

<b>Policy Title:</b>	<b>Circulation and Membership Policy</b>
<b>Policy Type:</b>	<b>Public Service</b>
<b>Policy #:</b>	<b>PS 03</b>
<b>Policy Authority:</b>	<b>Library Board</b>
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## **PURPOSE**

Clarington Library, Museum and Archives (CLMA) delivers excellent customer service to our various stakeholders, during a range of hours and in a variety of locations. The intent of this policy is to provide the overall principles and framework to facilitate free and equitable access to collections and services and to help us maintain our corporate value of service excellence.

This policy will provide a clear understanding of circulation services for our staff and public and will ensure a consistent approach to excellent customer services throughout the system.

## **MEMBERSHIP**

Membership is available free of charge to all residents who live, work, or attend school in the Region of Durham. Non-residents are charged \$50.00 for an annual membership.

To obtain membership, applicants will need to present ID and proof of residence using the following forms of ID (a passport is not acceptable because the address is written in by the holder):

1. Ontario driver's license
2. Ontario Health Card
3. Motor Vehicle Ownership/Insurance Policy slip
4. Secondary school/College/University Report card/Transcripts
5. A CNIB card or a card from another registered charitable organization that provides services to persons with disabilities
6. Any document from a Band Council in Ontario established under the Indian Act (Canada)
7. Bank Account Statement
8. Government-issued Statement
9. Cheque Stub or Pay Receipt Issued by Employer.

Additional acceptable identification may be found at [O. Reg. 304/13: VOTER IDENTIFICATION \(ontario.ca\)](https://www.ontario.ca/en/identity).

**Adult (18 years of age or older):**

Adults with a valid membership have full borrowing privileges provided there are no lost items on their account.

**Youth (13-17 years of age):**

Youth (aged 13-17) may apply for and be given their own library card, however, the youth's legal guardian is deemed responsible for the use of the card and for their conduct within CLMA locations; this includes any materials which are damaged, lost, or not returned. A parent or guardian of a minor up to age 16 may exercise the right to access the youth's records.

**Child (0-12 years of age):**

The parent/guardian of a child aged 12 and under must present valid identification to register the child for library membership. Children's cards are created in Care Of the signatory parent/guardian who thereby assumes responsibility for the child's borrowing and conduct within the library and will be billed for any items that are lost, damaged, or otherwise not returned to the library.

**ACCESS CARDS FOR TEMPORARY RESIDENTS**

Customers who live or stay in Ontario for a short time such as refugees, migrant workers, tourists, and visitors, are eligible for an Access Card which grants borrowing privileges for one (1) year.

Applicants for Access Cards must provide one (1) piece of photo ID and their temporary address in Ontario. If a permanent address is available, this information will also be recorded at registration. Residents of supported housing with no fixed address will require a letter from the organization/residence indicating that the individual is currently residing at the address connected to that organization.

**INSTITUTIONAL MEMBERSHIP**

Institutional Membership is available to public and private enterprise, as well as to educational organizations to provide resources and services to their members, staff, or students. The signatory accepts responsibility for the selection, use, and return of all materials accessed using the card, as well as for charges for lost, damaged and unreturned items.

**ECARD**

eCards are available to residents of the Region of Durham. eCards expire 2 years from date of issue and may be upgraded to full membership.

## **CONFIDENTIALITY**

CLMA respects the privacy of all library customers and will keep all information related to membership confidential in accordance with the CLMA's Confidentiality, Privacy and Access to Information Policy ADM 05 and the Municipal Freedom of Information and Protection of Privacy Act. If you wish to submit a Freedom of Information request, please contact the Chief Executive Officer (CEO), Monika Machacek: [ceo@cplma.ca](mailto:ceo@cplma.ca)

## **Request for Information by Customer**

Upon presentation of their CLMA card, or photo identification, a customer may query their own record and those of their children or wards less than 14 years of age.

Customers are entitled to know:

- The information that is recorded in their registration files.
- The materials that are charged out to them.
- The number of fines or fees they owe, and why.
- The status of holds placed.

Customers may access this information:

- In person at any branch with their library card or valid identification.
- Online through the library catalogue with their library card number and PIN.
- By phone with their library card number.
- By email with their library card number.

The *Public Libraries Act, R.S.O. 1990, chapter P.44, section 28* states 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.” This does not apply to information that, in the Secretary’s opinion, is of intimate financial or personal nature, or identifies an individual user of library services by name or makes them readily identifiable by other means.

## **Request for Information by Police**

Requests for information from the customer files by police and/or government agencies shall only be provided upon presentation of a warrant. The Chief Executive Officer, or designate, shall consult with a legal representative to ensure that the warrant is in proper form. Information or access to the files shall be permitted only to the extent stated in the warrant.

## **RESPONSIBILITIES OF MEMBERSHIP**

Customers are responsible for all materials borrowed, including any fees, charges for damaged items, and replacement costs. Customers must promptly report changes in personal information (such as address, telephone number, or email), as well as the loss or theft of a library card, to the CLMA. Access to CLMA facilities and services may be suspended or denied for due cause, including but not limited to failure to return borrowed materials or pay outstanding penalties; damage to CLMA property; disruption of other customers; or any other conduct on CLMA premises deemed inappropriate by staff.

### **MEMBERSHIP RENEWAL**

CLMA membership expires every 5 years, at which time the customer will be required to provide proof of ID and verify that their address and contact details are accurate. Customers whose cards have expired will not be able to check out items, place holds, or access e-resources until their memberships have been renewed.

Non-resident cards expire annually.

Any outstanding fees owing to CLMA must be paid in full to process the renewal.

### **LOST OR STOLEN**

Customers are responsible for any items borrowed on their card. Lost or stolen cards should be reported immediately. The replacement fee for lost or stolen cards is \$3.00.

### **BORROWING**

A valid CLMA card must be presented when physical materials are borrowed from the library. Customers with valid memberships who have forgotten their cards may borrow using photo ID. CLMA card barcodes downloaded on the CLMA app or a photo of a CLMA card on a smartphone, tablet, etc., are also accepted as a valid proof of membership.

Items may be returned at any of our branches, either in-library or using drop boxes accessible from outside the branch, unless otherwise specified.

### **LIMITS**

Maximum number of physical items checked out per card (all membership types) is 50. Access cards can be used to check out a maximum of 15 items.

Up to 10 eBooks and/or eAudiobooks can be borrowed per card, and do not count against the limit of 50 physical items that may be borrowed on the same card.

Remote access to electronic products may be restricted based on licensing agreements.

## **RENEWALS AND AUTORENEWALS**

All items which have been borrowed but that remain without Holds will be automatically renewed except in cases where the item does not qualify for Auto Renewal.

Materials that are currently checked out without a hold will automatically renew up to 5 times. After the 5<sup>th</sup> autorenewal, the item will be due on the due date.

## **HOLDS**

Customers may request eligible items by placing a hold via the CLMA website or app. Hold notifications will be sent to the customer when the requested item is available and ready for pickup, and will be sent by phone, email, or text message, as determined by the customer's selection at time of registration or renewal. The requested item must be borrowed using the same library card that was used to place the hold.

Items will be held for 5 days once the hold notification has been sent; the hold's expiration date will be included in the notification; if the expiration date is reached without the hold being borrowed by the requestor, the item will be put back into circulation or made available to the next customer on hold.

## **INTERLIBRARY LOANS**

Interlibrary loan requests are available to CLMA customers with the following considerations:

- ILLO requests will be submitted at no charge to customers, unless the lending library will only loan the requested item for a fee, in which case the customer will be responsible for the fee, should the loan be processed (with their consultation and approval).
- There is a \$10.00 fee for unclaimed ILLO holds.
- Materials from other library systems are subject to loan conditions specified by the lending libraries; renewals can only be approved by lending institutions.

## **OVERDUE ITEMS**

CLMA has eliminated fines for overdue materials.

Customers will be billed the value of all items that are 21 days or more overdue, plus a \$6.00 administrative fee per item.

In cases where membership and borrowing privileges have been suspended, regular status will be restored upon the return of the account to regular limits.

## **LOST/DAMAGED ITEMS**

Customers are responsible for any library materials borrowed on their card, or a card on which they are the signatory. Customers will be billed the value of all outstanding items, plus a \$6.00 administrative fee per item.

### Appendix A: Fee Schedule

#### Printing Services

Photocopies/Printing (letter/legal, black/white)	\$0.20 / side
Photocopies/Printing (letter/legal, colour)	\$0.40 / side
Photocopies/Printing (11x17, black/white)	\$0.25 / side
Photocopies/Printing (11x17, colour)	\$1.00 / side
Scanning	Free

Please note that if paying electronically, there is a minimum payment of \$1.00 and a maximum payment of \$20.00

#### Programs

Program fees are set on a program-by-program basis. For information on our current program offerings please see the current issue of our program guide, *In the Know*.

#### Other Fees

Non-Resident Card	\$ 50
Replacement Membership Card (Youth/Adult)	\$ 3
Replacement Membership Card (Child, 12 and under)	\$ 1
Unclaimed ILLO Hold	\$10

#### Lost or Damaged Materials

Customers will be billed for lost or damaged items; replacement costs for individual items are listed in the catalogue records, and a \$6 administrative fee will be added to the cost of each item.

#### Item Replacement Costs

Staff use these prices if the item price is not included in the item record.

Adult Fiction	\$34
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Adult Non-Fiction	\$40
Large Print	\$32
Reference Book	\$50
Local History	\$30
Literacy Material	\$30
Magazine	\$6
Junior/Young Adult Fiction	\$21
Junior Non-Fiction	\$23
Junior Early Readers	\$20
Junior Picture Books / Board Books	\$20
Mass Market Paperbacks	\$9
Audiobooks	\$45
DVDs	\$35
DVD Series	\$75
Back2Nature Backpacks	\$80
Binocular Kits	\$175
Board and Card Games	\$25
Book Club in a Bag	\$150
Chromebooks	\$625
Community Passes	\$75-\$250
Daisy Readers	\$550
GoPro Kits	\$700
Home Theatre Kits	\$500
Launchpads	\$180
Light Therapy Lamps	\$100
Mini-Maker Kits	\$50-\$200
Mobile Hotspots	\$200
Sensory Support Kits	\$180

Sports Kits	\$25-\$100
STEAM Kits	\$100
Storytime Kits	\$100
Wonderbooks	\$60

### Makerspace Materials

<b>3D Printing</b>	
Print Cost [Per Gram]	\$0.25

<b>Buttons</b>	
1" (25mm) Small Button	\$0.50
2¼" (58mm) Large Button	\$1.00

<b>Cricut Autopress</b>	
<b>Heat Transfer Vinyl [HVT]</b>	
Cricut Everyday Iron-On [12 in x 24 in]	\$25.00
Cricut Value Iron-On [12 in x 12 in]	\$2.50
Cricut Smart Iron-On [13 in x 36 in]	\$30.00
<b>Autopress [Machine Usage]</b>	\$2.00

<b>Cricut Infusible Ink Sheets &amp; Mugs</b>	
<b>Mugs</b>	
Infusible Ink Mug [12oz]	\$6.00
Infusible Ink Mug [15oz]	\$10.00
<b>Infusible Ink Sheet</b>	
Infusible Ink Sheet [4½ x 12]	\$5.00
<b>Mug Press [Machine Usage]</b>	\$2.00

<b>Cricut Misc Items</b>	
Cricut Paper [12 in x 12 in]	\$2.00
Cricut Vinyl [12 in x 12 in]	\$2.00

<b>Glowforge</b>	
<b>Acrylic</b>	
Clear [12 x 19 x 1/8 in]	\$20.00
Coloured [12 x 19 x 1/8 in]	\$22.00

<b>Leather</b>	
Circle Patch [2.5 in]	\$3.00
Oval Patch [2 x 3 in]	\$3.00
Rectangular Patch [2 x 3 in]	\$3.00
<b>Metal</b>	
Aluminium Business Card [2.12 x 3.38 in]	\$2.00
Aluminium Round Dog Tag [1.2 in]	\$4.00
Aluminium Shield Dog Tag [1.18 x 1.97 in]	\$4.00
<b>Wood</b>	
Maple Laminate [12 x 19 x 1/8 in]	\$8.00
Birch Laminate [12 x 19 x 1/4 in]	\$8.00
<b>Glowforge [Machine Usage]</b>	
Up to 1 Minute of Cut Time	\$1.00
Additional 30 Seconds of Cut Time	\$0.50

<b>Lamination</b>	
Clear Letter [8.5 x 11 in] [5 mil]	\$2.00
Clear Legal [8.5 x 14 in] [5 mil]	\$2.00
Clear Ledger [11 x 17 in] [5 mil]	\$3.00

<b>Sewing</b>	
<b>Sewing Machine Bobbins</b>	
Plastic	\$0.50
Metal	\$1.50
Sewing Needle	\$0.25
Sewing Thread	\$2.50

<b>Sticker Paper</b>	
Matte Letter [8.5 x 11 in]	\$3.00
Glossy Letter [8.5 x 11 in]	\$3.00
Glossy Ledger [11 x 17 in]	\$5.00

### Appendix B: Loan Schedule

Customers may borrow up to 50 physical items; downloadable items do not count against the 50 item limit.

Item	Loan Period	Item Limit	Renewals
Rapid Reads	7 Days		No renewals

Books	21 Days		Auto-renewals if not on hold
Audio Books	21 Days		Auto-renewals if not on hold
Magazines	21 Days		Auto-renewals if not on hold
DVDs (Adult/Junior)	7 Days		Auto-renewals if not on hold
Series DVDs	14 Days		Auto-renewals if not on hold
Video Games	7 Days	10/card	Auto-renewals if not on hold
Magazines	21 Days		Auto-renewals if not on hold
Interlibrary Loans: DVDs	Varies, usually 7 days	3 Active Requests	At discretion of lending library
Interlibrary Loans: Books / Audio Books	Varies, usually 21 days	3 Active Requests	At discretion of lending library
<b>Special Collections</b>			
Back2Nature Backpacks	7 days	No limit	Auto-renewals if not on hold
Binocular Kits	7 days	No limit	Auto-renewals if not on hold
Board and Card Games	21 days	2/card	Auto-renewals if not on hold
Book Club in a Bag	42 days	2 kits/loan period	No renewals
Chromebooks	21 days	No limit	No renewals
Community Passes	7 days	No limit	No renewals
Daisy Readers	42 days	No limit	Auto-renewals if not on hold
GoPro Kits	1 week	1/card	Auto-renewals if not on hold
Home Theatre Kits	1 week	1/card	Auto-renewals if not on hold
Launchpads	7 days	5/card	No renewals
Light Therapy Lamps	7 days	No limit	Auto-renewals if not on hold
Mini-Maker Kits	7 days	No limit	No renewals
Mobile Hotspots	21 days	No limit	No renewals

Sensory Support Kits	7 days	No limit	Auto-renewals if not on hold
Sports Kits	7 days	2/card	Auto-renewals if not on hold
STEAM Kits	14 days	No limit	Auto-renewals if not on hold
Storytime Kids	7 days	No limit	Auto-renewals if not on hold
Wonderbooks	21 days	No limit	Auto-renewals if not on hold

## **POLICY RESOLUTION**

Any questions, concerns, or requests for clarification regarding the interpretation or application of this policy can be directed to the CEO at [ceo@cplma.ca](mailto:ceo@cplma.ca).

If the matter remains unresolved or the party is not satisfied with the CEO's determination, the issue may then be formally escalated to the Library Bard for review at [chair@cplma.ca](mailto:chair@cplma.ca).

The decision of the Library Board shall constitute the final authority on all matters related to the interpretation and application of this policy