

Mississauga Library Board Governance Policies

Policy Type: **Library Services** Policy Number: **LS-01**
Policy Title: **Customer Use** Initial Policy Approval Date:
Last Review/Revision Date: **May 18, 2022**
Year of Next Review:

Section 1: Policy Statement

The Mississauga Public Library Board enacts the following Policy according to the *Public Libraries Act, R.S.O. 1990, c. P.44*.

The Director, Library is responsible for the administration of this policy and may develop required operational procedures for the library under this policy.

Section 2: Purpose

This Policy outlines terms of customer use for the Mississauga Library to ensure fair and equitable access, removing barriers to library spaces, materials and services.

Section 3: Terms of Use

1. Mississauga Library provides free access to public areas within library facilities during approved open-hours.
 - a) Customers are expected to abide by a Code of Conduct developed by Mississauga Library when using library facilities
 - b) Facilities and rooms not used for general library purposes may be rented by individuals or groups, subject to terms and conditions set out by the Mississauga Library and City of Mississauga
2. The library does not charge for the borrowing of library materials for library card holders.
3. In-library use of materials, and information services are free to the public.
4. Additional services may be offered for a pre-determined fee.
5. Reasonable limitations may be implemented on borrowing and use of space and services for the purposes of:
 - a) ensuring materials, services and spaces are widely and equitably available to customers
 - b) maximizing use of collections and services
 - c) retrieving overdue materials and assessing penalties for lateness or loss

Section 4: Library Membership

1. Library membership is free of charge for individuals who live, work, attend school, or own property in the city of Mississauga.
 - a) Appropriate identification and/or documentation is required to obtain a free library card
 - b) Non-residents who do not work, attend school or own property in Mississauga, may obtain a library card by paying a non-refundable annual fee as approved by the Mississauga Public Library Board.
2. Cardholders are responsible for notifying the library as soon as possible if a card is lost or stolen. The cardholder is responsible for all activity (including materials borrowed and any accrued fees) on a library account before the

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loss or theft of the library card is reported to the library.

3. Cardholders are required to periodically renew Library membership in order to maintain active status.

Section 5: Library Fees & Charges

1. Library fees and charges are established annually through City of Mississauga by-law and approved by the Mississauga Public Library Board.
2. Customers may be prevented from checking out or renewing physical items when outstanding fees remain on their account. Customers are expected to promptly pay these fees in full.
3. The library may employ the use of a collection agency to recover lost items and unpaid fees.