



**Belleville**  
Public Library &  
John M. Parrott Art Gallery

## **LIBRARY POLICY**

**Policy Title:** CIRCULATION SERVICES

**Policy Number:** BPL005

**Policy Type:** Library Board – Public Service

**Approved by Library Board:** 30 January 2013

**Date of Last Review:** 20 February 2024

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This policy outlines the rules and guidelines for Library membership and the use of the Belleville Public Library borrowing collection.

There may be some situations that are not easily resolved by reference to this policy, and in these cases the CEO or his/her designate will endeavor to resolve the situation using common sense and sound judgment.

### **Library Membership**

Upon presentation of proof of current address, a Belleville Public Library card is free to all who live, go to school, or own property or a business in the City of Belleville or the Tyendinaga Mohawk Territory. This card gives access to all digital and physical borrowing collections of Belleville Public Library, and the shared physical collections of Quinte West Public Library.

Children aged 12 or older may apply for their own library cards. For children aged 11 and under, a parent or guardian must register in person on his or her behalf and accept responsibility for fines and damaged or lost items.

### Card Expiry

Membership is updated bi-annually. Every 24 months, cards will expire and the name, address and telephone number on the account must be verified by staff. The Library may require that any outstanding charges on the account be paid in order to renew the Library card.

### Card Replacement Fees

The first card a person receives will always be free. However, if a card is lost and needs to be replaced, a fee will be levied. Please refer to Appendix A for the Board approved fines and fees schedule.

## Out of Town (Non-resident) Membership

It is possible to buy a membership card for Belleville Public Library if you do not live or own property in the City of Belleville or Tyendinaga Mohawk Territory. Please refer to Appendix A for the Board approved fines and fees schedule.

## **Borrowing Privileges**

### Card Presentation Requirement

A valid Belleville Public Library card must be presented each time materials are borrowed, or account information is accessed. It is possible to borrow items using a digital photo of a valid library card showing the User ID number. The physical library card must be presented as part of the card renewal process.

### Account Information Online

Cardholders are able to access information for their account through the “My Account” page on the Library’s website, or on public access terminals in the Library. Online account information includes a listing of current loans, reserve holds placed, items ready for pickup, fines owed, and the patron’s address information and Personal Identification Number (PIN).

Through the “My Account” page patrons may renew materials, change their PIN, search for materials and place reserve hold requests, and also activate or suspend reserve hold requests. When a reserve hold is suspended, the patron will maintain the queue position for their reserve hold request without receiving the item. This is appropriate for patrons who are going on vacation or who are waiting to read a series of books in the proper order.

### Personal Identification Number (PIN)

Every patron account must have a PIN associated with it. The default PIN is the last 4 numbers of the patron’s telephone number. Patrons can customize their PINs through the “My Account” page of the internet public access catalogue (IPAC) or request a new PIN directly from Library Staff at a service desk with presentation of a valid physical library card. Account and PIN numbers are also required for use of the public computers.

### Optional suspension of physical borrowing privileges

A patron may request a change of their card to an “internet only” card. The card will still allow access to electronic resources and public computers but will not allow for the borrowing of physical collection items.

### Temporary and visitor cards

The Library may offer library card accounts on a temporary basis for patrons who do not have a fixed address or are visiting from other regions. Temporary cards will allow a maximum number of two (2) borrowed physical items at a time and will be set to expire a maximum of two (2) months after the card is issued, requiring in person renewal. In the case of temporary visitors from other regions, the card will expire a maximum of two (2) weeks after the card is issued.

### Responsibility for Items Borrowed

Members are responsible for all materials borrowed on their card. Signing the Library card implies acceptance of and adherence to all rules and regulations of Belleville Public Library and John M. Parrott Art Gallery.

### Responsibility to Report Changes in Contact Information or Lost/ Stolen Cards

Changes in personal information such as name, address or telephone number, as well as the loss or theft of a library card, must be reported to staff immediately. If a card has not been reported lost or stolen, the card holder will maintain responsibility for all items borrowed on the card.

### **Loan Period**

The circulation period for materials is three weeks unless otherwise specified in the table below. In addition, materials borrowed from Quinte West Public Library may fall under different rules and loan periods. Digital content is provided by third-party vendors and is circulated according to their loan policies, licencing contracts, and platform features.

<b>Item</b>	<b>Loan Period</b>
Book	21 days
Bestseller	14 days
Fast Lane	7 days
Reference	Non-circulating
DVD (feature films and documentaries, all ages)	7 days
DVD TV Series	21 days
Audiobooks	21 days
Periodical or magazine	21 days
Mobile Router (Hotspot)	7 days

## **Renewals**

Some materials borrowed can be renewed three times (extending the loan period) subject to the conditions outlined below. A renewal starts as of the current date, not when the item was originally due. Patrons can renew their materials by contacting staff directly in person or by phone, or by accessing their “My Account” page through the IPAC. Interlibrary loans must be renewed by speaking to a staff member in person or on the phone.

### Restrictions on Item Renewals

Items will not be renewed if:

- There is a hold request placed on the item by another patron
- There have already been 3 renewals of the item
- The Library card has expired or will expire before the renewal date
- The Library card has fines that exceed \$20.00
- It's a Bestseller or another item that has been designated as non-renewable

## **Reserve Hold Requests**

Card holders with active accounts who do not have an amount owing that exceeds \$20.00 at the time of the request may place items on hold. Placing a reserve hold request does not guarantee an item will be available to the patron nor can the Library be responsible for any delays in the time it takes for the material to reach the patron at the desired pick up location.

Patrons may place holds on items through the IPAC on the Library Website or by speaking with a staff member either in person or by telephone. Patrons can request items that are on order, on loan, or available (on the shelf). When a reserve hold request is made, the patron must indicate the desired pickup location for delivery of the item.

The Library will endeavor to fill reserve hold requests as quickly as possible. Some items may not be available even if the computer indicates that they are on the shelf. Hold requests can be made for circulating items located at all branches of Quinte West Public Library and Belleville Public Library.

When a requested item has become available, the Library will notify patrons according to their preferred contact method (telephone, email or text message). The item(s) will be held for 5 business days after the notification goes out that the item(s) are available for pickup.

## **Borrowing Limits**

The maximum number of items that can be borrowed on one card at any given time is 75. Each day, patrons can borrow a maximum of 5 adult DVDs and 5 children's DVDs. The total number of DVDs per card at any time should not exceed 15 children's DVDs, 10 adult fiction DVDs, 10 documentary DVDs and 5 TV Series DVDs. Only 1 Mobile Router (Hotspot) is allowed to be borrowed per card. The current issue of a magazine and other reference items are not available to borrow.

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

## **Fines**

Please see Appendix A for the Board approved fines and fees schedule. In June of 2021, the Library Board resolved to eliminate fines and fees for most items returned past their due date.

Items that are more than two (2) weeks overdue will result in automatic replacement charges applied to the card, and an administrative fee. If the items are returned, the charges are reversed, minus the administrative fee.

For materials borrowed from Quinte West Public Library, there may be some variations due to their policies.

Payment may be made by cash, cheque, debit, MasterCard or Visa. NSF cheques will be charged a service fee.

The fine-free policy will not apply to special item collections such as Provincial and Conservation area park passes, board games, cognitive care kits, and wireless internet routers (hotspots).

## **Maximum Amount Owed**

If the amount owing on a Library card exceeds the threshold of \$20.00 owing, the account will be blocked. Patrons with blocked accounts cannot take out library materials, place holds, or renew items. Account and borrowing privileges will be reinstated when the charges have been paid below the \$20.00 threshold.

## **Lost or Damaged Materials**

Members are responsible for all materials on loan to them and must report lost or damaged material at the earliest opportunity. The replacement cost of the material varies, and in most cases will be automatically charged to the card. In addition to replacement fees, a processing fee will also be levied (see Appendix A).

The Library will not accept a replacement copy or an item of equivalent value.

If replacement cost is unknown (not on the item's record), the following charges are applied:

<b>Material</b>	<b>Charge</b>
Book, audiobook, DVD, videocassette	\$30.00
mass market paperback	\$12.00
Children's board book	\$12.00
Periodical	\$5.00

### Refunds

A patron can bring in an item that was previously reported lost, accompanied by a receipt, for a refund, minus any overdue fines accrued and the processing fee. The Library reserves the right to deny refunds on damaged items or items for which no receipt or record of payment is available.

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Approved by the Belleville Public Library Board

Signature: Board Chair



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20 February 2024

Signature: CEO



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20 February 2024

## Appendix A – Board approved fines and fees schedule

Updated February 2024

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### Membership fees and maximum fines

Membership fee, resides outside of Belleville /TMT	Lost card replacement fee	Max owing threshold for card block (suspension)	Maximum late fees per card*	Processing fee for lost item replacement
\$60 / year, \$20 / 3 months	\$1	\$20	\$65	\$7.00 per item

\*Maximum late fees per card excludes Lost or Damaged Items replacement fees, which have no set maximum.

### Daily fine rate for late materials:

Print titles	ILLO	DVDs and Disc media	Bestsellers	Provincial Parks and Quinte Conservation Parking Passes	Hotspots*
\$0	\$0	\$0	\$0	\$1	\$5

\*Mobile Wi-Fi Internet Routers (Hotspots): In order to borrow Hotspots, Patrons must sign a Borrowing Agreement that clearly states the daily fees for late returns. The agreement also outlines replacement fees for other items from the Hotspot units (charging cord, carrying case).