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Policy Type:	Operational	Policy Number:	<b>OP - 04</b>
Policy Title:	<b>Membership Policy</b>		
Previous versions:	2004, 2011		
Last review/revision date:	January 26, 2017	Next review due:	2021

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## **OP – 04 Membership Policy**

The Hanover Public Library makes materials widely available to the community, in an equitable manner, in order to maximize the use of the collections. The Hanover Public Library Board ensures fair criteria for library membership and borrowing privileges while protecting resources in a responsible manner and in accordance with the **Public Libraries Act**. R.S.O. 1990, c. P44.

### **Policy Statement**

This policy will provide a mechanism for ensuring the fair use of collections and services as well as ensuring equitable access.

This policy will establish rules that protect Library collections and services in a manner that is consistent with the principles of financial accountability and the Library’s responsibility to its stakeholders.

Membership of the library is not required for use of materials or services provided within the library.

No fee will be charged for entering the Library.

One membership will be issued per person in order to ensure accuracy of performance measures.

In order to ensure fair access to materials for all users, while acknowledging the support of local taxpayers, the library will apply fair criteria for library membership to non-residents.

### **Section 1: Library Membership**

Anyone can enter and use services provided within the library. Membership is required to borrow materials or access online subscription services.

#### **Identification requirements**

1. People applying for membership must provide verification of identity and home address by showing documents bearing:
  - their full name
  - current address (dated within 2 months)Photo Identification is preferred.

2. Children 12 and under must register accompanied by a parent or adult guardian who presents identification with name and address, and signs for responsibility for fines, and damaged or lost items.

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3. Children 13 and older may apply for membership with appropriate I.D. In the event of no proof of address, no materials may be borrowed until address is verified.
4. In cases where people (especially children) have no acceptable identification, library staff will pursue options to verify identification and address details.
5. Non-residents wishing to apply for a free membership are also required to provide documents showing that they own property or lease a business property in the Town of Hanover.

### **Residents**

Library service is provided to those people who live or pay taxes within the Town of Hanover.

1. Membership will be granted to individuals who provide acceptable verification of identity and home address.
2. Children 12 and under must register accompanied by a parent or adult guardian who presents identification with name and address, and signs for responsibility for fines, and damaged or lost items.
3. Children 13 and older may apply for membership with appropriate I.D.
4. In the event of no proof of address, no materials may be borrowed until address is verified.

### **Non-residents**

People living outside of the Town may use the Library Services within the Library.

However, they must pay a non-resident fee to borrow materials.

Annual membership fees for non-residents will be based on per capita cost to Hanover taxpayers of the library service. See current fee schedule.

1. Membership will be granted to individuals on payment of current non-resident membership fees and provision of verification of address and identification. One membership will be issued to the applicant.
2. If a full year membership is paid for, then each child in the same household may be granted separate memberships at the student fee rate. Borrowing on student rate cards is restricted to print materials.
3. Non-resident students in attendance at area schools may apply for a student membership at the student fee rate, upon presentation of ID and proof of student status. (Student ID Card, report card). Borrowing on student rate cards is restricted to print materials.
4. Non-resident students who are home-schooled and attend regularly at library

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events may apply for a student card with the same conditions as an area school student, at the discretion of the Children & Youth Services Librarian.

5. Three month membership is available. A membership fee applies.
6. At the CEO's discretion, a one year free membership may be offered in appreciation of services provided to the library.

Property owners: People residing outside of the boundaries of the Town of Hanover, but owning property in the Town of Hanover shall be considered residents.

1. Membership will be granted to individuals who provide acceptable verification of identification and permanent home address, and a current Property Tax receipt from the Town of Hanover.
2. Direct family members residing at the same home address may also apply for membership.

Business owners: People who own a business operating from a leased or rented property within the Town of Hanover shall be considered residents.

1. Membership will be granted to individuals who provide acceptable verification of identification and permanent home address, documents verifying that they are the owner of a business, and documents verifying that the owner or business is the primary lessee or renter of property in the Town of Hanover.
2. Direct family members residing at the same home address may also apply for membership.

Groups: No group or institutional memberships are permitted. Membership is per individual.

### Section 2: Conditions of Membership and Card Use

1. One membership is required per person. Membership cannot be shared. It is not transferable to other individuals. Patrons are responsible for all materials borrowed on their library account.
2. New members will be issued a library card without charge.
3. An individual is entitled to only one library card. Lost or damaged cards will be replaced for a fee.
4. The card is the property of the Hanover Public Library and must be returned on request.
5. Loss or theft of a card must be reported immediately; members are responsible for any materials borrowed on their cards until loss or theft is reported.

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6. Change of address, name or phone number must be reported immediately.
7. Membership expires at least once each year, and may be renewed.
8. Library members must present their card, or photo ID, each time they borrow material from the library. Staff will not check out materials except to people with verified membership.
9. Library members must return library materials by the due date specified.
10. Library members must pay all fines or charges incurred for overdue, damaged or lost materials.
11. Some library programs and services, over and above basic library service, may be charged for.
12. Members must be in good standing in order to borrow library materials. Borrowing will be suspended when fines exceed the current posted limit. Membership privileges will be re-instated when fines are paid off to below posted limit and overdue items are returned.

Library members must observe all policies of the Board made by its authority under the Public Libraries Act.

The Librarian is authorized by the Board to withhold library privileges from anyone refusing to comply with Board Policy.

### Section 3: Renewal of Membership

Membership of the library expires at least once each year.

Renewal requires:

- presentation of an expired library card
- verification of the member's name, address, telephone number
- payment in full of outstanding charges
- return of all overdue materials
- confirmation that the contact information on file is accurate
- payment of non-resident fee if required
- presentation of current verification of Hanover property for non-residents

At staff discretion a membership may be extended for a few days to allow people to provide verification and clear minor outstanding issues.

### Related Documents:

**Public Libraries Act.** R.S.O. 1990, c. P44. (Section 23)  
Hanover Public Library, **Library Fines and Fees.**