

<i>POLICY MANUAL</i>	Section No. : LS 1-1.2
	Effective : April 20, 2015
SECTION : Circulation Management	Revised : May 25, 2015, Nov 16, 2015, November 21, 2016, January 15, 2018; October 19, 2020, October 18, 2021(effective January 1, 2022)
SUBJECT : Lending Policy	Page 1 of 8

Purpose

Welland Public Library (WPL) Lending Policy is intended to consolidate all aspects of WPL policies regarding circulation of materials. The Policy is intended to allow the Library to serve all customers in an accurate, accountable, equitable, and consistent manner.

Library Membership

General

Welland Public Library cards are free to persons who live or own property within the boundaries of the City of Welland. Library cards are free to any person who is not a resident of Welland but resides in the Regional Municipality of Niagara.

Non-resident students attending a local post-secondary institution may be granted a membership upon presentation of acceptable identification including their permanent home address and their Welland address.

Libraries in Niagara Cooperative (LiNC) card members have the same borrowing privileges as Welland Public Library card members, with the exception of digital resources licensed specifically to Welland Public Library members, and certain specialty items which only circulate within the Welland system.

Children 13 years of age and younger require signed permission of a parent or guardian to obtain a library card. Upon signing, parents and guardians accept complete responsibility for the appropriate selection, safe usage, and timely return of library materials borrowed by children under their care.

Members are responsible for all materials issued on their card. Signing the library card indicates acceptance of and adherence to all the rules and regulations of the Welland Public Library. The signatory (or the parent/guardian) is responsible for all fines and damage or loss of materials.

The loss or theft of library cards as well as changes in personal information such as address, telephone number or email address should be reported immediately.

A member's library card expires annually. At the time of expiration, the member's name, mailing address, and telephone number are verified. The member's account must be in good standing (not Blocked) to be eligible for renewal.

There is a \$4.00 replacement charge for lost library cards.

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Temporary Card

Limited membership may be granted to a person residing in Welland on a short-term basis or with no fixed address for a period of up to three (3) months. Temporary membership is also available through the online membership registration process and may become permanent provided that the user's identity, address and contact information is verified in person before the temporary card expires.

Visiting Library Card

The Visiting Library Service is offered to residents of the City of Welland who are confined to a private residence or care facility due to a disability, illness or surgery and are unable to travel to the library. The service facilitates the delivery of library materials to these users.

The Library will make reasonable efforts to ensure that it provides accessible service to all and respects the core principles of independence, dignity, integration and equal opportunity.

Description of Service

Delivery of library materials is coordinated by a Library employee using community volunteers.

1. Materials selection for users is coordinated by a Library employee.
2. Upon application for the service, residents complete a reader's profile which is used as the basis of selection.
3. Deliveries are based on request and schedules of deliveries are adjusted according to the needs of the user. Requests can be made only once per week. Volunteers deliver materials to residents based on the needs of the user and the availability of the volunteer. Materials will be delivered and retrieved during the visit. Schedules of delivery cannot be guaranteed.
4. Volunteers are selected in accordance with the Library's Volunteers Recruitment Policy.
5. Although it is the policy of the Welland Public Library not to retain a patron's borrowing history, the Library will make an exception in the case of Visiting Library patrons in order to avoid duplication of delivery of the same materials. The patron record will maintain the author/title information of items borrowed by this patron.
6. Items are loaned for a 6-week period.
7. Responsibility for the materials lies with the patron and not the volunteer.
8. Fees for lost and damaged materials will be applied in accordance with the Library's Fees and Fines Policy.
9. The Library encourages individuals in long term care to receive individual deliveries.

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Eligibility

1. All homebound residents of the City of Welland are eligible to apply for this service.
2. Homebound residents include those with permanent disabilities, individuals who are convalescing or suffering from an illness or injury, long term care residents, short term care lasting more than 3 months, persons with mobility problems (lack of transportation is not a mobility issue).
3. Users must qualify for a Welland Public Library card in accordance with the Membership Policy and must be card holders in good standing.
4. Residents in long term care are required to have an individual library card.
5. Users will be registered for the service and matched to volunteers. Some users may be required to prolong the start date of the service subject to the availability of volunteers.

Restrictions

1. Items with a short-term loan period including magazines, DVDs and 7 day books do not qualify for loan to homebound residents.
2. Due to patron demand, materials with holds do not qualify for loan until after the demand has been met.
3. Materials on loan to Visiting Library users may be renewed to the user unless a hold exists for the item.
4. Patrons requiring homebound service must provide a safe and appropriate environment for volunteers. Volunteers may choose not to enter a home if they feel it may be unsafe.
5. Volunteers for this service are to deliver Library materials only. Volunteers do not provide any personal care or deliveries of a personal nature.
6. Volunteers do not provide transportation for the homebound resident to appointments or any other commitments.

Institutional Library Cards

Institutional Library cards are based on a partnership between the Welland Public Library (WPL) and an eligible facility/organization. These cards provide opportunities for the community to access Library resources based on the needs of a group or organization. Responsibility is not specifically linked to an individual but rather to the institution or organization that wishes to access Library materials. Cardholders may request specific materials or entrust selection to a knowledgeable and qualified Library staff member as time allows.

Eligible Institutions

- Youth Home
- Community Service Organization
- Retirement Residences and Nursing Homes

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Please note that eligibility is based upon the needs of a group rather than an individual participant or resident. Individual or Visiting Library cards may be issued to interested users.

Terms and Conditions

1. Institutional cards will expire at the end of each calendar year. A new contract must be signed by both parties for the institutional card to remain active.
2. Fees will be assessed for lost or damaged items. Failure to pay outstanding fees may result in the suspension or termination of borrowing privileges.
3. Fees for lost/damaged materials cannot be waived through any Library amnesty initiative such as Food for Fines. Donations will not be accepted in lieu of payment.
4. Materials may be limited by format, number, or subject area at the discretion of Library staff
5. A maximum of 99 items may be may be borrowed at any given time.
6. Materials will be loaned for a period of 6 weeks.
7. Physical cards will be retained at the Welland Public Library. Materials for individual use cannot be borrowed using an institutional card.

Educational Library Cards

Educational Library cards are accessible to preschools, daycares, schools and classrooms for the purpose of expanding students' access to Library materials for recreational and research purposes. Each interested teacher/staff person must apply for an educational card, but the registration request must be authorized by the school/institution administrator. Cardholders may request specific materials or entrust selection to a knowledgeable and qualified Library staff member as time allows. Age-appropriate and curriculum-specific deposit collections may be available for borrowing.

Eligible Educational Facilities

- Daycares
- Public, Separate and Private Schools
- Preschools

Terms and Conditions

1. Fees will be assessed for lost or damaged items. Failure to pay outstanding fees may result in the suspension or termination of borrowing privileges.
2. Fees for lost/damaged materials cannot be waived through any Library amnesty initiative such as Food for Fines. Donations will not be accepted in lieu of payment.

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3. Materials may be limited by format, number, or subject area at the discretion of Library staff.
4. A maximum of 99 items may be may be borrowed at any given time.
5. Materials will be loaned for a period of 6.
6. Physical cards will be retained at the Welland Public Library.
7. Materials for individual use cannot be borrowed using an educational card.

Registration

When registering to become a member of the Welland Public Library, government-issued photo ID must be presented and one piece of valid personal identification showing current name and address. Acceptable identification includes but is not limited to:

Adult (18 years of age and older)

- Valid Driver's License
- Ontario Motor Vehicle Permit
- Bank statement/Personal cheque
- Utility bill
- Formal mortgage, rental or lease agreement
- Employment record (e.g. pay stub)
- Letter from an administrator of an agency for refugees, the homeless, or long term care facility

And, in addition to the above, government-issued Photo ID such as a Driver's License or Ontario Health Card.

Teen (14 to 17 years of age)

- Valid Driver's License
- Report Card with address
- Student Card
- Bank statement/Personal cheque
- Bill (e.g. cell phone)
- Employment record (e.g. pay stub)
- Any other source of identification that gives the customer's name and current address

Child (birth to 13 years of age)

- Parent/guardian's identification and proof of address
- Signature of parent/guardian on library card

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Borrowing Privileges

General

A valid Welland Public Library card should be presented each time materials are borrowed. A combination of acceptable identification (as outlined above) may be required for a user to borrow if they have forgotten to bring their Library card. Borrowers are responsible for all materials checked out on their card.

There are no restrictions on the material borrowed by children except for DVDs with an item type of 14A and 18+, and Electronic Games classified as Teen and Mature. Parents and/or legal guardians are responsible for the selection, usage and safe return of materials borrowed by their children.

There are no restrictions on the material borrowed by teens, except for DVDs rated 18+ and R and Electronic Games rated M.

Loan Periods

The regular loan period is three (3) weeks unless otherwise specified. Cardholders are limited to a maximum total of 99 items checked out at any one time.

An extended holiday loan period may be granted, although restrictions may be imposed on the number and type of materials available for extended loan.

Item Type	Loan Period	Limits	Renewal
Books	3 weeks	99	2
Magazines	1 week	99	2
DVDs	1 week	20	2
DVDs New	3 days	Maximum 2	2
Compact disc	3 weeks	No limit	2
Audiobooks	3 weeks	No limit	2
E-Games	1 week	Maximum 5	2
In-House Laptop computer	4 hours	Maximum 1	2
Portable device	varies by device		
Books	3 weeks	99	2
Magazines	1 week	99	2
DVDs	1 week	20	2

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Renewals

Most items may be renewed two (2) times as long as there are no holds on the item. An item's renewal period is the same as the original loan period. Renewals may be requested in person, by telephone, or through the Library's online catalogue.

Holds

Holds may be placed on eligible circulating materials in person, by telephone, or through the Library's online catalogue. Upon notification that a hold item is available, borrowers have three days to pick up the item. Borrowers must bring the library card on which the hold was placed, or acceptable identification as outlined above, when checking out the hold.

Returns

All items borrowed from the Welland Public Library must be returned to the Welland Public Library or participating LiNC partner libraries. If WPL items are returned to a non-LiNC library system, the borrower is responsible for all charges accrued.

Fines

There are late fines for certain items returned after their due date. It is the responsibility of the borrower to ensure that all materials are returned on time. Late fees are levied for late return of materials, as per the Fees and Fines Policy.

The cost of replacing the materials is charged to the borrower if the materials are not returned, and borrowing privileges may be suspended when materials are overdue.

As a courtesy only, WPL offers email notification to customers of materials coming due.

Suspension of Borrowing Privileges

All Library privileges will be suspended when the borrower's account reach \$10.00 or more in fees and/or bills for long-overdue items.

Lost and Damaged Materials

Borrowers are responsible for all materials while they are on loan to them and shall report any loss or damage. Charges for lost and damaged materials are assessed on the full replacement cost plus a non-refundable administration fee.

Replacement copies or donations in lieu of payment are not accepted.

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Items that are found after the replacement fee has been paid are the property of the cardholder. No refunds will be made.

Confidentiality

Confidentiality of all personal information held by the Welland Public Library in relation to lending services is governed by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Welland Public Library's Privacy Policy.