill

Bank statement/ Personal Cheque

Ontario Photo Card

Passport

**Youth (13-17 years of age)**

Driver's License

Report card with address

Student card

Pay stub or Direct Deposit stub

Passport

**Child (birth – 12 years of age)**

Parent's identification and proof of address

Signing the library card implies acceptance of and adherence to all rules and regulations of Quinte West Public Library. The signatory is responsible (or the parent/guardian if the cardholder is under 18 years of age) for all fines and damage or loss of materials.

Valid ID and a receipt from the local rental, if applicable are required.

These cards are not eligible for reciprocal borrowing privileges with the Belleville Public Library.

A registered member should be in possession of only one Hastinet card, eligible for use at either Quinte West Public Library or Belleville Public Library. In the case of shared custody of a child under the age of 13, an exception will be made and two cards may be used; each parent/guardian being responsible for the card that they have signed for.

## QUINTE WEST PUBLIC LIBRARY

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TITLE: Borrowing Privileges

Circulation Policy # 4

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: November 29, 2017

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A valid Hastinet card or scanned replica must be presented each time materials are borrowed.

Members are responsible for all materials issued on their card.

Changes in personal information such as name, address or telephone number, as well as loss or theft of library card should be reported immediately.

In keeping with the Ontario Library Association's ***Children's Rights in the Public Library: Guidelines for Service***, there are no restrictions on the material borrowed by children. Parents/guardians are responsible for the selection, usage and safe return of materials borrowed by their children.

## QUINTE WEST PUBLIC LIBRARY

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TITLE: Loan Period

Circulation Policy # 5

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: May 25, 2016

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Quinte West Public Library provides a variety of material for loan to patrons. The loan periods of material type may differ depending on a variety of factors, including the number of items available for loan, demand by patrons and by format.

The loan periods are:

- Book 21 days
- Bestseller 14 days
- DVD Films 7 days
- DVD Series 21 days
- CD-Music 21 days
- Audiobook 21 days
- Magazine 21 days
- Interlibrary loan Varies (set by lending library)

## QUINTE WEST PUBLIC LIBRARY

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TITLE: Loan Limits

Circulation Policy # 6

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: November 29, 2017

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There is a 75 item limit per card.

There is a limit of 15 DVDs per card.

In addition, the library reserves the right to limit the number of popular or seasonal materials, or categories in which there are limited holdings.

## QUINTE WEST PUBLIC LIBRARY

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TITLE: Renewals

Circulation Policy # 7

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: May 25, 2016

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Items may be renewed in person, by telephone or using the library's web based catalogue. All items may be renewed for up to three loan periods, provided:

- The item is not on reserve for another patron
- The item is not in high demand
- The patron has less than \$10.00 in overdue fines or charges
- Interlibrary loan materials renewal must be authorized by the lending library. Requests for renewal of interlibrary loans must be received at least four days prior to the due date.



## QUINTE WEST PUBLIC LIBRARY

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TITLE: Reserves

Circulation Policy # 8

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: May 25, 2016

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All circulating materials may be reserved if not available on the shelf. Reserves may be placed in person, by telephone or using the library's web based catalogue. Upon notification that a reserved item is available, members will have five days to pick up the item. After 5 days the item will be passed to the next patron in the reservation list or returned to the shelf.

QUINTE WEST PUBLIC LIBRARY

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TITLE: Returns

Circulation Policy # 9

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: November 29, 2017

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All material may be returned to either branch of the Quinte West Public Library or the Belleville Public Library, excepting interlibrary loan materials which must be returned to the library at which the request was made.

Material may be returned in the libraries during operating hours or via the drop box provided at each location at any time.

## QUINTE WEST PUBLIC LIBRARY

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TITLE: Fines

Circulation Policy # 10

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: May 25, 2016

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Members are responsible for returning materials on or before the due date. Retention of borrowed materials beyond the date on which library materials are due shall result in a fine.

There are no overdue fines for shut-in patrons, but they are charged for lost or damaged materials.

### **SCHEDULE OF FINES**

Books	\$0.25/day
Best Sellers	\$0.50/day
DVD Films	\$2.00/day
DVD TV Series	\$2.00/day
CD – Music	\$0.25/day
Audiobook	\$0.25/day
Magazine	\$0.25/day

### **MAXIMUM FINES**

Maximum fines per item	\$10.00/book
	\$20.00/DVD
	\$20.00/ILL
Maximum fines per card	\$30.00 for all items returned on the same day.

QUINTE WEST PUBLIC LIBRARY

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TITLE: Overdue Notification

Circulation Policy # 11

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: November 29, 2017

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While the return of borrowed material is the card owners' responsibility, members will be notified by the library's automated system three (3) days before the material is due (Pre-overdue) as well as, when items are three (3) days overdue.

When material is twenty-one (21) days overdue, the item is considered lost and members will be billed for material not returned.

## QUINTE WEST PUBLIC LIBRARY

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TITLE: Suspension of Borrowing Privileges

Circulation Policy # 12

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: May 25, 2016

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All privileges will be suspended when members have fines and/or overdue materials in excess of \$10.00. Privileges will be reinstated when charges are paid or reduced to an amount below \$10.00.

Annually all monies owed to the library must be paid in full before a library card may be renewed.

## QUINTE WEST PUBLIC LIBRARY

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TITLE: Lost and Damaged Material

Circulation Policy # 13

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: May 25, 2016

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Members are responsible for all materials while on loan to them, and shall report lost or damaged material at the earliest possible opportunity. A borrower who loses or damages library material shall be required to pay the current cost of the item plus a processing fee of \$7.00 (if applicable). **Replacement copies or donations in lieu of payment are not acceptable.**

### **Replacement Cost**

The current cost of the item is based on the current average price as provided by the Ontario Library Services Centre, a major supplier to public libraries in Ontario.

### **Processing Fee**

The processing fee includes the cost to acquire, catalogue and process the item to a shelf ready condition. The processing fee is not charged on lost magazines or paperbacks.

### **Replacement of Material**

It may not be possible or desirable to replace a specific item with an identical one. Replacement of the item will be left to the discretion of the CEO in keeping with the library's selection policy.

### **Lost and Damaged Interlibrary Loan material**

The member is responsible for the cost of lost and damaged Interlibrary Loan material. The lending library will be contacted and an invoice will be generated for the cost of this material.

## QUINTE WEST PUBLIC LIBRARY

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TITLE: Refunds for lost material

Circulation Policy # 14

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: January 31, 2018

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The time limit for refund for payment of lost materials is one month from the date of payment. Members must produce their receipt to be refunded. The processing fee is included in the refund.

If an item is refunded, members will be charged the overdue fine to the date of payment.

There is no refund for lost Interlibrary Loan material.

All refunds will be dispensed through the Administrative Assistant, Finance by cheque only, no cash refunds.

## QUINTE WEST PUBLIC LIBRARY

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TITLE: Other Services

Circulation Policy # 15

EFFECTIVE DATE: January 1, 1998

AMENDED DATE: November 29, 2017

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### **Copying of Material**

The Quinte West Public Library adheres to the laws of Canada governing the copying of all materials. The library retains a copying license for public libraries through Access Copyright, a non-profit organization formed and run by Canada's leading associations of creators and publishers. The Library operates within the terms and conditions of this license and makes every effort to ensure that customers and staff do likewise.

Use of photocopiers to reproduce all or a substantial part of work protected by copyright is governed by the Canadian Copyright Act. Copying of a work or a substantial part of a work protected by copyright requires the permission of the copyright owner. No part of some work, such as music, can be copied without permission. However, it is not an infringement of copyright to "deal fairly" with some works for the purpose of private study, research, criticism, review or newspaper summary. The responsibility of determining whether permission is required, and then obtaining permission, is that of the person making the copy and not the Quinte West Public Library. Staff will neither participate in nor condone infringement of copyright. The Canadian Copyright Act is available at Information Services should further information be required.

### **Printing**

Wireless printing is available as well as printing from photocopiers, laser printers and the microfilm/microfiche readers. The following are the costs of printing:

Printing from computers/wireless	\$0.25 for black and white
Printing from computers (Frankford)	\$0.10 pp for black and white \$1.00 for colour
Printing from microfiche/film	\$0.25
Photocopies	\$0.10 for black and white \$1.00 for colour



## Schedule 1

### QUINTE WEST PUBLIC LIBRARY FEES AND SERVICE CHARGES

Non-Resident Membership	\$40.00 per year \$22.00 per six months
Lost card replacement cost	\$2.00 per card
<b><u>Overdue fines:</u></b>	
Books/Periodicals	\$0.25 per day (maximum of \$10.00 per item)
DVDs/Videos	\$2.00 per day (maximum of \$20.00 per item) \$30.00 card maximum per visit
Interlibrary loan items	\$1.00 per day (maximum of \$20.00 per item) \$5.00 fee for ILLO items not picked up.
<b><u>Replacement Cost:</u></b>	
	Based on the current average price as provided by the Ontario Library Services Centre, a major supplier to public libraries in Ontario.
Processing Fee	\$7.00 per item (not charged on magazines or paperbacks)
<b><u>Printing costs:</u></b>	
Wireless/Computer prints	\$0.25 pp for black and white
Computer prints (Frankford)	\$0.10 pp for black and white \$1.00 pp for colour
Printing from microfiche/film	\$0.25 pp
Photocopies	\$0.10 pp for black and white \$1.00 pp for colour

## Schedule 2

### Quinte West Public Library Juvenile Registration Form

#### Quinte West Public Library ~ Juvenile Registration Form (Age 12 and under)

PATRON INFORMATION					
Last Name	First	Middle	Email Address	Please Contact me by: <input type="checkbox"/>	
Mailing Address	Apt. #	City	Province	Home Phone No. ( )	<input type="checkbox"/>
P.O. Box/Group Box	Postal Code		Parent/Guardian Phone No. ( )	Call <input type="checkbox"/>	SMS/text <input type="checkbox"/>
Parent/Guardian Name: (PLEASE PRINT)			Parent/Guardian Address:		
The above information is true to the best of my knowledge. I understand that I am financially responsible for any lost material or fines.					
Parent/Guardian Signature:			Date:		
PATRON MUST SUPPLY ORIGINAL IDENTIFICATION I.E. DRIVER'S LICENSE, TAX RECEIPT, RENT RECEIPT, WITH THIS FORM TO THE LIBRARY CIRCULATION DESK.					
<i>See reverse side for: Quinte West Public Library Privacy Statement</i>					
User ID:	Patron ID Seen <input type="checkbox"/>	User Cat 9 Code: <input type="checkbox"/> Email <input type="checkbox"/> No Notice <input type="checkbox"/> Paper <input type="checkbox"/> Phone <input type="checkbox"/> SMS/text			Registration Date:
Community Code : <input type="checkbox"/> HTTRENTQWJ <input type="checkbox"/> HTMURQWJ <input type="checkbox"/> HTSIDQWJ <input type="checkbox"/> HTFRANKQWJ <input type="checkbox"/> HTTAXQW		Profile Name: <input type="checkbox"/> HTPATRON <input type="checkbox"/> HTNONR		Library Code: <input type="checkbox"/> HTQWT <input type="checkbox"/> HTQWF	
Please be aware that the QWPL board's approved Circulation Policy permits children access to all material and material formats in our system. If you wish to restrict your child's access to library materials, you should make your position known to your child and/or accompany them to the library to supervise their selections. The library cannot withhold circulating materials from any user regardless of age, or deny them access to the internet. By signing this form YOU are assuming full responsibility for the choice, use and return of all material borrowed and for charges on items that are overdue, lost or damaged on your child's card. Parents/guardians are responsible for ensuring that their child will obey the rules and regulations of the QWPL.					

### Schedule 3

Quinte West Public Library

### Patron Registration Form

#### Quinte West Public Library ~ Adult Registration Form

PATRON INFORMATION				
Last Name	First	Middle	Email Address	Please Contact me by: <input type="checkbox"/>
Mailing Address	Apt. #	City	Province	Home Phone No. ( ) <input type="checkbox"/>
P.O. Box/Group Box	Postal Code		Cell Phone No. ( )	Call <input type="checkbox"/> SMS/text <input type="checkbox"/>
NONresident: <input type="checkbox"/> Belleville <input type="checkbox"/> Other	(Property or Business Tax paid to Quinte West address)		Work Phone No. ( )	<input type="checkbox"/>
The above information is true to the best of my knowledge. I understand that I am financially responsible for any lost material or fines.				
Patron Signature:			Date:	
PATRON MUST SUPPLY ORIGINAL IDENTIFICATION I.E. DRIVER'S LICENSE, TAX RECEIPT, RENT RECEIPT, WITH THIS FORM TO THE LIBRARY CIRCULATION DESK.				
<i>See reverse side for: Quinte West Public Library Privacy Statement</i>				
INFORMATION FOR LIBRARY USE ONLY				
User ID:	Patron ID Seen <input type="checkbox"/>	PAID <input type="checkbox"/> cash <input type="checkbox"/> debit <input type="checkbox"/> cheque	Membership Term <input type="checkbox"/> 6 Mth <input type="checkbox"/> 12 Mth	Registration Date:
Community Code: HTTRENTQW HTMURQW HTSIDQW HTNONRQW HTTAXQW HTFRANKQW HTSHUTQW HTQWCITY HTSTAFFQW HTINTER HTCFBQW HTTEACHQW HTVISITQW		Profile Name: <input type="checkbox"/> HTPATRON <input type="checkbox"/> HTNONR <input type="checkbox"/> HTSHUTIN <input type="checkbox"/> HTSTAFF <input type="checkbox"/> HTTEACH	Library Code: <input type="checkbox"/> HTQWT <input type="checkbox"/> HTQWF	User Cat 9 Code: <input type="checkbox"/> EMAIL <input type="checkbox"/> No Notice <input type="checkbox"/> Paper <input type="checkbox"/> Phone  <input type="checkbox"/> SMS/text

## QUINTE WEST PUBLIC LIBRARY

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TITLE: Public Computer and Internet Use

Circulation Policy # 16

EFFECTIVE DATE: June 28, 2000

AMENDED DATE: November 29, 2017

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### **Purpose**

Internet & computer access is provided at Quinte West Public Library locations as part of the library's mission to provide high quality library service to the community. Although the Internet provides access to valuable sources of information the library makes no guarantees regarding the accuracy, or completeness of information found. The library cannot protect users from information they may find offensive.

### **Regulation**

The public access computers will normally be available during the regular library hours. The library does not monitor and has no control over the information accessed through the Internet and is not responsible for its contents. Patrons are responsible for the Internet content they access and the information accessed by their children. (Children are defined as under13.) Users under 13 are encouraged to use the "Teen Zone" computers and the very young users are directed to the "Children's Area" non-Internet iPads.

Parents or legal guardians are responsible for supervising their child's access to all library resources, including the Internet. Children need parental advice and guidance to make the most of the Internet experience.

### **Procedures**

Internet users will be required to read and acknowledge an on-screen waiver outlining rules for acceptable use. Computers can be booked **with a valid library card, in advance**, using our booking station, in person or by phone. Transient or non-resident users may use a "Guest" card available at the circulation desk. Staff may be available to assist Internet users whenever time and knowledge permits. The library cannot provide complete technical support.

Patrons may reserve up to a **two** hour renewable time slot during regular hours. Patrons who have not booked a time slot may use the computers on a first come, first served basis.

Reserved Internet stations will only be held for a **maximum of five minutes**.

A maximum of **two persons** will be allowed at a computer at any one time.

Internet is available during regular library opening hours until **ten minutes before library closing**. The last appointment of the day will be for fifty minutes so that library staff can complete proper shut down procedures.

Use of the library's computers is at the sole risk of patrons. The library is **not responsible** for any damage to a patron's file storage device, any loss of data, damage or liability that may occur from a patron's use of the computer, whether from a computer virus or other cause.

Where permitted by copyright, users may print their information in either black & white or colour at the posted rates.

**Patrons must pay for ALL pages printed.**

As the computers are located in a public area that must be shared by users of all ages, backgrounds, and sensibilities, users are asked to consider this when accessing potentially controversial information and images. The library reserves the right to ask individuals to refrain from displaying such disturbing information or images.

For hygienic reasons, it is recommended that patrons use their own headphones.

**Misuse and/or abuse of the computer, computer use area, Internet access and/or the rules governing Internet access will result in suspension of Internet access privileges at the discretion of the library staff.**

## QUINTE WEST PUBLIC LIBRARY

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TITLE: Wireless Access

Circulation Policy # 17

EFFECTIVE DATE: October 31, 2006    AMENDED DATE: November 29, 2017

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Quinte West Public Library will provide free Internet access or "hotspot" for users with portable computers or devices capable of receiving wireless signals. This will allow users to access the Internet from their laptop computers when sitting within range of the access point.

The advantages of having this service are:

- No waiting for a free PC
- Fast access
- Download files
- Save your files permanently on your own device

### **Other Information:**

- Internet users will be required to read and acknowledge an on-screen waiver outlining rules for acceptable use.
- Printers are available via the wireless connection
- Users must supply their own laptop computer with a wireless card
- Users must supply their own cables and power cords
- The library makes no guarantees as to compatibility between the user's equipment and the library's wireless network
- No special encryption settings, user names or passwords are required

Library staff is not responsible for any changes users make to computer's settings and cannot guarantee hardware will work with our wireless connection. Staff will verify the library's connection is up and running, but will not assist in troubleshoot on the patron's computer.

As with most public wireless "hotspots", the library's wireless connection is not secured. Cautious and informed wireless users should be aware that another wireless user could potentially intercept any information being sent or received and should take care when transmitting credit card number, passwords and any other sensitive personal information.

The library will not be responsible for any information that is compromised, or for any damage caused to a patron's hardware or software. All wireless access users should have up-to-date virus protection on their laptop or wireless devices.

The library provides access to web-based email only.

Use of this wireless access is governed by our Public Access Internet Use Policy. All users are expected to use the library's wireless access in a legal and responsible manner. Users may not violate federal, provincial or municipal laws.