

## **Customer Use Policy**

(Last Approved by the Mississauga Library Board on June 17, 2020)

### **Terms of Use**

The Customer Use Policy of the Mississauga Library System (Library) 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 (Board).

## **1 Library Card**

### **1.1 Eligibility**

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

A person who does not work, attend school 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 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.

Customer Type	Loan Period	Overdue Fines	Annual Fee
Junior: 12 years old and under	Normal	Yes	
Youth: 13 - 17 years old	Normal	Yes	
Adult: 18 years old and over	Normal	Yes	
Non-Resident Junior: 12 years old and under	Normal	Yes	Yes
Non-Resident Youth: 13 - 17 years old	Normal	Yes	Yes
Non-Resident Adult: 18 years old and over	Normal	Yes	Yes
Homebound	Extended		
Daycare	Normal	Yes	
First Step	Normal	Yes	
Virtual	Normal		

## 1.3 Privacy of Customer Information

The Library complies with all laws include the provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and Canadian Anti-Spam Legislation.

To obtain a library card, a customer must provide name and address information to Library staff members (where applicable). To obtain a virtual library card (eResource only access) name and address are required through

online registration. A parent or guardian of a person less than age 16 may have access to the child's personal information.

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 Library's website. 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**

A library card number must be used to borrow items and a PIN may be required to access services of the Library.

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 Library staff members 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 members immediately.

A customer who replaces a damaged, lost or stolen card will pay a charge as approved by the 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 Library establishes borrowing periods by format of the item. A summary of format limits will be listed on the Library's website.

Customers less than 18 years of age cannot, by law, borrow restricted items.

Access to electronic services will be restricted based on licencing agreements.

### **2.2 Loan Periods**

Standard loan periods are defined by format. A summary of loan periods are listed on the Library's website.

Where possible, and if a customer asks, they might receive a longer loan period.

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**

Customers can extend (renew) the loan period of most items they have borrowed. There are a limited number of times an item can be renewed. Items reserved by another customer cannot be renewed unless there are two or more copies available.

Loan periods are extended from the day of the renewal and not added to the end of the original loan period.

Renewals made after a loan period ends will result in overdue charges.

Renewals can be made using the Library's website, by automated phone service, using a mobile app, or with the assistance from staff members.

### **2.4 Holds**

Most items can be reserved using the Library's website, mobile app, or with the assistance of staff members.

Customers will receive notification when a reserved item is available for pickup. Customers can choose to be notified via e-mail, text message, or by automated phone service.

Reserved items will be held for 7 days. A fine will result in any reserved items not picked up or cancelled.

## **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 Library.

Customers will be charged a fee if interlibrary loans are lost, damaged, or not returned, and pay replacement costs for the items. The fee amount is determined by the owning library of the item.

## **2.6 Returns**

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

Most materials borrowed from one location of the Library may be returned to another location of the Library. Exceptions will be noted in the item's record.

## **2.7 Damaged or 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.

Customers who damage or lose borrowed items will pay a replacement fee. The fee will be the item's retail price where possible. Otherwise, the fee will be a standard replacement cost.

The Library determines the standard replacement cost.

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 is not responsible for any damage to equipment used to access, download, or play borrowed items.

## **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**

Customers are encouraged to return borrowed items on time through overdue fines.

Overdue fines are charged each day an overdue item is not returned including when 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 Public Computers**

A library card or guest pass is required to use the public computers.

A 1 day guest pass is available with identification.

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 Library locations is subject to the rules established by the City of Mississauga, Corporate Services Department, Information Technology Division.