

# Access to Materials

## AM 100.1 Borrowing Procedures – DRAFT (4/6/17)

### ***Adopted:***

### **Borrowing**

1. To borrow materials, library members with an account in good standing must provide one of the following:
  - a. Their library card; or,
  - b. Their library card number and last name; or,
  - c. Enough information to positively identify the correct library account

### **Over Threshold Accounts**

1. Those who fail to pay the fee of lost/damaged item(s) as defined below, or who accrue fines totaling \$25.00 or more will lose borrowing privileges. A block will be placed on the account and staff will not issue a new account to that borrower, except when eligible due to ONECard.
2. The block will be removed when the borrower pays the fines and/or the costs of the materials.
3. Staff have the ability to completely waive fees and fines to clear the account out of goodwill.
4. When material remains on a library account due to system or staff error, staff will clear the material and any associated fines or fees from the account and add the material to a search or 'trace' list as appropriate.

### **Damaged Items**

1. In determining damage for the purpose of deciding whether to charge a member for the item, damaged materials are items that are no longer usable due to readability, extensive damage to the cover or pages, any damage due to water or bodily fluids, infestations, or because it is missing a critical part.
2. If the material would have been withdrawn anyway due to standard weeding guidelines, the member will not be charged.
3. The returning library will be responsible for identifying damage, updating the member account, notifying the member and owning library, and retaining the item until claimed or disposed of.
4. Returning library staff will ensure the damaged item is on the member's account and add a note including the item information, damaged status, and the library where it is being held.
5. Library staff will attempt to renew damaged materials once but will not otherwise alter the status of the material unless the member is ready to pay.
6. Library staff will use the provided template when contacting members by postal mail or email regarding damaged materials.
7. Returning library staff will notify the owning library that the item was damaged and is held at their location.

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8. As long as it is safe to retain the damaged item, damaged items will be held for 6 months. In cases where mold, bodily fluids, infestations, or other dangerous conditions exist, staff will retain photos of the item, including the damage and identifying information, in lieu of retaining the actual item.
9. In-kind donations are not accepted as replacements for damaged or lost items.

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