

LENDING SERVICES POLICY

Effective Date: September 18, 2025

Review: September 2028

PURPOSE:

Ensure 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 by continually re-examining procedures. The *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, with the exception of policies specific to the Library's Visiting Library Services – outlined in an associated policy - which provides direct service to persons who are physically unable to visit a library branch location.

DEFINITIONS:

- **Employee** means a person who is employed by the Library and includes all employees, including pages and casual employees.
- **Good Standing** means the 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** means all items in the Library's collections, which are available to the public, such as, but not limited to, books, magazines, DVDs, CDs, eBook, eAudiobooks and other digital resources.
- **Non-Resident** means 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** means 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.
- **Transaction** means (but is 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 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 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, Employees, 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 from using the Library after violating the Library's *Rules of Conduct* or other policy.
- The card holder has refused to abide by the 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, loan periods, fee schedules, procedures and guidelines are established and followed.
- c) Accountability for the application of the *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*.

INQUIRIES:

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