

Brockville Public Library

Policy Type: Operational

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Policy Title: **Joining the Library**

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General Policy

The Brockville Public Library (BPL) welcomes everyone to register for a library card within the guidelines outlined below.

The Brockville Public Library processes free library cards for all persons who live, own property or attend school in Brockville.

Non-residents of Brockville may purchase a BPL library card for an established cost. Please see Appendix B.

Guidelines

1. Individual Registration:
 - a. A person must be 14 years of age and over. Cards are available for individuals under 14 years of age. See below.
 - b. Prove name. The appropriate proof required will be determined by the Library and posted in the library policy binder and on the website.
 - c. Prove tax address. The appropriate proof required will be determined by the Library and posted in the library policy binder and on the website.
 - d. Prove attendance in a Brockville school. A report card, timetable, student card, or letter from school or teacher may be used as proof of enrolment. Proof of home-schooling also qualifies.
 - e. Pay the annual cost for non-residency if necessary.
 - f. Sign the back of the library card unless unable to do so.

Refer to Appendix A for eligible documentation.
A person is entitled to one library card.

A second card may be issued to children (birth to 14 years of age) of divorced or separated parents, a separate card for use with each caregiver.

Individuals from birth to 14 years of age must have a parent or legal guardian show identification and sign their library card. The parents/guardians of children under 14 are responsible for their child's fines, lost or damaged items. The parent's library account must be in good standing in order to sign for a child's library card.

A PIN will be issued with each new library card for on-line library account access.

2. Additional Classifications of Cardholders:

a. Non-Residents

Library cards are given to people living outside the City of Brockville for an annual fee set by the Library Board. See Appendix B.

Annual fees for non-residents will be reviewed by the Library Board on a regular basis.

The non-resident fee is per a household rate. All individuals of the household may receive a library card upon payment of the established fee.

A non-resident library card expires on December 31st of the joining year.

A non-resident who becomes a resident of Brockville becomes eligible for a free library card. No portion of the non-resident fee is refundable. Eligible documentation as referred to in Appendix A must be supplied.

Non-resident students are exempt from the non-resident fee provided proof of Brockville school attendance is on record.

b. Group Home Resident

Special cardholder and borrowing agreements may be made with City group homes at the discretion of the CEO.

c. Schools, Business, Agency, Organization

A card will be issued to a teacher who presents a signed letter from the school principal. A copy of the letter will be kept on file at the Library. The library card will be kept at the Library for use when a class comes to visit. The school is responsible for all material borrowed, lost or damaged items on the card. Other eligible documentation as referred to in Appendix A must be supplied.

A card will be given to a person who presents a letter from a City of Brockville business, agency or organization requesting that a card be issued in the name of the organization noting the particular individual. Other eligible documentation as referred to in Appendix A must be supplied.

As above, special cardholder and/or borrowing agreements may be made at the discretion of the CEO.

d. Home Library Services

Library cards will be issued or amended in the case of current cardholders to individuals who request home delivery.

e. Visitor

A visitor's membership is given to a person or family that is visiting from outside of the City limits. This includes summer residents.

f. Internet

An internet card will be given to a person who only requires internet services. Must be 10 years of age and older.

Eligible documentation as referred to in Appendix A must be supplied.

It is the responsibility of the user to regard our Internet Access and Use Policy - 18.

3. Library Card Expiry Terms and Renewals:

Please see Appendix B for the expiry terms for the various card classifications.

The cardholder will be requested to re-establish proof of tax address and mailing address (if different) and must provide a current phone number and/or e-mail address if applicable.

All outstanding late items must be returned or renewed in order to renew a library card.

All fees must be paid in order to renew a library card.

4. Library Card Use:

A valid library card must be presented for each library transaction.

In the event a person does not have their library card they may present other identification to enjoy Library privileges. See Appendix A.

Library cards are not transferable to other individuals.

A cardholder will not alter the library card in any way.

Lost or damaged cards will be replaced for a fee. Proof of identification will be required.

Library cards worn out by use over time will be replaced for free.

The card is the property of the Brockville Public Library and must be returned on request.

Change of address, name or phone number must be reported immediately.

Loss or theft of a library card must be reported immediately.

The cardholder named on a presented library card is responsible for all items borrowed, fees incurred and services used.

Library card use will be suspended when late items and/or outstanding fees reach defined maximums.

Library card use will be suspended for violating other Library policies. For example: Internet Policy INF - 18 and Facility Code of Conduct FAC 12 - 1.

5. Privacy and Personal Information:

The library respects the privacy of individuals and will safeguard their personal information. See Public Libraries Act R.S.O. 1990.

In accordance with Section 32(g) of the Municipal Freedom of Information and Protection of Privacy Act, Library staff have authority to release personal information to a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result. Documentation of information released will be on file.

In accordance with Section 32(I) of the Municipal Freedom of Information and Protection of Privacy Act, Library staff have the authority to release personal information in compassionate circumstances to facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased.

Contact information is collected to enable Library staff to contact customers for library purposes based on their personal preferences, such as late items, holds and events.

Demographic information is collected to access and borrow library resources and services through the database. It is also gathered for evaluation and future planning of library services.

Information on a person's account will not be given out to anyone except the library cardholder subject to exceptions noted within this section of the policy.

Customers must present their library cards in person to access their library account and personal information. To access their library account through offsite communication, the cardholders must provide their library card number, phone number, address or login name plus PIN.

Library cardholders may ask to see their personal information on the Library database and this includes staff notes entered on their account.

Parents of children (under 14 years of age) may access information on their child's library account.

Inactive library card holder accounts will be deleted after a determined length of time defined by government reporting requirements and/or database settings.

Board Motion Number: 027-2014
008-2017

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Signature of Chairman _____

*Sources: Huron County Library
Quinte West Public Library
Bruce County Public Library
Newmarket Public Library
Perth and District Union Library
Thunder Bay Public Library
Stormont, Dundas & Glengarry County Library*

Appendix A

Acceptable Documentation to Verify Name and Address

Documents are used to verify name and address only.

A valid Ontario Driver's License or a current Ontario Photo Card are acceptable as single documents.

In all other cases, two pieces of identification, one from each category below is required.

Acceptable Identification	Acceptable Proof of Address
Health Card with photo	Bank account statement
Citizenship card	Utility bill
Passport	Motor Vehicle Permit
Student ID card	Mortgage, rental or lease agreement
OAS (senior's card)	Property tax assessment
Employer issued photo ID card	Insurance policy
BYID (from LCBO)	Employer record (pay stub or letter) with address
Firearms card	School, college, university report card or transcript with address
Native Status card	Void cheque showing name, address and phone number
	Addressed envelope cancelled by the post office

*** Note that hospital cards, passports and rent receipts are not acceptable forms of proof of address.**

Appendix B

Cardholder Account Specifications

Cardholder Classification	Purchase Cost	Expiry Term	Borrowing Limits/Time per card (books)*	Late Fees
			*some resources have different borrowing schedules	
Brockville Resident & Children	Free	2 years	50 items/3 weeks	Yes
Brockville Taxpayer & Children	Free	1 year	50 items/3 weeks	Yes
Non-Resident (family) & Non-Resident Student attending a school outside Brockville & Organizations Outside Brockville	\$40 (January 1 – June 30) \$20 (July 1 – December 31)	December 31	50 items/3 weeks	Yes
Group Home Resident	Free	6 months	2 items/3 weeks	Yes
Student/Teacher/Social Service Provider - Brockville	Free	1 year	50 items/3 weeks	Yes
School, Business, Agency, Organization	Free	1 year	50 items/4 weeks	No
Home Library Service	Free	No expiry	50 items/6 weeks	No
Visitor	\$20	6 months	50 items/3 weeks	Yes
Internet (10 years old +)	Free	1 year	No borrowing	No

*** Note that all classifications must pay for the value of missing and lost resources on their library account.**