

## **SERVICES POLICY**

*Approved: May 16, 2006*

### **Statement of Purpose**

Library services are based on the community's needs and the Library's budget and will include the following:

- An up-to-date collection of resources appropriate to the community
- Circulation of resources
- Information and reference assistance
- Programs for children and adults
- Home Library Service
- Interlibrary loan
- Other services that may be deemed appropriate and affordable

The Library will select, organize and maintain resources, keeping a balance of adult and children's material.

Periodic review will be made of the library services to determine whether the needs of the community indicate that present services should be discontinued, altered or expanded or additional services be added. The library will initiate programs, exhibits, book lists, etc. to stimulate the use of library materials.

### **Borrowing Regulations**

1. Borrowers are responsible for the materials they borrow.
2. Borrowers will be responsible for paying for damage to, or losses of, library materials.
  - 2.1 Fines and fees will be levied for overdue, damaged or lost materials. See **APPENDIX A** for fine/fee schedule and item record for specific cost.

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3. Items may be borrowed, as follows:
  - 3.1 Membership cards must always be shown when borrowing library materials.
  - 3.2 Limits and/or restrictions may apply to items, as follows:
    - 3.2.1 Books and audio books may be borrowed for up to three consecutive times, using the renewal procedures, unless there are reserves on the item.
    - 3.2.2 A maximum of 5 of each category of non-print items will be allowed to circulate at one time. Staff will be able to make an exception in the case of a series with more than 5 items.
    - 3.2.3 After complying with the limits, library members may borrow a maximum of 50 items at any one time on one card.
  - 3.3 Reference books may be borrowed from the library only at the director's discretion.
  - 3.4 Extended loans may be made for people going on vacation, excluding new fiction, new nonfiction or any 7-day items.
  - 3.5 Special borrowing privileges are allowed as long as such loans do not weaken the collections available to the public.
    - 3.5.1 Special borrowers, including teachers, may borrow a block loan of books for an extended period of time. Books will be taken out on a personal library card.
  - 3.6 Children may borrow from the adult section.
    - 3.6.1 Parents are responsible for the borrowed materials of their children.

## **Interlibrary Loans**

4. The library will secure materials beyond its own resources by borrowing books on behalf of Library members, which are not owned by the library and cannot be purchased, or materials for which demand does not justify purchase. In return, the Library will loan items requested by other libraries.

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- 4.1 The library will adhere to province-wide standards for interlibrary loan borrowing and lending. The Library will not borrow or loan:
    - 4.1.1 Videos, DVDs or audio books.
    - 4.1.2 Mass-market paperbacks.
    - 4.1.3 Textbooks - unless easily available from other public libraries.
    - 4.1.4 Reference books.
  - 4.2 A member is allowed to place three active interlibrary loans at any one time.
  - 4.3 A member is allowed to request up to 15 books on any one subject, or by any one author per year.
  - 4.4 Items will not be borrowed from institutions that charge fees, unless members are willing to pay for these charges themselves.
  - 4.5 The library will comply with any conditions set by the lending library, such as loan length, type of use, or photocopy restrictions.
  - 4.6 ILL requests not located in six months will be cancelled.
  - 4.7 Due to the high cost of returning borrowed microforms, members will be charged a mailing fee. The mailing fee is to be collected at the time the request is placed, and will not be refunded unless the item is not found.
  - 4.8 Requests made to borrow our Library's microfilm will only be accepted from Public Libraries.
  - 4.9 A limit of 3 reels per member are sent at any one time. The microfilm is to be used in the Library only. The microfilm is not renewable.
  - 4.10 Members who do not pick up requested ILL materials will have a fee placed on their library record unless there are extenuating circumstances to be determined by the Director. See **APPENDIX A - Fee Schedule**; 4.5.
  - 4.11 Exceptions to lending policies may be made, at the discretion of the Director, or ILL staff.
5. Exams will be proctored for a fee. See **APPENDIX A - Fee Schedule**; 4.1.
  6. The library will provide information about resources of agencies, institutions, organizations and individuals in and beyond the community.

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7. Library facility operating hours will be provided during the hours that best meet the needs of the community and as funding permits.
8. Reference services will be provided as resources and staff availability permit.
  - 8.1 Non-residents who live too far away to come into the Library and who are requesting copies of obituaries or articles from historical microfilms to be mailed to them will be charged a fee. See **APPENDIX A - Fee Schedule; 4.6**. Payment must be made in advance. The service will only be provided if resources and staff availability permit, and if specific dates and names are provided.
9. When special demands by groups or individuals become excessive, services may be limited wherever the staff's ability to serve the general public is hindered.
10. The use of the library facility may be denied for due cause:
  - 10.1 Destruction of library materials and/or equipment.
  - 10.2 Disturbance of other members.
  - 10.3 Physically or verbally aggressive behaviour.
  - 10.4 Any other objectionable conduct on library premises as described in the **PATRON RELATIONS** Policy.

## **Refunds for Return of Lost Items**

11. Refunds for an item lost, paid for and then returned will be issued in the following circumstances:
  - 11.1 Refunds will be given for up to 3 months after the issue date of the receipt.
  - 11.2 The receipt must be presented, and refunds will only be given to the person whose name is on the receipt.
  - 11.3 The item must be worth more than \$30.00.
  - 11.4 The price of the item will be refunded, less the processing fee and any fines owed. See **APPENDIX A - Fee Schedule; 4.3**.
  - 11.5 Refunds will only be given if the item is in good condition, and can be put back in the Library's collection.

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11.6 Refund cheques will be issued within 30 days.

## Equipment

12. Members must show a valid library membership to borrow equipment.

12.1 Audiovisual equipment that can be loaned for a fee includes the TV/VCR, and the overhead projector. The TV/VCR must be used in the Trail Memorial Centre. See **APPENDIX A - Fee Schedule; 4.2**.

12.1.1 A refundable cash deposit is required in addition to the daily fee for the loan of the TV/VCR and the overhead projector.

12.1.2 Upon return, equipment will be checked by staff for damage.

### **Daisy Reader:**

12.2 Members with a certified reading impairment may borrow a Daisy Reader for a period of 9 weeks. If the item is returned a month or more late, the member will be issued a notice to pay for replacement costs as indicated in the item record.

### **Energy Meter:**

12.3 Members may borrow the energy meter for a period of 3 weeks. If not returned on time, a daily fine will be applied, as indicated in **APPENDIX A - Fee Schedule; 3**. If not returned, a replacement cost will be charged, as in the item record.