



Borrowing Policy

Purpose

To ensure that Guelph Public Library facilitates broad utilization of library collections and serves its members in a fair and consistent manner. The borrowing policy outlines:

- The criteria for library membership in order to get a library card
- Member confidentiality and the terms of the library card agreement
- Borrowing responsibilities of the library card holder
- Borrowing privileges and loan periods

1 Policy Statement

This policy defines the different types of library cards we offer and under what terms. A library card is not required to enter the library or to use most resources within the library. A library card is required to borrow materials and use our online resources. Members may choose to sign up for a library card in-person at a library branch or online through the website.

Library cards are free for anyone who resides, goes to school, or owns property in the City of Guelph. City of Guelph employees who do not reside in Guelph can get a library card by showing proof of employment. We also offer a free membership to neighboring municipalities with reciprocal agreements in place.

To get a library card you will need to show valid and current name and address identification (Schedule A). Children under age 13 must be with a parent to get a card.

2 Types of Cards (Schedule B)

The Library issues the following types of cards:

- Adult (age 13 & above)
- Junior (age 12 & under)

- Community
- Digital Access
- Extended Access
- Non-Resident (for a cost)
- Outreach (Accessibility, Bookmobile, Institutional)

3 Customer Confidentiality

Library registration is carried out in accordance with the GPL Privacy Policy which provides full information about the collection and use of personal information. Information about what a person has borrowed is not kept in the customer's account after the item is returned except where fees may have occurred, or when the customer has activated the borrower history feature which keeps a list of returned items. Staff may access the last borrower information for business purposes only.

Visiting Library Service customers' information is retained for the period they are enrolled in the service.

4 Borrowing Responsibilities

Library card holders are responsible for materials they have borrowed. Returning items on time enables others to share the library's collection and provides greater opportunities to browse items at the location.

Signing the back of the library card implies the card holder's acceptance of and adherence to the rules and regulations of the Guelph Public Library. All card holders are responsible for:

- Materials checked out on their card
- Promptly reporting changes in registration information such as name, address or contact information
- Promptly reporting the loss or theft of a library card

Card holders also authorize the Library to collect personal information for the purpose of providing service.

Card holders are required to verify their contact information every year.

5 Borrowing Privileges

A valid Guelph Public Library card is required to borrow materials. Guelph Public Library reserves the right to ask for a second piece of identification to verify identity when loaning technology. Loan periods may vary based on the type of materials

borrowed and the type of card used to borrow the materials (Schedule C). Borrowing privileges can be suspended under certain circumstances.

5.1 Notifications

Library card holders receive notifications regarding their borrowing from the Library. Card holders are notified by text, email, mail or telephone calls/voice messages regarding items that are overdue, or on hold and ready for pickup. Card holders who provide an email address will additionally receive emails about items that are coming due (pre-overdue notice). If customers prefer not to receive notifications this can be requested.

5.2 Automatic renewals

Most items can be renewed up to three (3) times following initial checkout. Customers will be sent a pre-overdue notice 2 days before an item is due. If an item is eligible for renewal it will be automatically renewed and the customer will be notified. If an item is not eligible for renewal the customer will be notified and the item is due on the due date. Renewals of interlibrary loan materials is subject to the guidelines of the lending library.

5.3 Lost Items

Items that have not been returned 21 days after the due date will be assumed lost and will be subject to a replacement cost and a processing fee of \$10.00. Borrowing privileges are suspended until the lost item is returned or paid for. When the lost item is returned the associated fees will be waived.

5.4 Damaged Items

Items returned in damaged condition are subject to a replacement cost and processing fee of \$10.00. Once the damaged item is paid for the customer has the option of keeping the damaged item.

5.5 Reserves/Holds

Customers with a valid Guelph Public Library card may reserve an item that someone else is currently borrowing. This is referred to as placing an item "on hold". Upon notification that a reserve is available, customers have 7 days to pick up the item. eBook users have 3 days (72 hours) to download their hold.

5.6 Returns

Items borrowed from the Guelph Public Library need to be returned to one of its locations. Drop boxes are available at all locations (excluding Bookmobile). If a Guelph Public Library item is returned to another library system in error, the card holder is responsible for all fees. Certain items may need to be returned during open hours.

5.7 Inactive Cards

Inactive cards are deleted after 3 years of no activity.

5.8 Lost or Stolen Cards

If you lose your card, contact the library immediately. You are responsible for items borrowed on your card before the library is notified of your card's loss. To get a replacement card, bring your identification to any library location.

5.9 Suspension of Borrowing Privileges

Items that have not been returned 21 days or more after the due date will be assumed lost. Items that are lost are subject to a replacement fee and a processing fee of \$10.00 and borrowing privileges are suspended until the item is returned or paid for. Suspensions only apply to physical borrowing; digital collections and resources remain accessible.

5.10 Outstanding Accounts and Collections

The Library uses a collection agency to recover outstanding accounts exceeding \$125 for more than 30 days. The Library automatically charges a \$15.00 fee for accounts that go into Collections.

5.11 Reciprocal Borrowers

Guelph Public Library has a number of formal reciprocal borrowing agreements with neighboring municipalities. Reciprocal borrowing agreements require library board approval. Individuals from outside Guelph require a valid library card from a participating library system, along with identification showing their name and address to register for a Guelph library card.

5.12 Non-residents not covered by our reciprocal agreements

Non-resident memberships cost \$50 for six months and \$100 for one year.

5.13 Borrow from Another Library

Guelph Public Library recognizes the important value of the Interlibrary Loan service to complement Guelph Public Library's collections. Guelph Public Library actively participates in resource sharing for the benefit of library customers across Ontario and Canada and to provide Guelph Public Library customers with efficient access to information and materials not held in the Guelph Public Library collection.

Interlibrary loans from other public libraries are free of charge. Lost or damaged items will be charged to your account as determined by the lending library.

Related documents:

GPL Privacy Policy

Schedule A - Acceptable Identification

Name and Address with Photo (no other ID required)
Driver's License
Ontario Photo ID Card (16 and up)
Health Card (version with address on the back)
CNIB ID card

If the above cannot be provided, you must present one piece of identification from the Name list and one piece of identification from the Address list*. Expired documents or self-written name and address are not acceptable. Bills and legal documents must have been issued in the last two months of the date of registration or renewal.

Name	Address
Birth Certificate	Any benefit statement issued by the Government of Ontario
Certificate of Indian Status	Bank Account Statement
Citizenship card	Current Utility Bill
Current bill or invoice	Employer record (pay stub or letter from employer)
Current lease	Insurance policy
Current legal document (subpoena, parole, or bail)	Letter from a shelter/social agency
Employee ID or benefit card	Motor Vehicle Permit
Hospital card	Mortgage, rental or lease agreement
Landed immigrant certificate	Property tax assessment or bill
Letter from a shelter/social agency	Secondary school, college or university transcript or report card
Old Age Security card	
Major credit card	

Passport	
Permanent resident card	
Report card	
Social Insurance card	
Student ID Card	

*Digital Access card only requires Name Identification

Schedule B – Types of Library Cards

Patron Type	ID Required	Type of Access
Adult (13 and up)	Name and Proof of Address	Full access
Junior (12 & under)	Name and Proof of Address and Signature of parent or guardian	Full access excluding video games or DVD/Blu-ray
Digital Access	Name, no Proof of Address required	Full access to Digital Resources and in-house computers 2 item limit (Book/DVD) No tablets, devices, hotspots or Library of Things
Community (includes University Students, Guelph Property Owners, City of Guelph Staff, Reciprocal Borrowers)	Name and Proof of Address	Full access
Extended Access	Name and Proof of Address	Full access Limits/extensions can be added based on customer needs/requests Extended loan period No Collections
Non-resident	Name and Proof of Address	Full access 1 year = \$100

		6 months = \$50
Outreach - Accessibility	Proof of Address Visiting Library Service application form	Full access Extended loan period No Collections
Outreach – Bookmobile	Proof of Address	Full access No Collections
Outreach – Institutional	Proof of Address Institutional application form No Interlibrary loan	Full access Extended loan period No Collections

Schedule C – Loan Periods*

Books	2 weeks
Music CDs, Books on CD, Audiobooks, Playaways	2 weeks
Magazines	2 weeks
DVD and Blu Ray	2 weeks
Video Games	2 weeks
Board Games & Puzzles	2 weeks
Quick Pick Books	1 week
Quick Pick Movies	2 days
Book Club Kit	6 weeks
Wi-Fi Mobile Hotspots	1 week
Samsung Tablets with Wi-Fi	1 week
UGDSB Chromebooks	7 days
CHC Chromebooks	4 weeks
Library of Things	Varies

*Loan periods are subject to change.