
Policy Type:	Operational	Policy Number: OP – 05
Policy Title:	Circulation Policy	ARM
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OP – 05 Circulation Policy

Purpose:

The Hanover Public Library (the library) provides a range of physical and digital resources for the community and its members. The circulation policy outlines a framework that governs the equitable sharing of library materials, and maximises use of the collections while responsibly protecting those resources.

It sets:

- Conditions and use of the library card;
- Borrowing privileges, responsibilities and restrictions;
- How fines and fees will be applied.

Scope:

This policy applies to all users of the library. It covers activities relating to the borrowing and use of library materials and services in accordance with the Public Libraries Act (RSO 1990, c. p 44).

Definitions:

Circulation is the lending of all types of material to any library member.

In good standing is when a library member who has a current membership, has no outstanding late, lost or damaged items and owes no fines or fees.

Interlibrary loan is the borrowing of materials from other libraries at a member's request. Special rules and restrictions apply to these types of materials.

Materials includes all items in the library collection which are available to the public e.g. books, audio visual items, electronic resources.

Member is a person who has been issued a library card. Residents and Non-Residents can be members of the library (see OP-04 Membership Policy).

Reserve is to place a request for an item to be put on hold for a member.

Borrowing Policy:

Anyone may use materials in the library without a library membership, but only members can borrow materials..

The member's library card or appropriate identification must be shown each time materials are borrowed.

Members may not allow other people to use their account/cards.

Members are responsible for all materials borrowed on their account.

Membership is not transferrable to other individuals. (See OP-04 Membership Policy.)

Members are required to return materials on or before the due date.

Members will be charged late fees if materials are not returned on time.

Membership can be suspended for unpaid fines, or a violation of library policies.

Some materials are restricted to in library use only (Local History, reference works).

Use of electronic resources by members is subject to vendor agreement and specific licensing requirements.

Loan Periods and Limits:

Loan periods and limits are set to ensure equitable access to the library materials and collections. They are applied so that the library can provide materials for another user in a reasonable time frame.

The regular loan period for materials is 21 days unless otherwise specified. Shorter loan periods (14 or 7 days) are set for popular materials including bestsellers, magazines, movies and other things. (Ask about the current circulation rules.)

Loan periods may occasionally be extended at staff discretion for extenuating circumstances.

There is a limit of 10 video items per member account, unless otherwise specified.

The number of items on a particular subject that may be borrowed per member is limited to 3 if there is a high demand for materials.

Renewals:

Library materials can be renewed in person, by phone, or online using self-serve account access.

Material that has been requested (is on hold) by another member cannot be renewed.

There is a limit to the number of times a renewal can be granted. Library material that has exceeded the limit must be returned to the library.

Holds/Reserves:

Members may request an item be placed on hold for them in person, by phone or online.

The member will be placed in the waiting list for that item.

When the item becomes available the member will be notified and asked to pick up the item within a few days.

Returns:

Borrowed library materials can be returned at the circulation desk. Most items may be returned through the external drop box (except specified material types like electronic devices and games). Anyone can return items and the membership card is not required.

Materials must be returned by the due date.

Fines and Overdue Items:

The Hanover Public Library Board has established fines as an incentive for prompt return of library materials. Fines are charged for the late return of library materials. No fines are charged for days when the library is closed.

Members are responsible for returning materials on or before the due date. Keeping borrowed materials beyond the due date will result in a fine. See OP-06 Library Fines and Fees Schedule for current rates.

As a courtesy, the library will contact members when their material is overdue.

Lost or Damaged Material:

Members are responsible for all materials while on loan to them.

Members must notify the library at the earliest possible opportunity of any loss or damage to materials in their care.

The library will charge replacement costs for items which are overdue by 42 days or for items which are damaged or lost.

The replacement cost will be assessed by the library and will include the 'as new' purchase cost and a processing fee. The processing fee compensates the library for the costs involved in acquiring, cataloguing and processing items to a shelf ready condition.

It may not be possible to replace a specific item with an identical one. Replacement charges will be applied based on the cost of a substitute item or the current market price of materials when an item is not replaced.

Replacement or substitution of the item will be left to the discretion of the Chief Executive Officer or designate, in keeping with the library's collection development policy.

In exceptional circumstances, at staff discretion by arrangement in advance, staff may accept a replacement item in lieu of payment; however, the processing fee will not be waived.

Failing to return or pay for library materials will be considered theft of library property at 60 days overdue.

Anyone who damages or fails to return library materials, or fails to pay the cost of any loss or damage, will be subject to suspension of all library privileges, and may be referred to law enforcement.

Privacy of Circulation Records:

Personal information collected will be subject to Hanover Public Library LEG – 03 Privacy and Anti-spam Policy.

Inactive member records will be purged on a regular basis provided there are no outstanding fines, fees or overdue items.

Interlibrary Loans:

Interlibrary loan is made available to members in good standing. A charge is imposed when an interlibrary loan request is brought in for a member but not picked up.

Materials from other library systems are subject to loan conditions specified by the lending institution.

Fines for late return are higher than for materials owned by the Hanover library.

Interlibrary Loan material cannot be renewed online.

Renewals must be requested a few days before the due date, and are subject to the agreement of the lending library.

Members who lose or damage materials from other libraries will be assessed replacement cost and fees by the lending institution.

Related Documents:

The Public Libraries Act, (R.S.O., 1990 c. p 44)

Municipal Freedom of Information and Protection of Privacy Act, (R.S.O. 1990, c. M 56)

Hanover Public Library, *LEG – 03 Privacy and Anti-spam Policy*

Hanover Public Library, *OP-04 Membership Policy*

Hanover Public Library, *OP-06 Library Fines and Fees Schedule (annual)*