

OP-03	BORROWING		
APPROVED	19 January 2022	EFFECTIVE	1984
AMENDED	1985, 1988, 1991, 1992, 2003, 2006, 2010, 2011, 2014, 2015, 2016, 2021	NEXT REVIEW	2026

## 1. PURPOSE

To set out how material available for public use can be accessed and the responsibilities of any person who borrows this material.

## 2. SCOPE

Any person wishing to borrow material from any of the Library's collections, whether physical or digital, are subject to this policy. Library employees are responsible for administering and interpreting this policy.

## 3. DEFINITIONS

**Borrowing** – Borrowing includes the loan of circulating material, and access-controlled use of certain types of equipment and digital resources. An individual requires a Library membership to use these materials.

**Collection** – Items made available for public use are divided into collections to make them easier to access. The divisions may be based on an item's subject matter, its physical qualities, or a combination of both.

**Member** – An individual or institution that has an active account with the Library.

## 4. GENERAL

- a. The Library makes available a wide range of material for its users. The Library Board determines which material can be circulated and which is for in-house use, and the duration of the loan periods for different types of material.
- b. To ensure the fair and responsible use of Library material, individuals wishing to borrow material must be a Member in good standing.

## 5. CARD USE

- a. Library cards are non-transferable. Members present their own card at each transaction to borrow materials and access some services at the Library.
- b. Existing Members who do not have their card with them may borrow materials by presenting a piece of identification, and also confirming a piece of information on their account. A fee may be levied for this transaction. Library employees retain the right to refuse this type of transaction.
- c. Upon signing a consent form, a Member may designate one other Member to act as a proxy to borrow material on their behalf. The Member is responsible for all material borrowed on their behalf by the proxy.
- d. Library cards are the property of the Library and must be returned upon request.
- e. Lost or stolen cards must be reported immediately. Members are responsible for all material borrowed with their card until it is reported.
- f. Lost or damaged cards may be replaced for a fee.

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## 6. TYPES OF MATERIAL

- a. **Circulating** – Material that can be loaned for use outside the Library.
- b. **Non-Circulating** – Material that is intended for in-Library use because of its nature, format, condition, value, and/or rarity. Upon request on a case-by-case assessment, the Chief or Deputy Librarian may allow the temporary loan of such material.
- c. **Interlibrary Loan** – An item borrowed from another library through the Library whose loan period is set by the lending library.
- d. **Idea Lab Equipment** – Computers and electronic equipment available for dedicated use within the Library for a set period of time.
- e. **Digital Resources** – Subscription-based databases that require membership authentication to grant access to their resources. Remote access to digital resources may be restricted by licensing agreements.

## 7. BORROWING MATERIAL

- a. To facilitate equitable access to the Library’s available resources, the Library will set limits for how many items a Member may have on loan at any one time.
- b. The Library Board may set restrictions for the use of any type of material based on membership type.
- c. **Homebound Service**
  - i. The homebound service is available to residents of the City and RDEK Area C who are confined to a private residence or institution as a result of ill health, or a physical, visual or age related disability.
  - ii. This service is available to people who are temporarily unable to access the Library. Such an individual reverts to their regular membership type when they cease being homebound.
  - iii. Library employees will determine the eligibility of an applicant for this service.

## 8. OVERDUE MATERIAL

- a. It is the responsibility of the Member to ensure borrowed material is returned on time so that others may use the material.
  - i. The Library may impose fines or other penalties for overdue materials to encourage the return of borrowed material.
  - ii. Fine rates are set by the Library Board.
  - iii. At the discretion of the Library, certain types of borrowers may be exempted from fine payments.
- b. Library employees will use provided contact information to attempt to contact Members with overdue material. It is the Member’s responsibility to ensure contact information is accurate.
- c. The Library may charge an administration fee for overdue material that is not returned over and above any fines and other fees that accrue. This fee will be charged whether the items are returned or not.

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- d. Library employees will consider requests to make arrangements for alternate ways to waive fines on a case-by-case basis and reserves the right to refuse such requests.

**9. DAMAGED OR LOST MATERIAL**

- a. Members are responsible for all material borrowed on their account.
- b. Members use the Library’s materials at their own risk. The Library is not liable for any damages that may occur to non-Library material used in conjunction with Library material.
- c. Members shall pay for damaged or lost material at the cost of the item plus a processing fee.
- d. A Member may request to keep damaged material after the payment receipt is issued.
- e. A Member who returns lost material previously paid for within 1 month of the date on the payment receipt will be reimbursed the payment amount less the processing fee.
- f. The Library may take further action, including but not limited to referring the account to a collection agency, if a Member does not pay for damaged or lost material.
- g. The Library does not accept substitute items for damaged or lost material. In-kind material may be accepted if it is the same title and edition, and is in excellent condition. If such an item is accepted, the Member must pay the processing fee. Library employees reserves the right to refuse in-kind material and request full payment for the material.
- h. Library employees will consider requests to make arrangements for alternate ways to waive fees, other than the replacement cost of the item, associated with lost or damaged material on a case-by-case basis and reserves the right to refuse such requests.

**10. EQUIPMENT RENTAL**

- a. The Library may make various types of equipment available for rental to the public. Individuals renting equipment are not required to have a Library membership.
- b. The Library will determine what types of equipment will be available and may set rental fees.
- c. Individuals wanting to rent equipment must complete a rental agreement and pay any fees prior to taking possession of the equipment.
- d. Customers are responsible for all damages or losses which may occur to equipment they rent.
- e. While the Library will attempt to assure all rental equipment is in working order, the Library does not guarantee that the equipment will meet the specific needs of the customer.
- f. The Library is not liable for any damage that may occur to other equipment that the renter may use in conjunction with the rented equipment.

**RELATED POLICIES**

- FO-02 Revenue & Expenditure
- OP-02 Membership
- OP-A02 Borrowing Periods & Limits