

Review Date: 2027

Purpose:

The purpose of the LiNC Public Library Circulation Policy is to set the parameters for the borrowing of materials by the public as well as the collection and use of personal information. The LiNC PL Circulation Policy shall be reviewed annually by the LiNC Executive Team and follows all provisions of the Public Libraries Act.

Cardholder Conditions:

- a. Libraries in Niagara Cooperative (LiNC) cardholders have the same borrowing privileges at all LiNC public library locations. The only exceptions to this statement are in requesting interlibrary loans, restricted access to the electronic resources offered by each LiNC library, and certain special collections held by LiNC libraries, as determined by each member library.
- b. Regardless of a member's place of residence, the LiNC library that a cardholder initially registers at is considered their home library for that library card.
- c. New library card memberships will not be issued to anyone whose borrowing privileges have been suspended by another LiNC library.
- d. LiNC library cardholders must present a valid library card from one of the LiNC libraries in order to check out materials or access their account. If the card cannot be presented, valid photo I.D. is required.
- e. Library cards expire annually. At the time of expiration, the cardholder's contact information will be verified. Library accounts can be updated at any LiNC library with appropriate verification of account details.
- f. By obtaining a library card that is valid for use at a LiNC library, the cardholder will abide by the policies established by the LiNC Executive Team and their corresponding Library Boards, including but not limited to:
 - Responsibility for the care of all items checked out on their cards
 - Paying outstanding fines and fees
 - Paying for lost or damaged material and associated processing fees
 - Reporting a lost or stolen card
 - Reporting change of name, address, telephone number, email address
 - Presenting library card or acceptable identification every time material is borrowed
 - Understanding that the holder is responsible for materials should the card be loaned to another user

Not fulfilling the above responsibilities may result in the suspension of cardholder privileges.

Lending Periods, Fines and Fees

Item	Loan Period	Renewals	Holds
Books, Audiobooks, Music CDs	21 days	3	Yes
DVDs, Blu-Rays	7 days	3	Yes
Magazines	7 days	3	Yes

*Overdue fines will be assessed per individual LiNC library, please see individual library policies for their fine schedule.

Overdue Materials Notification

- a) Cardholders are notified when their material is overdue. For those cardholders not using email notification, contact with the cardholder will be made after 7 days and a final notice will be communicated to the cardholder after 21 days.

Replacement Fees

- a) Damaged library materials will have a processing fee of \$5.00 and the replacement cost of the material applied to the card holder’s account.
- b) Items that remain overdue for longer than 60 days will be considered lost and the borrower privileges will be suspended until the processing fee and replacement cost are paid.
- c) Payments for lost or damaged materials can be made at any LiNC library and will be kept by that library.
- d) Items that are found after the replacement fee has been paid are the property of the cardholder. No refunds will be made.

Limits

- a) Borrowing privileges will be suspended for accounts that have \$10.00 or more in unpaid fines or fees.
- b) Cardholders are limited to a maximum total of 99 items checked out at any one time.

Reciprocal Borrowing:

- a) Libraries may enter into reciprocal borrowing agreements.
- b) Reciprocal borrowers have access to all LiNC library collections as outlined in Cardholder Conditions (a) above.

Privacy Statement

LiNC public libraries abide by the Municipal Freedom of Information and Protection of Privacy Act.

For the purposes of fulfilling its mandate to make materials available, keeping necessary records, planning purposes, and ensuring the Library's resources are safeguarded, LiNC libraries collect and utilize personal information. This information will not be sold, given, or intentionally made available to other institutions or individuals without express cardholder consent.

Employees of the LiNC libraries are required to maintain confidentiality with regard to the following information:

- all records identifying the names, library card numbers, or contact information of library users;
- all records identifying material the library user currently has checked out or has checked out in the past;
- all records identifying the library user's overdue material(s);
- all records identifying users of public computers;
- all reference questions;
- all inter-library loan transactions;
- all holds placed, trapped, or held;
- all online searches and their results;
- all items photocopied, printed, or faxed;
- all suggested purchases of library material submitted by library users;
- all information pertaining to the identity of anyone conducting research on a particular subject.

Cooperation with Authorities

In accordance with various federal and provincial Acts and Regulations, requests for information about any LiNC library cardholder will be referred to the cardholder's home library CEO.