

## GRAND VALLEY PUBLIC LIBRARY POLICY CIRCULATION

Reviewed/Approved : June 12, 2019  
Date of last Review: April 11, 2018

Motion: # 5

Chairperson's Signature:

### **REFERENCE SERVICES**

Reference services are those services that provide people with resources to fulfill informational, educational, cultural and recreational needs. All public library service staff of the Grand Valley Public Library has received training in offering reference assistance to library clients. Requests may be made in person, by phone, fax or email.

The policy is intended to provide library staff with a clear description of reference services and guidance in providing it. The policy is not meant to limit initiative on the part of staff in serving the public.

Staff will attempt to answer questions and requests for information from all library clients, regardless of sex, age, ability and ethnic background. Everyone is treated equally, with respect and courtesy.

Reference questions may be answered using the entire collection of the library. However, some material will be designated for use in library only. Such material normally does not circulate. In exceptional circumstances, and at the discretion of the staff, a special one or two-day loan may be granted. All staff will attempt to answer all reference and information questions efficiently, accurately and as completely as possible, and to assist clients in the use of the library and bibliographic tools.

### **TYPES OF SERVICE**

#### Quick Reference

Questions which require specific factual answers such as the name of the local MP, altitude of the town above sea level, or address of Italian embassy in Canada are known as "quick reference" and usually can be answered fairly quickly using resources in the library or by using the online databases that the Library subscribes to. These databases are accessible from the Library website.

#### General Reference/Readers' Advisory

General reference and readers' advisory usually requires a lengthier search and the use of a number of sources to provide a complete answer. The Reference staff will help the client in finding the information as well as giving instruction on how to use the public access catalogue, on-line databases, Internet, etc. The Library has access to readers' advisory sites from their website that provides readers' advisory solution for fiction lovers.

## **GRAND VALLEY PUBLIC LIBRARY POLICY CIRCULATION**

### **REFERENCE SERVICES CONT'D**

#### **1.1 Location of Material**

The Reference staff will check for a client whether a certain item is in the library's collection. If it is, but unavailable, the staff will place a hold or reserve on the item for the client. If the library does not own the item, then staff will assist the client in borrowing it from another library.

#### **1.2 Telephone Requests**

Requests received by telephone are treated as all other requests for information, but, if the library is busy, priority will be given to the needs of clients who have come into the library. Telephone questions will be answered when the time permits, and the client will be called back.

#### **1.3 Referral**

It is the policy of the Grand Valley Public Library to maintain active liaisons with other service agencies in the community. Where appropriate, the library staff may refer a client to another agency such as the Town of Grand Valley for further service information. This will be done in instances where the client requires a service or information not offered by the public library.

#### **1.4 Interlibrary Loan Service**

The Grand Valley Public Library is part of an information network within the Southern Ontario Library System and in cooperation with other library systems across Ontario and Canada. Interlibrary loan is automatically offered when information requested cannot be filled by the resources at the Grand Valley Public Library. In return, the Grand Valley Public Library shares its resources in accordance with the code, while always giving priority in the use of resources for its own clients.

#### **1.5 Client Confidentiality**

The Grand Valley Public Library welcomes all questions from all clients and will attempt to answer any questions, and will do so without passing judgment on the nature of the question. Client confidentiality is respected at all times.

## **GRAND VALLEY PUBLIC LIBRARY POLICY CIRCULATION**

### **MEMBERSHIP**

Public libraries are required by law to adhere to the Public Libraries Act, Revised Statutes of Ontario, 1990, chapter P.44 (formerly called the Public Libraries Act 1984) which states in Section 23 that library boards shall allow the public to reserve and borrow circulating materials free of charge. The public includes all residents within the municipality for which the library is established. Therefore :

1. The Grand Valley Public Library will serve all residents of Town of Grand Valley and the contracting municipalities of Amaranth and East Garafraxa in Accordance with by-law 95-7 section 2(b). Residents from other municipalities may borrow materials from the Grand Valley Public Library without charge.
2. The library will be readily accessible and its doors open for free and equal use by all members of the community regardless of race, ancestry, place of origin, colour ethnic origin, citizenship, creed, sex, age, record of offenses, marital status, family status, or physical ability.
3. No fee will be charged to residents for use of the library's materials in the Library, for borrowing circulating materials, or for use of the basic reference and information service. There are cost recovery charges for photocopies, projector rentals, and computer printouts.

### **Renewal of Membership**

Library memberships are renewed every two years. Lost or damaged library cards will be replaced with the payment of a fee. Clients with accounts that have not renewed their membership in three (3) years will be moved to an expired patron category. These patrons will be deleted after 10 years.

For new memberships, the client's name, address and phone number must be included in the member's record.

Identification, with proof of address, such as a driver's license, must be shown, but not recorded, in order to obtain a Library membership.

When registering children the parent's name is included in the child's record and the parent/guardian must sign for the child.

A child may apply for his or her own library card at the age of 16. If a child is under the age of 16, a parent or guardian must apply for the library card on his or her behalf and accept responsibility for fines, and damaged or lost items.

The initial membership card is free. If a membership card is lost/damaged a new card will be issued for \$5.00.

## **GRAND VALLEY PUBLIC LIBRARY POLICY CIRCULATION**

### **CONFIDENTIALITY OF CLIENT AND CIRCULATION RECORDS**

The Grand Valley Public Library adheres to its legal responsibility to protect the rights of the Library's members to privacy. In order to achieve the mission of the Library, and to encourage the uninhibited use of the Library's services, library members must be confident that the personal information they entrust to the Library remains confidential. The Grand Valley Public Library abides by the provision of the Public Libraries Act, R.S.O. 1990, Chapter P. 44 and the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M. 56.

#### **Definition:**

A 'record' means any record of information however recorded, whether in printed form, on film, by electronic means or otherwise, and includes:

- a) correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph, a microfilm, a sound recording, a DVD, a machine readable record, and any other documentary materials, regardless of physical form or characteristics, and any copy thereof, and
- b) subject to the regulations, (made under the Municipal Freedom of Information and Protection Privacy Act, R.S.O. 1990, Chapter M.56, s. 2(1); 1997, c. 25 Sched. E, s. 8; 2000. c. 26, Sched. J. s. 2), any record that is capable of being produced from a machine readable record under the control of an institution by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution.

The Library's confidential patron information includes, but is not limited to:

- o All records identifying the names, addresses, contact information, or identification numbers of all library members
- o All records identifying the materials borrowed by any library member
- o All outstanding financial account balances
- o All reference questions asked by a library member
- o All inter-library loan transactions
- o All reserves placed, caught or held
- o All items photocopied for library users
- o All items faxed to library users
- o All suggestions for purchase of library materials submitted by library users
- o All databases, other files or materials consulted by, or on behalf of, library users
- o All Internet, or other online searches conducted by, or on behalf of, library users

- All customer comments submitted by library users
- GRAND VALLEY PUBLIC LIBRARY POLICY  
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### **CONFIDENTIALITY OF CLIENT AND CIRCULATION RECORDS CONT'D**

The Public Libraries Act, R.S.O. 1990, chapter P.44 states, in section 28, that “A person may, during ordinary business hours, inspect any records, books, accounts and documents in the possession or control of a board’s secretary...(except where the) information...identifies an individual user of library services by name or makes him or her readily identifiable by other means.”

Numbers will be used in the Grand Valley Public Library to identify the borrower rather than using a person’s name. Only the library staff will know the name of the person assigned to this number. The confidentiality of all borrower and loan records applies in all circumstances except where the police have a search warrant.

#### **Rights of Library Users**

- Library members are able to obtain information from their client record:

In person by presenting his/her library card or by showing identification with their name and address;

By telephone to a library staff member by having his/her library card number and verification of address and /or telephone number.

- Library members are entitled to know:
  - a) What information is recorded in their client records
  - b) What materials are charged out to them
  - c) The outstanding balance of their financial accounts, if any
  - d) The status of reserves placed on their behalf
- Library members are entitled to ask that information in their records be corrected.
- Parents of children who have a juvenile library card may see the list of material their child has overdue.
- Library users are to be given a copy of this policy if there is a concern about privacy of information, or if a user has been refused access to confidential information as a result of this policy.

## GRAND VALLEY PUBLIC LIBRARY POLICY CIRCULATION

### **CONFIDENTIALITY OF CLIENT AND CIRCULATION RECORDS CONT'D**

#### Rights of the Library

- Nothing in this policy prevents the appropriate library staff from using Library members' information in order to conduct the legitimate business of the Library. This includes, but is not restricted to, the circulation of materials, the collection of outstanding financial accounts, and issues related to the banning of patrons.
- Library members' addresses may not be given or sold to other organizations and may only be used for mailings by the Grand Valley Public Library upon the appropriate motion of the Grand Valley Public Library Board.

### **FEES AND FINES**

In order to ensure the prompt return of library materials and to increase their availability to all clients, the library assesses fines on overdue materials as follows:

1. ADULT ACCOUNTS: (16 years and over) 5 cents per day per item to a limit of \$5.00.
2. CHILDREN'S ACCOUNTS: No fines.
3. SENIOR CITIZENS AND SHUT-INS: Adults 65 and over, will be recognized as senior citizens. Shut-ins may be any age. No fines.

#### ADJUSTMENT OF FINES

Fines may be waived due to extenuating circumstances such as illness, death, or bad weather. Adjustments are left to the discretion of the staff on duty.

#### LOST OR DAMAGED MATERIALS

If an item is lost or damaged, the client is expected to pay the cost to replace the item. If the lost or damaged item is still in print, a replacement copy may be reordered at the discretion of the CEO. If the item is not replaced or is no longer available, the replacement cost will be added to the book budget and used to buy other books. The Library may suspend the borrowing privileges of the client until such times as the materials are returned or fines have been paid.

## GRAND VALLEY PUBLIC LIBRARY BOARD CIRCULATION POLICY

### EQUIPMENT

#### Microform Reader

Clients wishing to use the microform reader must have the supervision of the staff in operating the machine.

The fee for copies from the microform reader are 25 cents a copy.

### EQUIPMENT

#### Computers

There are nine computers in the main area of the library for use by the public. All nine computers have access to the internet and the Online Public Access Catalogue.

The accessible computer workstation is separate and provides software for the visually, physically, and learning challenged.

Word processing is available for the public. The public can use their own memory stick if they wish to work on a resume, homework, etc.

All of the public access computers (except the accessible computer) reset when a client logs off. The public can create files, but once the client logs off the computers will return to their original settings.

Two separate stand alone computers are available for children. These computers contain early education programs and are not connected to the Internet.

Computer Printouts are 25 cents a page.

The Library has 5 (five) chrome books for the use of the Upper Grand District School Students.

These laptops are available for use in the Library or to take home. Students require their user name and password to use them.

#### Photocopier

The photocopier is to be used by staff only.

Patrons may have photocopies made upon request.

Fee. - 25 cents per copy. \$1.00 for colour copies.

10 cents per copy for nonprofit organizations. i.e. Girl Guides, Horticultural Society, Skating Club, etc.

#### Laminating

Laminating is available at the Library for a fee.

## GRAND VALLEY PUBLIC LIBRARY BOARD CIRCULATION POLICY

### LCD Projector

The LCD projector may be borrowed for a fee of \$10.00. See the separate policy within this manual for specifics.

Instruction is to be given to the client on how to operate the projector before it is loaned out.

### **CIRCULATION**

The loan periods are as follows:

- Circulating print material three weeks (21 days)
- DVDs one week (7 days)
- TV Series DVDs two weeks (14 days).
- Gaming. Two weeks. (14 days).
- Other non-book or special materials, as designated by the CEO, shall be due within 24 hours.
- By request, a longer loan period may be available for patrons taking vacations.
- eDevices three weeks (21 days)
- Playaway launchpads one week (7 days)

The following restrictions exist on borrowing:

- Unique and/or fragile material from the local history collection is restricted.
- In keeping with the Ontario Library Association's Children's rights in the public library Guidelines for service there are no restrictions on the material borrowed by children. While the staff can advise children on reading interests, the material selected by the child is the responsibility of the parent or guardian.
- CELA talking books are only available to the sight, physically, or learning challenged.

## GRAND VALLEY PUBLIC LIBRARY BOARD CIRCULATION POLICY

### Renewals

Library materials may be renewed for up to four (4) loan periods provided:

- The item(s) are not on reserve for someone else
- The item(s) are not in high demand

Renewals for interlibrary loans may be requested from the lending library. Requests for the renewal of interlibrary loan materials must be received at least one week before the due date.

### Reserves

Library materials that are out in circulation may be reserved at the circulation desk, online or by email. Reserved materials will be held for clients at the circulation desk for a period of seven (7) days.

### Overdue Material

Every three weeks an overdue list is printed from the computer. The client database is checked before phoning to make sure the materials have not been returned.

If the client cannot be reached by telephone, or after repeated telephone calls the materials is not returned, then an overdue notice is to be sent by mail. Second and third notices will be sent if the material is still not returned. Notices will be sent only once per month although telephone calls may occur more frequently.

Notices printed from the computer are photocopied in order to maintain a record of correspondence. The copies are filed in either the 1<sup>st</sup>, 2<sup>nd</sup> or Final notice file. These files are regularly cross checked against the computer to clear out dead files.

After the third notice a bill is sent for the cost of the material. If the material is not returned, or paid for, then the patron's borrowing privileges may be cancelled. Cancellation of a client's privileges will be decided on an individual basis by the staff in charge of over dues.

All staff is informed of the loss of client privileges and a message is added to the client's account.

When materials that have been borrowed from another library are overdue, library staff will call the client regularly to remind them that the material is late. Library staff will recommend to clients of ILL materials that they request a renewal of the materials one week before it is due, as a courtesy to the lending library.

## **GRAND VALLEY PUBLIC LIBRARY BOARD CIRCULATION POLICY**

### **INTERLIBRARY LOAN**

The Grand Valley Public Library through the Southern Ontario Library Service, processes interlibrary loans through the Internet using VDX. All staff members are trained in providing interlibrary loan service.

#### **Client Requests**

When a client is looking for information or a book that is not available in the library, a request form for interlibrary loan of materials is to be filled out. As much information should be collected as possible. Author, Title, is the book new? Etc. Client information must be included on the form.

#### **Subject Requests**

As much information as possible should be included on a subject request form to make it as easy as possible for staff who will be searching the Internet for material. Be sure you know what the client is looking for. Ask as many questions as possible so the request is clear and concise.

Books less than one year old are not available for loan from another library. The Grand Valley Public Library will loan new books as long as there is not a demand for them by our clients.

#### **Lending material**

All books are checked out on the KOHA ILS before shipping.

Material that is going out from our library to another library is prepared for shipping by making sure the packing slip is in the book. The name of the library and route number should be attached to the shipping bag. Returned books must be checked in on both the VDX and KOHA ILS.

#### **DVDs and Books on CD**

Attempts will be made to fill requests for DVDs and books on CD by the Grand Valley Public Library. However, clients should be made aware that some libraries do not lend their DVDs or books on CD and we may not be able to fill their request(s).