

POLICY MANUAL	Section No. : OP - 01
	Effective Date: April 20, 2015
	Review Date(s):
	Revision Date(s): May 25, 2015, November 16, 2015, November 21, 2016, January 15, 2018, October 19, 2020, October 18, 2021, November 25, 2024, May 26, 2025
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Purpose

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

Scope

This policy applies to all staff, volunteers, library customers, and third-party contractors.

Responsibility

The CEO or designate is responsible for the overall administration of this policy. All staff are responsible for understanding and applying the policy consistently.

Library Membership

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

Persons who do not live, work, attend school or own property in Welland or reside in the Regional Municipality of Niagara are eligible for a temporary library membership with limited borrowing privileges.

Welland Public Library may participate in reciprocal borrowing agreements with neighbouring libraries so that WPL patrons can benefit from those neighbouring libraries' services.

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 the 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.

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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 fees associated with misuse, 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 must 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. A 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.

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 are verified.

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.

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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.

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 constraints (e.g.: lack of transportation is generally not considered to be 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

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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 WPL and an eligible facility/organization. These cards provide opportunities for the community to access Welland Public 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

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 individual 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. 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 borrowed at any given time.
6. Materials will be loaned for a period of 6 weeks.

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- 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

- Fees will be assessed for lost or damaged items. Failure to pay outstanding fees may result in the suspension or termination of borrowing privileges.
- Fees for lost/damaged materials cannot be waived through any Library amnesty initiative. Donations will not be accepted in lieu of payment.
- Materials may be limited by format, number, or subject area at the discretion of Library staff.
- A maximum of 99 items may be borrowed at any given time.
- Materials will be loaned for a period of 6.
- Physical cards will be retained at the Welland Public Library.
- Materials for individual use cannot be borrowed using an educational card.

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Interlibrary Loan

Borrowing/Lending Limitations

The Welland Public Library provides patrons with the opportunity to obtain materials not owned by the Library through Interlibrary Loan. The software for this service is coordinated by the Ontario Library Service (OLS) and the Library adheres to the guidelines as set out by OLS where applicable

When possible, material requested will be loaned to requesting libraries. Some library materials are not available for loan to other libraries through the inter-library loan service. Materials include but are not limited to:

- Rare, fragile and/or valuable books or materials. For example, Local History materials, limited edition titles.
- Books in current and/or recurring demand. For example, bestsellers and project material.
- Book club sets or multiple copies of the same title.
- Current editions of standard reference materials. For example, almanacs, directories, and encyclopedia sets.
- Materials of an unsuitable format for interlibrary loan. For example, loose-leaf guides and manuals, pop-up books, and oversize materials.
- Magazines and newspapers
- Video games.
- Items with a publication date of less than one (1) year ago.
- Circulating Technology. For example, laptops, tablets and wi-fi hotspots.
- Non-traditional collections. For example, board games, educational kits, physical activity equipment, and museum passes.

Eligibility

Anyone with a valid Welland Public Library card in good standing will have access to the service. Cardholders who make (3) three interlibrary loan requests but do not borrow requested materials may have their interlibrary loan privileges suspended for one year.

Borrowing Charges and Fees

If a cost, aside from the standard postage rate is identified by the lending library, library staff will review the budget and determine if the Library is in a financial position to fulfill the request. If the

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request cannot be fulfilled due to budgetary limitations, library staff will communicate the situation to the patron and provide any available alternatives for sourcing the material.

Any material borrowed by the Welland Public Library that is lost or damaged will be subject to replacement costs set by the lending library and the patron will be invoiced accordingly. Replacement titles will not be accepted in lieu of payment. Failure to pay for lost interlibrary loan materials may result in the loss of borrowing privileges.

Submitting Requests

Patrons can request interlibrary loan materials in person at any Welland Public Library branch location. When submitting a request, patrons must provide their name, contact information and current library card number. Patrons should provide the author, title, and any other identifying information (i.e. ISBN) on the Interlibrary Loan form and submit it to the library.

The library also makes it possible for patrons to borrow items from other libraries using the patron initiated interlibrary loan service available through its website. This service is coordinated through OLS.

Patrons will be limited to requesting a maximum of three (3) items per month. Requests for multiple copies of the same title will not be considered.

Requests will be processed on a first come, first served basis until the monthly budgetary cap (as determined by the Welland Public Library) for postage and supplies is reached. Fulfillment of outstanding requests will be delayed to the following month. Unused funds may be rolled over to the following month within the same calendar year.

Requests that require staff to source material from outside of the province of Ontario will no longer be fulfilled.

Processing Time

It can take several weeks to obtain some materials, depending on the availability or type of material requested. Patrons will be notified when the requested item arrives, or if the requested item is not available through interlibrary loan.

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Membership 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
- Ontario Health Card
- 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 unhoused, or a long-term care facility

Teen (14 to 17 years of age)

- Valid Driver's License
- Ontario Health Card
- 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.

Library of Things items require the presentation of valid government-issued photo ID and a Library Card in good standing in order to borrow. Borrowers are responsible for all materials checked out on their card.

There are no restrictions on the material borrowed by children except for Library of Things items, DVDs with an item type of 14A and 18+, Electronic Games classified as Teen and Mature, and certain special collection items. 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 Library of Things items, DVDs rated 18+ and R and Electronic Games rated Mature.

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.

Certain items may require users to present ID and sign a specialized waiver or borrowing agreement at the time of borrowing.

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Item Type	Loan Period	Limits	Renewal
Books	3 weeks	99	3
Magazines	1 week	99	3
DVDs	1 week	20	3
DVDs New	3 days	Maximum 2	3
Compact disc	3 weeks	No limit	3
Audiobooks	3 weeks	No limit	3
E-Games	1 week	Maximum 5	3
Portable/electronic device	varies by device	Varies by device	Varies
Books	3 weeks	99	3
Magazines	1 week	99	3
DVDs	1 week	20	3

Renewals

Most items may be renewed three (3) 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 any and all charges accrued.

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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.

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.