

QUINTE WEST PUBLIC LIBRARY

Membership Responsibilities Policy

Updated: January 16, 2024

LIBRARY MEMBERSHIP

Quinte West Public Library cards are free to all who live in Quinte West or Belleville, as well as all who own property in Quinte West or Belleville (and their eligible family members) in accordance with the reciprocal borrowing arrangement between the two libraries under the auspices of the Hastinet Library Cooperative.

Children reaching the age of 13 may apply for their own library card. If a child under the age of 13 wishes to obtain a card, a parent or guardian must apply for a card on their behalf and accept responsibility for fines and damaged or lost items.

A member's card expires every 2 years at which time the member's name, address, telephone number and email are verified before renewing for another 2 years.

All outstanding fines and charges must be paid in order to renew a membership card.

The replacement fee for a lost library card is \$2.00.

There is an annual membership fee of \$40.00 per person per year or \$22.00 per person for a six month membership for non-residents of Quinte West or Belleville.

In addition to residents of Quinte West and Belleville, the library also offers free individual memberships to:

- *Teachers* who teach within Quinte West but reside outside of Quinte West. Library card may be used for classroom purposes only.
- *CFB Trenton employees* who work for the Department of National Defense 8 Wing but reside outside of Quinte West, and their families.
- *City of Quinte West employees* who reside outside of the municipality.
- *Seasonal* residents with no permanent address here ie. cottager or boater may be issued a library card with an expiration date based on the term of the rental agreement.

Valid ID and a receipt from the local rental, if applicable are required.

A registered member should be in possession of only one Hastinet card, eligible for use at either Quinte West Public Library or Belleville Public Library. In the case of shared custody of a child under the age of 13, an exception will be made and two cards may be used; each parent/guardian being responsible for the card that they have signed for.

REGISTRATION

In order to register as a member of Quinte West Public Library personal identification showing address must be verified. Signing the library card implies acceptance of and adherence to all rules and regulations of Quinte West Public Library. The signatory is responsible (or the parent/guardian if the cardholder is under 18 years of age) for all fines and damage or loss of materials.

Online registration is available through our website. All rules and responsibilities still apply.

Acceptable identification includes but is not limited to:

Adult (18+ years of age)

- Driver's License
- Pay stub or Direct Deposit stub
- Utility Bill
- Ontario Photo Card
- Passport
- Bank statement/ Personal Cheque
- Ontario Motor Vehicle Permit
- Mortgage, rental or lease agreement

Youth (13-17 years of age)

- Driver's License
- Report card with address
- Student card
- Pay stub or Direct Deposit stub
- Passport
- *Can use address from Parent's ID.

Child (birth – 12 years of age)

- Parent's identification and proof of address

BORROWING PRIVILEGES

A valid Quinte West Public Library or Belleville Public Library library card, scanned replica or photo identification must be presented each time materials are borrowed.

Members are responsible for all materials issued on their card.

Changes in personal information such as name, address or contact information, as well as loss or theft of a library card, should be reported immediately.

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. Parents/guardians are responsible for the selection, usage and safe return of materials borrowed by their children.

LOAN PERIODS & LIMITS

- **21 days** for: Books, Early Literacy Kits, DVD TV series, CD-Music, Audiobooks, Magazines, Quinte Conservation Passes, Cognitive Care kits
- **14 days** for: Games (Board & Yard), Puzzles, Mobile Hotspots, Nature Backpack Kits, Life Jackets.
- **7 days** for: Video Games, DVD Films, Ontario Parks Day Passes, Museum Passes
- Chromebooks are in-library use only (3 hours).
- Loan periods vary for Interlibrary loan items, as due dates are set by the lending library.

There is a 75 item limit per card.

There is a limit of 15 DVDs per card.

There is a limit of 2 Video Games per card.

In addition, the library reserves the right to limit the number of popular or seasonal materials, or categories in which there are limited holdings.

RENEWALS

Items may be renewed in person, by telephone or using the library's web based catalogue.

The following items are not renewable: Ontario Parks Day Passes, Conservation Parking Passes, Museum Passes, Hotspots, Nature Backpack Kits, Cognitive Care Kits, Puzzles and Games (Board, Yard & Video).

All other items may be renewed for up to three loan periods, provided:

- The item is not on reserve for another patron
- The item is not in high demand
- The patron has less than \$20.00 in overdue fines or charges

Renewals requests for Interlibrary loaned material must be placed at least four days prior to the due date, to allow time for authorization from the lending library.

RESERVES & RETURNS

Most circulating materials may be reserved if not available on the shelf.

Reserves may be placed in person, by telephone or using the library's web based catalogue.

Upon notification that a reserved item is available, members will have five days to pick up the item. After 5 days the item will be passed to the next patron in the reservation list or returned to the shelf.

All material may be returned to either branch of the Quinte West Public Library, the Belleville Public Library or the return bin at the Quinte Sports and Wellness Centre, excepting interlibrary loan materials which must be returned to the library at which the request was made.

Material may be returned in the libraries during operating hours or via the outside drop box after hours, provided at each location.

OVERDUE MATERIAL

Library members are responsible for returning materials on or before the due date. While the return of borrowed material is the card owners' responsibility, members will be notified by the library's automated system three (3) days before the material is due (Pre-overdue) as well as when items are three (3) days overdue.

When material is twenty-one (21) days overdue, the item is considered lost and members will be billed for material not returned.

All privileges will be suspended when members have fines or charges in excess of \$20.00. Privileges will be reinstated when charges are paid or reduced to an amount below \$20.00.

OVERDUE FINES

- In-library Use of Laptops \$5/hour
- Mobile Hotspot \$1/day
- Quinte Con. Parking Pass \$.50/day
- ON Prov Park Pass \$.50/day
- Video Games \$1/day

LOST AND DAMAGED MATERIAL

Members are responsible for all materials while on loan to them, and shall report lost or damaged material at the earliest possible opportunity.

A borrower who loses or damages library material shall be required to pay the current cost of the item plus a nonrefundable administration fee of \$7.00 on all lost or damaged items. Replacement copies or donations in lieu of payment are not acceptable.

Replacement Cost

The cost of the item is based on the price that we paid at the time of purchase. Laptops lost or returned damaged are \$300.00 each

Administration Fee

The \$7.00 administration fee includes the cost to acquire, catalogue and process items as well as billing and refunding processes.

Replacement of Material

It may not be possible or desirable to replace a specific item with an identical one. Replacement of the item will be left to the discretion of the CEO or designate, in keeping with the library's selection policy.

Lost and Damaged Interlibrary Loan material

The member is responsible for the cost of lost and damaged Interlibrary Loan material. The lending library will be contacted and an invoice will be generated for the cost of this material plus administration fee.

The time limit for refund for payment of lost materials is one month from the date of payment. Members must produce their receipt to be refunded. The administration fee is not included in the refund.

Refunds that meet the above-noted requirements, may be made for payments done by Credit or Debit only.

All cash payment refunds will be dispensed through the City of Quinte West by cheque only.

There is no refund for lost Interlibrary Loan material.

PRINTING & PHOTOCOPYING

The Quinte West Public Library adheres to the laws of Canada governing the copying of all materials. The library retains a copying license for public libraries through Access Copyright, a non-profit organization formed and run by Canada's leading associations of creators and publishers. The Library operates within the terms and conditions of this license and makes every effort to ensure that customers and staff do likewise.

Use of photocopiers to reproduce all or a substantial part of work protected by copyright is governed by the Canadian Copyright Act. Copying of a work or a substantial part of a work protected by copyright requires the permission of the copyright owner. No part of some work, such as music, can be copied without permission. However, it is not an infringement of copyright to "deal fairly" with some works for the purpose of private study, research, criticism, review or newspaper summary. The responsibility of determining whether permission is required, and then obtaining permission, is that of the person making the copy and not the Quinte West Public Library. Staff will neither participate in nor condone infringement of copyright. The Canadian Copyright Act is available at Adult Services should further information be required.

Printing & Photocopying

Wireless printing is available as well as printing from the microfilm/microfiche readers. Patrons must pay for all pages printed.

Printing & Photocopying costs:

Black & white is \$0.15 per page (\$.30 for double sided)

Colour is \$0.50 per page (\$1.00 for double sided)