



Adoption Date:	January 2018
Revision Date:	
Reference #:	BRD - 22
Category:	Customer Service

Library Membership and Use

1. PURPOSE

The purpose of this policy is to articulate the requirements and responsibilities of Library membership, pursuant to the Ontario Libraries Act and Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Everyone is welcome at the Library. The Library provides free and equitable access to information in an environment welcoming for all that acknowledges intellectual freedom.

2. MEMBERSHIP REGISTRATION

- 2.1. Membership of the Brampton Library is available to all Ontario residents; Membership fees are outlined in the Brampton Library Membership Guide and Procedures Manual: Policies in Action.
- 2.2. Temporary Memberships are available for people who reside outside of Ontario staying in the City of Brampton for less than two (2) months.
 - 2.2.1. All applicants, with the exception of children 12 and under must present approved identification, as outlined in the Membership Guide.
- 2.3. The CEO may issue a membership to groups, institutions or bodies whether incorporated or otherwise, and may determine the terms and conditions for that membership.
- 2.4. Membership involves a Membership Card, benefits and responsibilities
 - 2.4.1. Membership Card:
 - 2.4.1.1. Adult Members, as part of their membership, receive a Membership Card and are asked to:
 - 2.4.1.1.1. Sign their card upon receiving their membership, showing that they accept the benefits and responsibilities
 - 2.4.1.1.2. Renew their card annually, ensuring that their membership information is current



2.4.1.1.3. Contact the Library immediately if their card is lost; the member remains responsible for any unauthorized use of a Membership Card until the loss of the Card is reported to Library staff

2.4.1.2. Children and Youth Members may also receive a Membership Card:

2.4.1.2.1. Parents or legal guardians are asked to sign for children who are 12 and under

2.4.1.2.2. Youth ages 13 - 16 may sign their membership card; their parent or legal guardian is responsible for the use of that membership card. They must present a student card or another valid piece of identification.

3. MEMBERSHIP BENEFITS

As a Library Member, individuals have access to a wide range of Library services as well as facilities, resources, materials, technologies, devices, and programs, and may borrow various materials. While there is no fee for Members for many of these services, the Brampton Public Library Board delegates to Library staff the authority to determine and collect fees for select services.

4. MEMBERSHIP RESPONSIBILITIES

4.1. By accepting the Membership Card the Cardholder agrees to:

4.1.1. Use their Card or Card identification number and PIN to borrow materials, use resources, materials, and services and participate in programs

4.1.2. Return or renew all materials in the same condition as borrowed within the due dates given. If not, the member agrees to pay late fines; replacement costs for lost, damaged or stolen material; and a non-refundable processing fee for all items billed for replacement.

4.1.3. Be responsible for any unauthorized use of a lost library card until such time as the loss of the library card is reported to the library

4.1.4. Be financially responsible for material borrowed with this card

4.1.5. Inform the Library if contact information (name, address, phone number or email address) changes

4.1.6. Monitor the material a child selects and borrows with this card

4.1.7. Pay all fees for the loss of or damage to materials borrowed with this card

- 4.1.8. Report a lost/stolen card immediately; the cardholder is solely responsible for lost/stolen items borrowed with this card until it is reported lost/stolen to a Library staff
- 4.1.9. Renew their membership annually; all outstanding fines and fees must be cleared at time of renewal
- 4.1.10. The Library's policies and Code of Conduct, and understands that by not adhering to these policies may result in being excluded from services and temporary or permanent loss of membership

5. MEMBERSHIP FOR CHILDREN AND YOUTH

5.1. Parents or legal guardians of a minor (those ages 0-16) are solely responsible for:

5.1.1. Ensuring material borrowed by the child or youth is appropriate. The library's collection serves a wide diversity of customers, values intellectual freedom, and therefore contains a wide range of materials.

5.1.2. For fees for the loss of or damage to materials borrowed with this card

6. LOST OR DAMAGED MEMBERSHIP CARDS

6.1. **Members must present** approved identification to obtain a replacement for a lost or damaged card will be issued. Associated fees may be applied.

7. LATE , LOST OR DAMAGED MATERIALS

The [Public Libraries Act \(R.S.O. 1990, c. P.44, section 23\)](#) permits the Library to impose fees and establish rules regarding the use of Library services, resources and materials. Policies and rules are reviewed regularly to ensure that they are in keeping with the Library's values and with the policies and rules in other public libraries. The Library has established fees as an incentive for prompt return of materials. Fees are outlined in the Brampton Library Membership Guide and Procedures Manual: Policies in Action.

- 7.1. Members are responsible for returning materials borrowed from the Library on or before the date they are due to ensure that their Library membership remains in good standing.
- 7.2. Borrowing and other membership privileges will be suspended when unpaid fees have been accumulated to an established amount, and/or overdue items have not been returned. Privileges are reinstated upon return of overdue items and payment of fees.
- 7.3. Full replacement cost plus a processing fee, set by the Library, is charged for lost or damaged material. Late fees are charged in addition to the replacement cost for lost or damaged material.

- 7.4. Replacement in kind or substitution for lost or damaged materials will not be accepted. If an item that was reported lost and paid for is subsequently found, the customer accepts that he/she has purchased the item. No refund will be made.
- 7.5. The Library reserves the right to refer any unpaid accounts to an external recovery agency and to charge a non-refundable administrative fee.
- 7.6. Borrowing and selected membership privileges will be suspended for members whose accounts are in the recovery agency process. Once the account is paid in full, membership privileges will be reinstated. Access to in-library resources will not be denied.

8. SECURITY AND CONFIDENTIALITY

Records and information held by the Library shall be dealt with in accordance with the provisions of the [Ontario Public Libraries Act R.S.O. 1990, Chapter P.44](#) and the [Municipal Freedom of Information and Protection of Privacy Act, 1990](#).

By being on Library premises, individuals agree to be recorded by security cameras.

Please refer to the Confidentiality and Security Policy (BRD – 23) for more information, and to the Procedures Manual: Policies in Action.