



LONDON PUBLIC LIBRARY POLICY

Title of Policy: Lending Services Policy
Policy Type: Board Operational Linkage
Policy No.: C-CL-02

Effective Date: September 23, 2021

Review: September 2025

PURPOSE:

The *Lending Services Policy* ensures that all members of the London community can access and borrow items from the London Public Library's (Library) comprehensive collection of Materials across multiple formats and platforms, and that the Library will strive to remove as many barriers as possible in providing these services. The *Lending Services Policy* outlines:

- criteria for Library membership;
- borrowing responsibilities of the library card holder;
- customer confidentiality; and,
- accountability for the management of Lending Services.

SCOPE:

This Policy governs all Lending Services Transactions and applies to all users of the Library. There is an associated policy that relates specifically to Lending Services Transactions for the Library's Visiting Library Services, which provides direct service to persons who are physically unable to visit a library branch location.

DEFINITIONS:

Employee(s): permanent employees, pages, and casuals (excluding Sunday Service Casuals) from their dates of hire.

Good Standing: status of a library card holder whose account has not been suspended for any of the reasons listed in Section 4 of this Policy.

Materials: all items in the Library's collections, which are available to the public through the integrated library system, such as, but not limited to, books, pamphlets, magazines, newspapers, DVDs, CDs, microfilm, microfiche, and electronic resources.

Non-Resident: a person who does not meet the definition of a Resident and can be issued a library card upon presentation of proper identification and payment of a fee.

Resident: a person who resides or owns property within the boundaries of the City of London and persons residing in communities with whom the Library has a reciprocal borrowing agreement.

Retirees: Defined as a former Employee who has been issued a record of employment indicating retirement as the reason for leaving.

Transactions: include, but are not limited to, obtaining a library card, borrowing Materials, placing holds, checking out and checking in, etc.

POLICY STATEMENT:

It is the policy of the London Public Library that Lending Services will be provided under the authority of the *Public Libraries Act*, RSO 1990, Chapter P.44, which:

- provides the opportunity for members of the public to access and borrow Materials; and,
- ensures the care of and accounting for Materials in the Library's collection.

1. Borrowing of Materials

- a) Any member of the public who possesses a library card and whose account is in Good Standing may borrow eligible Materials.
- b) Any member of the public may use all Materials in the Library without a library card unless the Materials, as pre-determined by the Library, require a library card to access them.
- c) Materials may be borrowed for established periods of time, depending on Material type, demand or special circumstances, such as accessibility needs.

2. Library Cards

- a) A library card may be obtained by a person who is:
 - Resident of the City of London, without charge;
 - Resident of communities participating in reciprocal agreements, without charge; or,
 - Non-Resident, outside reciprocal agreements, for a fee.

- b) By signing the library card, the person agrees to abide by the policies and procedures of the Library.
- c) The person whose signature is on the card is responsible for all use made of the card.
- d) In signing the card, or, in the case of children, the registration form, the signer accepts responsibility for the choice, use and return of all Materials borrowed and for charges on Materials that are lost or damaged.
- e) Library cards are the property of the Library.
- f) Reciprocal agreements with other library systems regarding the interchange of library services such as use of Materials are established by the London Public Library Board.

3. Fees

- a) Fees are charged for damaged, lost and/or unreturned Materials and levied against the library card on which they are borrowed.
- b) The Library does not accept donations of Materials in lieu of fees.
- c) Members of the Library Board and the CEO & Chief Librarian, Employees of the Library and Library Retirees must pay all applicable fees.
- d) Overdue accounts may be referred to a collection agency.

4. Suspension of Services

Library card holders may have their Lending Services or access to other services suspended if:

- accumulated fees charged to the library card exceed the limit set by the Library;
- the card holder is banned for a period of time, under the terms of the *Banning Policy*; or,
- the card holder has refused to abide by the *Lending Services Policy* and procedures.

5. Accountability

- a) Accountability for delivery of Lending Services is vested in the office of the CEO, which delegates this activity to qualified and knowledgeable staff.
- b) Through the CEO, Lending Services loan periods, fee schedules, procedures and guidelines are established and followed.
- c) Accountability for the application of the *Lending Services Policy* resides with the Library Board. The Library Board will ensure that:

- the Policy is applied in the context of the governance policy framework of the Library;
- the terms of the Policy are applied; and,
- through the CEO, Lending Services processes, procedures and guidelines are followed.

6. Confidentiality of Personal Information

- a) Confidentiality of all personal information held by the Library in matters related to Lending Services is governed by the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) and related Library policy, *Access to Information and Protection of Privacy Policy*.
- b) Collection, storing and management of information for Lending Services purposes, such as personal electronic addresses, shall be in accordance with the Government of Canada's Anti-Spam Legislation and the Library's *Communications Policy – Electronic Messages*.

INQUIRIES:

Coordinator, Lending Services
 Manager, Customer Services & Branch Operations
 Director, Customer Services & Branch Operations
 CEO & Chief Librarian

RELATED DOCUMENTS:

Municipal Freedom of Information and Protection of Privacy Act, RSO 1990, Chapter M.56
Public Libraries Act, RSO 1990, Chapter P.44
Access to Information and Protection of Privacy Policy
Accessibility for Users with Disabilities Policy
Banning Policy
Collections Management Policy
Communications Policy – Electronic Messages
Diversity and Inclusion Policy
Monetary Charges (including “Schedule of Monetary Charges”)
Rules of Conduct
Visiting Library Service Policy

DOCUMENT CONTROL:

Date Passed: March 16, 1983
 Reviewed:

September 13, 1989
May 16, 1990
October 17, 1996
January 29, 1997
February 23, 2000
June 24, 2010 (L10/46.1)
November 22, 2012 (L12/71.3)
September 28, 2017 (L17/51)
September 24, 2020 (L20/70) – Fine Free Adjustments
September 23, 2021