

MISSISSAUGA LIBRARY SYSTEM

CUSTOMER USE POLICIES

Approved by the Mississauga Public Library Board
February 16, 2011

TERMS OF USE

These are the customer policies of the Mississauga Library System and cover activities relating to the registration of users as well as the borrowing and use of Library collections and services, including:

- conditions and use of the library card
- borrowing privileges, responsibilities and restrictions
- a schedule of fines and fees

The purpose is to:

- ensure materials and services are widely available to customers
- maximize use of collections and services
- retrieve overdue materials and penalties

All customer policies of the Mississauga Library System are regularly reviewed and approved by the Mississauga Public Library Board.

1.0 LIBRARY CARD

1.1 Eligibility

Anyone who lives, works, attends school full time or owns property in Mississauga is eligible to receive a library card without charge, upon presentation of acceptable identification.

A **Non-Resident** is an individual who does not work, live, own property or attend school in Mississauga, and may borrow materials from the Mississauga Library System by paying a non-refundable fee.

Children under the age of 12 and under will require parental/caregiver approval.

The card holder agrees to accept responsibility for use of the card and agrees to the rules of the Library. A library card remains the property of the Library and may be revoked or cancelled at any time with cause.

1.2 Customer Categories

Type	Longer Loan Period	Pay Fines	Annual Fee
Junior 12 yrs and under		√	
Youth 13 - 17 yrs		√	
Adult 18 and over		√	
Non-Resident Junior		√	\$30.00
Non-Resident Youth		√	\$30.00
Non-resident Adult		√	\$30.00
Homebound	63		
Institutions	84		
Day Care			
In-House Purposes			
Staff Member			

1.3 Privacy of Customer Information

The Mississauga Library System complies with the provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

To obtain a library card, customers must disclose name and address information to staff. A parent or guardian of a person less than age 16 may have access to the child's personal information in the database.

The circulation records of a Homebound Service customer are retained with permission.

Borrowing activity information is retained as long as the item remains on loan or charges remain unpaid; resolved history may also be retained.

Backup files of customers' borrowing activity are temporarily retained for the purpose of restoring data in cases of system failure and file corruption. These files are subsequently destroyed on a scheduled basis.

1.4 Library Card Use

The library card must be presented each time to borrow items and access services of the Mississauga Library System.

A charge of \$1 is levied for forgotten cards.

Customers are entitled to one library card per person.

The library card must be renewed annually with confirmation of relevant information.

The library card is not transferable. Lending a library card to a third party implies consent has been given for its use but does not entitle that person to any information contained in the record.

The library card is the property of the Mississauga Library System and must be surrendered upon request.

Loss or theft of a library card must be reported immediately. A card holder is responsible for any items borrowed or charges incurred on the card until loss or theft is reported.

Change of address, name or phone number must be reported immediately.

A charge of \$2 is levied for the replacement of a damaged, lost or stolen card.

Inactive customer records are purged on a regular basis provided there are no outstanding fines, fees or items.

2.0 BORROWING

2.1 Loan Limits

The number of items that a customer may borrow may be limited on the basis of local supply and demand.

Remote access to electronic products is restricted based on licensing agreements.

The following maximums apply:

- number of items a user may borrow (including books, CDs, cassettes, books on tape, videos, DVDs, CD-ROMs) at one time is 50
- number of DVDs and/or video games a user may borrow is 25 (included in the overall maximum)
- number of holds at one time is 100

Restricted videos and DVDs cannot be borrowed by customers under age 18 by law.

2.2 Loan Periods

A standard loan period of 21 days exists for materials except for materials for which special loan periods have been established.

An extended loan period may be granted. Restrictions may be imposed on the number and type of items for an extended loan.

Some items may be restricted to in-library use only.

Some “in-library use only” items may be loaned overnight by request.

Type	Loan Period
Adult Book	21
Adult Paperback	21
Cassette	21
Cassette Kit	21
Compact Disk	21
Digital Disk	21
Digital Disk Kit	21
Fast Add Three Week	21
Junior Book	21
Junior Paperback	21
Map	21
Special	21
Video Three Week	21

Type	Loan Period
DVD One Week	7
DVD Restricted	7
Video Game	7
Video One Week	7
Video Restricted	7
Fast Add One Week	7
Lightning Loan Book	7
Periodical	7
Lightning Loan DVD	3
Lightning Loan DVD Restricted	3
Reference	0

2.3 Renewals

Materials may be renewed if there is no hold request for it. The new due date will be calculated from the date of renewal and not from the original due date. If there are overdue charges, they will be added to the customer’s account.

Renewals may be made in person, by telephone, by automated telephone service, by catalogue access in branch, by online access, or by request to staff at the library.

Type	Renewals
Adult Book	2
Adult Paperback	2
Cassette	2
Cassette Kit	2
Compact Disk	2
Digital Disk	2
Digital Disk Kit	2
Fast Add Three Week	2
Junior Book	2
Junior Paperback	2
Map	2
Special	2
Video Three Week	2

Type	Renewals
DVD One Week	2
DVD Restricted	2
Video Game	2
Video One Week	2
Video Restricted	2
Fast Add One Week	2
Lightning Loan Book	0
Periodical	1
Lightning Loan DVD	0
Lightning Loan DVD Restricted	0
Reference	0

2.4 Holds

Materials may be reserved using the on-line catalogue or through staff at the library.

Customers are advised when holds are available for pickup via telephone or email.

Holds are held for 5 open days.

Holds not picked up by the specified date are subject to a \$2 charge.

Type	Holds
Adult Book	√
Adult Paperback	√
Cassette	√
Cassette Kit	√
Compact Disk	√
Digital Disk	√
Digital Disk Kit	√
Junior Book	√
Junior Paperback	√
Map	√
Special	√
Video Three Week	√

Type	Holds
DVD One Week	√
DVD Restricted	√
Video Game	√
Video One Week	√
Video Restricted	√
Fast Add One Week	
Fast Add Three Week	
Lightning Loan Book	
Periodical	
Lightning Loan DVD	
Lightning Loan DVD Restricted	
Reference	

2.5 Interlibrary Loan

Materials from other libraries may be borrowed upon request, subject to certain limitations.

The lending institution may charge a fee to be paid by the Mississauga Library System.

Materials from other library institutions are subject to loan conditions of the lending and the Mississauga Library System.

2.6 Returns

Materials are due by closing time on the day specified.

Materials may be returned to any other location in the library system regardless of where they were borrowed from.

2.7 Damaged and Lost Items

A Customer is responsible for all library materials borrowed on a card from any branch of the Mississauga Library System.

The Library will charge a replacement cost for material which is damaged beyond use or lost. The replacement charge will be the current standard replacement cost established by the Mississauga Library System.

Replacement in kind or substitute material may be acceptable upon request.

The Library retains damaged materials that have been paid for.

Type	Replacement Cost \$
Adult Book	30.00
Adult Paperback	10.00
Cassette	15.00
Cassette Kit	35.00
Compact Disk	25.00
Digital Disk	40.00
Digital Disk Kit	50.00
Fast Add Three Week	30.00
Junior Book	25.00
Junior Paperback	10.00
Map	30.00
Special	15.00
Video Three Week	20.00

Type	Replacement Cost \$
DVD One Week	30.00
DVD Restricted	30.00
Video Game	75.00
Video One Week	20.00
Video Restricted	20.00
Fast Add One Week	30.00
Lightning Loan Book	30.00
Periodical	10.00
Lightning Loan DVD	30.00
Lightning Loan DVD Restricted	30.00
Reference	50.00

2.8 Refunds

If an item is reported lost and paid for, and is subsequently found it may be returned for a refund. An overdue fine will be substituted and calculated to the date of recovery and the difference between the two amounts will be refunded. The fine deducted may be equal to, but shall not exceed, the original payment.

2.9 Damaged Equipment

The Library accepts no responsibility for damage to any equipment incurred during the playback of video or audio formats.

The Library accepts no responsibility for damage to personal equipment due to use.

2.10 Overdue Charges

The Library has established fines to encourage the return of materials.

Since items can be returned 24/7, fines are charged for all days, including days the library is closed. See Appendix 1 attached for details.

Late charges can be avoided by renewing materials. There are three choices for renewing items:

- by using the on-line catalogue in the Library or the Library's website
- by using a touch tone telephone
- in person

Type	Daily Fine \$	Maximum Fine \$
Adult Book	0.35	10.00
Adult Paperback	0.35	10.00
Cassette	0.35	10.00
Cassette Kit	0.35	10.00
Compact Disk	0.35	10.00
Digital Disk	0.35	10.00
Digital Disk Kit	0.35	10.00
Fast Add Three Week	0.35	10.00
Junior Book	0.35	10.00
Junior Paperback	0.35	10.00
Map	0.35	10.00
Special	0.35	10.00
Video Three Week	0.35	10.00

Type	Daily Fine \$	Maximum Fine \$
DVD One Week	1.00	10.00
DVD Restricted	1.00	10.00
Video Game	1.00	10.00
Video One Week	0.35	10.00
Video Restricted	0.35	10.00
Fast Add One Week	1.00	10.00
Lightning Loan Book	1.00	10.00
Periodical	0.35	10.00
Lightning Loan DVD	1.00	10.00
Lightning Loan DVD Restricted	1.00	10.00
Reference	5.00	25.00

2.11 Overdue Notification

An overdue notice is sent by telephone or email 7, 14, and 21 days after an item is due.

A replacement charge is automatically activated for any item that is 35 days past its due date.

2.12 Unpaid Charges

Customers will be notified at check out of outstanding charges on their account, regardless of amount or recentness.

Customers will receive telephone notification when fines exceed \$40.

2.13 Waiving Fines

Fines may be waived in whole or in part due to extenuating circumstances at the discretion of the supervisor. Any activity on a customer's account may be recorded by staff for future reference.

2.14 Suspension of Borrowing Privileges

Borrowing privileges are suspended when a customer has:

- more than 50 items overdue
- more than \$10 in fines or charges outstanding
- more than 5 reported "claims returned"
- has been notified of charges and no payment has been made

2.16 Collection Agency

A collection agency will be used to recover unpaid accounts when the amount owing is \$40 or more.

A service fee of \$12.80 will be added to each account that is turned over to the collection agency.

3.0 COMPUTER USE

3.1 Reserve a Computer

A valid Mississauga library card or a Reserve a Computer temporary number is required to use a library computer.

Making a reservation guarantees that the computer will be available for the customer at the reserved time. Customers may use the computers without a reservation as long as a valid library card is produced.

The charge is \$1 for a forgotten card. Customer must provide acceptable identification in lieu of a library card to borrow material.

3.2 Fees for Computer Use

Temporary computer access is available to customers who do not have a valid library card for a fee:

- \$ 1 – 1 day computer access
- \$ 5 – 1 week (7 days) computer access
- \$15 – 1 month (31 days) computer access

A Customer with unpaid charges over \$40 cannot use that library card to access computers.

3.3 Wireless Service

Wireless access is available at all Library locations. Wireless Mississauga allows library customers the ability to access the Internet for free.

A valid Mississauga library card is required to access the wireless network.

With acceptable identification temporary access is available.

Mississauga Library System

FINES AND FEES SCHEDULE

Effective January 4, 2011

FINES	Daily Charge	HST
All Material (except as specified below)	\$0.35 Maximum \$10.00	
DVD'S, Video Games, Lightning Loans	\$1.00 Maximum \$10.00	
FEES	Daily \$	
Forgotten Card	\$1.00	
Replacement Card	\$2.00	
Non-resident Card per annum	\$30.00	
Lapsed Hold Pick-up	\$2.00	
NSF Cheques	\$35.00	
Print Copy Card	\$1.00	included
Printing	\$0.15	included
Program Special Events (age 15 and older)	Variable rate	✓
Program Special Events (age 14 and under)	Variable rate	
Program Storytimes for Children	\$15.00	
Reserve a Computer Temp (1 day)	\$1.00	
Reserve a Computer (1 week)	\$5.00	
Reserve a Computer (1 month)	\$15.00	
Art Display Rental	\$75.00	✓
Collection Agency Fee	\$12.80	✓
Commercial Advertising – 6 months	\$250.00	✓
Exam Proctor	\$25.00	✓
SOUVENIRS	Per Item	
Book Bag	\$5.00	✓
USB Key	\$10.00	✓
Heritage Book	\$25.00	plus 5%