

## CUSTOMER USE POLICY

*(Approved by the Mississauga Public Library Board on September 16, 2015)*

### TERMS OF USE

The Customer Use Policy of the Mississauga Library System covers activities relating to the registration, borrowing and use of materials and services. These include:

- conditions and use of the library card
- borrowing privileges, responsibilities and restrictions
- charging of fines and fees
- accessing library computers and Wi-Fi service

The purpose is to:

- ensure materials and services are widely and equitably available to customers
- maximize use of collections and services
- retrieve overdue materials and assess penalties for lateness or loss

The Customer Use Policy is regularly reviewed and approved by the Mississauga Public Library Board.

## 1 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 person who does not work, attend school full time or own property in Mississauga is deemed to be a non-resident. A non-resident may receive a library card by paying a non-refundable annual fee as approved by the Library Board.

Children under the age of 13 require parental/caregiver approval to receive a library card.

The person named in the library record agrees to accept responsibility for use of the card and agrees to abide by the rules of the Library. The library card remains the property of

the Library and may be revoked or cancelled at any time with cause.

A customer is entitled to only one library card.

## 1.2 Customer Categories

Library cards are issued by age group category.

Type	Loan Period	Pay Fines	Annual Fee
Junior: 12 yrs and under	Normal	√	
Youth: 13 - 17 yrs	Normal	√	
Adult: 18 and over	Normal	√	
Non-Resident Junior	Normal	√	√
Non-Resident Youth	Normal	√	√
Non-resident Adult	Normal	√	√
Homebound	Extended		
Daycare	Normal		

## 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, a customer must provide 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 reading history of a Homebound Service customer is retained and available to staff to assist in managing materials selection.

A customer's current circulation activity information is available to staff as long as the item remains on loan or as long as charges remain unpaid. A history of resolved bills is also retained.

A customer may opt in to retaining their own reading history via the on-line catalog. This information is not available to staff.

Backup files of circulation activity information are temporarily retained for the purpose of restoring data in case of system failure and file corruption. These files are overwritten on a scheduled basis.

## **1.4 Library Card Use**

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

A customer may use an electronic facsimile of their library card, or key in their library card number at a self-checkout station. A PIN will be required.

A customer may need to renew their library card periodically with confirmation of personal information.

A 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 the third party to any information contained in the record.

Loss or theft of a library card must be reported to staff immediately. A customer is responsible for any items borrowed and any charges incurred until loss or theft is reported.

Changes in personal information must be reported to staff immediately.

A customer who replaces a damaged, lost or stolen card will pay a charge as approved by the Library Board.

Inactive customer records may be purged periodically provided there are no outstanding items or fines or fees.

## **2 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.

The overall maximum number of items that a customer may have on loan is 50.

The maximum number of items of one material type that a customer may have on loan may be limited.

By law, restricted videos and DVDs may not be borrowed by customers who are under age 18.

Access to electronic services may be restricted based on licensing agreements.

## **2.2 Loan Periods**

A standard loan period of 21 days exists for all materials but some materials may have a shorter loan period.

An extended loan period may be granted to a customer upon request. Limits may be imposed on the number and type of items.

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

Some in-library use only items may be loaned overnight with permission of staff. Higher fine rates may apply.

## **2.3 Renewals**

An item may be renewed if there is no hold request for it and it has not been renewed the maximum number of times allowed.

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.

The number of renewals may be limited on the basis of material type.

Renewals may be made using the automated phone service, the on-line catalogue, or with the assistance of staff.

## **2.4 Holds**

Materials may be requested using the on-line catalogue or with the assistance of staff.

Customers will be notified when a hold has become available for pickup.

An available hold will lapse if not picked up within 7 days. A hold that lapses will incur a fine as approved by the Library Board.

## **2.5 Interlibrary Loan**

Materials may be requested from other libraries, subject to certain limitations.

The lending library may charge a fee which will be paid by the Mississauga Library System.

## **2.6 Returns**

Materials are due at 23:59 on the day listed on the checkout receipt.

Materials borrowed from one location of the Mississauga Library System may be returned to any other location of the Mississauga Library System.

## **2.7 Damaged and Lost Items**

A Customer is responsible for all library materials borrowed on their card.

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

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

Replacement in kind or by substitution of similar acceptable material may be considered upon request.

The Library retains ownership of damaged and lost materials that have been paid for.

## **2.8 Refunds**

If a lost item is paid for and subsequently found, it may be returned for a partial refund. The item will instead be considered overdue and a fine will be calculated from the last due date. The refunded amount will be the difference between the lost charge paid and the calculated overdue fine. The fine deducted will not exceed the original lost charge payment.

## **2.9 Damaged Equipment**

The Library accepts no responsibility for damage to any equipment incurred during the playback of recorded material borrowed or downloaded.

## **2.10 Pre-overdue Notification**

A courtesy pre-overdue email notice is sent 3 days before an item is due.

## **2.11 Overdue Notification**

An overdue notice by phone or by email is sent 4, 11, and 18 days after an item is due.

Failure to receive an overdue notice does not excuse late fines.

## **2.12 Overdue Charges**

Fines and fees are approved by the Mississauga Public Library Board. Fines are intended to encourage the prompt return of materials. Fines are charged for each day after the due date, including days that the library is closed.

## **2.13 Unpaid Charges**

A customer will be blocked from checking out additional material when outstanding charges on their account reach or exceed \$20. A customer is expected to promptly pay these charges in full.

## **2.14 Waiving Charges**

Charges may be waived in whole or in part at the discretion of staff in consideration of special circumstances. Details of waived charges may be recorded in a customer's account by staff for future reference.

## **2.15 Collection Agency**

The services of a collection agency will be used to recover lost materials and unpaid charges.

Accounts submitted to the collection agency for charges exceeding \$19.99 but less than \$40 will have a \$5 collection agency fee added. Accounts submitted exceeding \$40 will have a \$12.80 collection agency fee added.

### **3 COMPUTER USE**

#### **3.1 Reserve-a-Computer**

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

A Customer with charges in excess of \$19.99 may not use their library card to access library computers.

A temporary number may be purchased for 1 day, 1 week or 1 month. Acceptable identification is required.

A customer may make a reservation to guarantee that a computer will be available but a customer may use any available computer without a reservation on a first come first served basis.

The Library has established rules to limit the frequency and length of time of use of computers to ensure fairness.

#### **3.2 Wireless Internet Access**

The City of Mississauga provides Wi-Fi access in all its facilities. Use of the service in Mississauga Library System locations is subject to the rules established by the City of Mississauga, Corporate Services Department, Information Technology Division.