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| Policy Type: | Operational | Policy Number: OP – 04 |
| Policy Title: | Membership Policy | |
| Previous versions: | 2004, 2011, 2017 | |
| Last review/revision date: | May 27, 2021 | ARM Next review due: 2025 |

OP – 04 Membership Policy

The Hanover Public Library (the 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 (the 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. P.44.

Purpose:

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

This policy establishes rules for membership 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.

This policy defines qualifications for membership, and expectations for member responsibilities.

One membership will be issued per person for protection of member privacy and in order to ensure accuracy of performance measures. Therefore, no group, household or institutional memberships are permitted.

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.

Definitions:

Business owner: A person who owns a business operating from an owned, leased or rented property within the Town of Hanover will be considered a resident.

Full membership: A library membership that allows the holder to borrow physical library materials and access all online resources provided by the library.

Non-resident: A person who does not live in the Town of Hanover or pay taxes to the Town of Hanover.

Property owner: A person who does not live in the Town of Hanover but owns property in the Town of Hanover will be considered a resident.

Resident: A person who lives in, or pays direct or indirect property taxes to, the Town of Hanover.

Restricted membership: A library membership that allows the holder to borrow only certain kinds of library resources such as print only, online only, or limits how many items. Digital only, student and temporary memberships are examples.

Membership not required for some services:

Membership is not required to:

- access the library facility; or
- use materials or resources provided in the library; or
- attend programmes run by the library.

No fee will be charged for entering the library, but fees may be charged for some services, such as printing, copying, and some programmes.

Full membership types:

Resident membership:

Library service is provided free to those people who live in Hanover (as required under the *Public Libraries Act* R.S.O. 1990, c. P.44, s. 23).

Residents may be granted a full (year) membership that includes access to all materials and services, or a student membership (print materials and online only) or a digital only membership (online resources only).

Membership will be granted to people who provide acceptable verification of identity and home address. (See Membership identification requirements below.)

Non-resident membership:

A board may impose such fees as it considers proper for ... the use of library services by persons who do not reside in the area of the board's jurisdiction. Section 23 (3) of the *Public Libraries Act*, R.S.O. 1990, c. P.44.

People living outside of the Town of Hanover may use the library facility, access materials and some online resources within the library for free and without membership. However, they must join and pay a non-resident fee to borrow materials or access online resources from home.

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

- Full membership will be granted to people on payment of current non-resident membership fees and provision of verification of address and identification. Membership can be issued for three months or one year. One membership will be issued to each applicant.
- If a person has a full year non-resident membership, then each child in the same household may be granted separate memberships at the student fee rate.
- Non-resident students in attendance at Hanover schools may apply for a student membership at the student fee rate, upon presentation of proof of student status and identification. (See Membership identification requirements below.)
- Non-resident students who are home-schooled and attend regularly at library events may apply for a student membership at the student fee rate, at the

discretion of the Children & Youth Services Librarian, upon presentation of identification. (See Membership identification requirements below.)

- At the CEO/Chief Librarian's discretion, a one-year complimentary membership may be offered in appreciation of services provided to the library.

Hanover property or business owner membership:

People who pay direct or indirect property tax to the Town of Hanover will be considered residents.

- Full membership is free to non-resident people who own property in Hanover and provide acceptable verification of identification and permanent home address, and a current Property Tax receipt from the Town of Hanover.
- Full membership is free to people 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.
- Direct family members residing at the same home address as people with a property or business owner membership may also apply for full membership.

Restricted membership types:

The following restricted membership options may be offered for people who want a limited membership, or who do not qualify for full membership. Temporary memberships are intended to provide limited service without delay, while allowing new members time to provide required documentation.

Digital only membership:

Digital only membership allows the holder to access online resources provided by the library. No physical materials may be borrowed on this type of membership. People may apply online but must communicate with staff to confirm their place of residence before the account is activated. Digital only membership is not available to people who live outside of the library catchment area, due to Provincial e-resource agreements.

Student membership:

Student membership allows the holder access to online resources, and borrowing restricted to print format materials only. For Hanover residents who want to restrict borrowing by format or for students who are non-residents.

Temporary membership:

Temporary membership may be offered to people who are unable to provide adequate proof of address upon application for a regular membership. It will be valid for a one-month period. The holder will have access to online resources and will be allowed to take out one physical item from the library. The new library member will be expected to complete the requirements for full membership within the one-month period.

Membership identification requirements:

- People applying for membership must provide verification of identity and home address by showing two types of documents. One identity document to show their full name (photo identification preferred) and one current and recent document (dated within two months) to verify their home address.
- Children 12 years of age and under must register in the company of a parent or adult guardian who presents identification with name and address, and signs for responsibility for fines and damaged or lost items.
- Children 13 years of age and older may apply for membership with appropriate identification.
- In the event of no proof of address, no materials may be borrowed until address is verified. However, to reduce barriers to membership, in the event of inadequate proof of address, at the library staff's discretion, a temporary membership with borrowing (limited to one item) and access to online resources may be allowed.
- In cases where people (especially children) have no acceptable identification, library staff will pursue options to verify identification and address details.
- Additional documents may be required for non-residents to show that they own property or lease a business property in the Town of Hanover.

Conditions of membership and card use:

Library members must observe all policies of the library and its board, made by its authority under the *Public Libraries Act, R.S.O. 1990, c. P.44*. The CEO/Chief Librarian is authorized by the board to withhold library privileges from anyone refusing to comply with library policies.

1. One membership is required per person. Membership cannot be shared. It is not transferable to another person.
2. New library members (other than temporary and digital only members) will be issued a library card and key tag without charge.
3. The card and key tag are the property of the library and must be returned on request.
4. Membership expires at least once each year and may be renewed.
5. Loss or theft of a card must be reported immediately. Library members are responsible for any materials borrowed on their cards until loss or theft is reported. Lost or damaged cards will be replaced for a fee.
6. Change of address, name or telephone number must be reported immediately.

7. Library members must present their card, key tag or photo identification , each time they borrow material from the library. Library staff will not check out materials except to people with verified membership.
8. Library members are responsible for all materials borrowed on their library account.
9. Library members must return library materials by the due date.
10. Library members must pay all fines or charges incurred for overdue, damaged, or lost materials.
11. Borrowing will be suspended when fines and charges 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.
12. Borrowing may be suspended if library members fail to comply with library rules and policies.

Renewal of membership:

Library membership expires at least once each year. Renewal confirms the person's contact information, that the person qualifies as a member in good standing, and still has the card and key tag. Library staff will ask the library member to verify their contact information, and check that records retained about the member's personal information are current and accurate.

Renewal requires the following:

- presentation of a library card or key tag;
- payment in full of outstanding charges;
- return of all overdue materials;
- payment of non-resident fee, if required;
- presentation of current verification of Town of Hanover property for non-residents;
- Provide proof of name and address if they have changed, or if they do not have the library card or key tag

At the library staff's discretion, a membership may be extended for a few days to allow a library member to provide verification and resolve minor outstanding issues.

Related Documents:

Public Libraries Act. (R.S.O. 1990, c. P.44.)
Hanover Public Library, *OP-05 Circulation Policy.*
Hanover Public Library, *OP-06 Library Fines and Fees.*