

Policy Type: Operational	Policy Number: OP-12
Policy Title: Circulation	Policy Approval Date: February 2026
	Policy Review Date: February 2029

Introduction:

The Norfolk County Public Library (NCPL) makes materials widely available to the community, in an equitable manner, to maximize the use of the collections. The Norfolk County Public Library Board ensures fair conditions for library membership and borrowing privileges while protecting resources in a responsible manner and in accordance with the Public Libraries Act, R.S.O. 1990, c. P44.

Section 1: Library Membership and Borrowing

1. No fee will be charged for admission to the library.
2. Any permanent resident living in Ontario may be a member of the library with borrowing privileges. NCPL offers the following Membership Types: Resident (Adult, Young Adult, & Juvenile), Non-Resident (Adult, Young Adult, & Juvenile), Virtual, and Organization.
3. Membership will be granted to individuals who provide verification of address and identification by showing documentation bearing their name and current address. See Schedule A for acceptable documentation.
4. Juveniles (13 years of age and under) must register for membership accompanied by a parent or guardian who presents identification with name and address, and signs for responsibility for fines, damages or lost items. The NCPL will not act in place of a parent or be responsible for enforcing restrictions which parents/guardians have discussed with their children.
5. Young Adults between the ages of 14-17 are permitted full access to the library collection and online resources.
6. Only members of the library in good standing will be allowed to borrow library materials.
7. Materials may be borrowed by presenting a valid library card.
8. The Municipal Freedom of Information and Protection of Privacy Act protects the privacy of a patron's personal information in the library records. Names of patrons will not be released to any person; institution, association or agency for any reason, save as may be legally required by Federal or Provincial laws.

Section 2: Conditions of Membership and Card Use

1. Membership is not transferable to other individuals.
2. Members will be issued a library card without charge.
3. An individual is entitled to only one library card. There is a fee for lost or damaged cards.
4. The card is the property of the Norfolk County Public Library and must be returned on request.
5. A lost or stolen card must be reported immediately; Members are responsible for any materials borrowed on their cards until loss or theft is reported.
6. Change of address, name or phone number must be reported immediately.
7. Membership expires every two years. Renewal requires verification of the member's name, address, telephone number and payment of outstanding monies owed to the library of \$15.00 or more.
8. Membership is suspended when fines are \$15.00 or more and will be re-instated when the balance on the account is \$0.00.
9. The CEO or designates of NCPL shall be authorized by the Library Board to withhold Library privileges from anyone refusing to comply with Library Board policy. The use of the library or its services may be denied for just cause such as failure to return borrowed materials, pay fines, destruction of library property and disturbance of other patrons or any other infraction of the Facilities Use Policy; Internet Access Policy and Code of Conduct.

Section 3: Membership Types

1. Resident

- a) Membership may be issued as a Resident card if the patron resides, owns property, works, or attends a higher education in Norfolk County.
- b) Resident membership is offered in three categories: Adult, Young Adult, and Juvenile.
- c) Membership expires every two (2) years.

2. Non-Resident

- a) Membership may be issued as a Non-Resident card to any permanent resident of Ontario who is not eligible for a Resident membership.
- b) The fee for a Non-Resident card is \$50.00
- c) Membership expires every (1) year.

3. Virtual

- a) A membership may be issued as a Virtual card for residents with limited identification or are unable to provide documentation in accordance with Schedule A.
- b) Items are not available for loan with this membership.
- c) Membership expires every two (2) years.

4. Organization

- a) Staff employed by a licensed day care, preschool, elementary or secondary school, post-secondary institutions, assisted living residence, hospital, church, or non-profit organization within Norfolk County may apply for an Organization card.
- b) Application forms are available at all NCPL Branches or on the library website: ncpl.ca. Applications are reviewed by an authorized Manager or Coordinator prior to start of service.
- c) By signing the application, the individual acknowledges responsibility for the card and any lost/damage materials. This responsibility does not fall on the organization itself.
- d) The individual must maintain a Resident or Non-Resident card in good standing to use an Organization card.
- e) Organization cards may not be used by the individual for personal use.
- f) Items are subject to an extended loan period of six (6) weeks except for those items with special loan periods. See Schedule B.
- g) Library materials may not be renewed.
- h) Members will not be charged fines or fees except for the following: replacement fees for materials that are lost or damaged.
- i) Interlibrary Loan privileges are not permissible on an Organization card.
- j) Repeated loss or damage of library materials, or use of card for personal use will result in a suspension of service.
- k) Membership expires every (1) year.

Section 4: Borrowing

1. Loans

- a) A standard loan period of three weeks exists for materials borrowed, except those materials for which special loan periods have been established. See Schedule B.
- b) Reference works, local history materials, current issue of magazines and newspapers are not available for loan.
- c) The total number of items on loan to any one member will not exceed 50 items.
- d) The number of items that may be borrowed on a particular subject is limited to 3 (ex. seasonal & holidays).
- e) Two Book Club Kits may be borrowed on a card at one time.

2. Renewals

- a) Library items may be renewed in person, by telephone, by email or by catalogue access in the library or remotely. See Schedule B for renewal schedule.
- b) Items on reserve for other members cannot be renewed.

3. Holds/Reserves

- a) Library items may be reserved in person, by telephone, by email or by catalogue access in the library or remotely.
- b) The member will be notified when the item becomes available.
- c) Items will be held for 3 business days.
- d) A library card holder may place a maximum of 50 reserves on different library items.

4. Returns

- a) Materials borrowed may be returned to any Branch of the Norfolk County Public Library system to the circulation desk or external book return.
- b) Members are required to return materials on or before the due date.

5. Circulation Records

Library circulation and membership records will be managed in accordance with The Municipal Freedom of Information and Protection of Privacy Act.

6. Interlibrary Loans

Patrons with a valid NCPL card may request a maximum of 2 items at a time through the interlibrary loan system. Requests may be submitted at any NCPL Branch or online. Loan periods and fees are subject to the policies set by the library that is loaning the item. See Resource Sharing Policy (OP-05)

Section 5: Charges

1. Damaged/Lost Items

- a) The library will charge replacement costs when applicable.
- b) The replacement cost will be assessed by the library. It may not be possible to replace a specific item with an identical one.
- c) Charges will be levied based on the cost of a substitute item or the current average price of materials when an item is not replaced.
- d) Replacement of the item will be left to the discretion of the Chief Executive Officer or designate.
- e) Replacement in kind – or substitution – for lost or damaged materials is not accepted.

2. Overdues and Fines

- a) The NCPL Board establishes fines as a deterrent to the late return of materials. See Schedule C for fine schedule and Schedule D for fees.
- b) Fines may be waived for unusual or serious circumstances. Examples include illness, hospitalization and bereavement.
- c) Refunds will not be issued for materials declared lost unless approved by the CEO.

3. Fees

- a) The NCPL Board establishes fees for services and items beyond the scope of borrowing of materials or items. See Schedule D for fees.

Related Documents

Norfolk County Public Library Interlibrary Loans (ILLO) Policy (OP-05)

Policy Number: OP-12 – Circulation

Policy Category: Operational

Approved by: NCPL Board

Accountability: CEO or Designate

Initial Approval Date:

Last Review/Revision Date: September 2023

Effective Date: September 2023

Next Review Period: May 2026

Supersedes: Circulation Policy effective

Schedule A

Acceptable Proof of Name & Address

Documents are used to verify name, address, and age only. No other information on the document(s) presented is kept on record.

A valid Ontario Driver's License or an Ontario Photo Card is the preferred form of identification.

In absence of the above, any **two** of the following are required:

Photo Identification

- Any identification issued by the Government of Canada
- Student ID card

Proof of Address (the examples below must be current):

- Any piece of mail received with a visible postmark showing current name and address
- Bank account statement
- Utility bill (telephone, hydro, water, gas, cable TV)
- Motor Vehicle Permit
- Mortgage, rental or lease agreement
- Property tax assessment or bill
- Insurance policy (property, auto, life)
- Employer record (pay stub or letter from employer)
- Secondary school, college or university report card or transcript

Schedule B - Loan Periods

Membership Type	Resident & Non-Resident		Home Service & Organization
Material Type	Loan Period	Optional Renewals	Loan Period
Books	21 days	2	42 days
High Demand Materials	14 days	0	
Non-fiction DVDs and Blu-ray	21 days	2	42 days
Audiobooks	21 days	2	42 days
Magazines (excludes current issue)	21 days	2	42 days
Fiction DVDs and Blu-ray	7 days	2	42 days
Video Games	7 days	2	7 days
Book Club Kit	56 days	0	56 days
Kits	7 days	2	7 days
eReaders	21 days	2	42
Interlibrary Loan	Resident only Varies	Varies	Home Service only Varies

Schedule C – Fines

Material Type	Fines Per Day		Max fine per item
	Resident & Non-Resident	Home Service	
Adult & Young Adult Books & Audiobooks	\$0.20	\$0	\$10.00
Juvenile Books & Audiobooks	\$0.05	\$0	\$10.00
Adult & Young Adult Magazines	\$0.20	\$0	\$10.00
Juvenile Magazines	\$0.05	\$0	\$10.00
Fiction DVDs and Blu-ray	\$1.00	\$0	\$10.00
Non-Fiction DVDs and Blu-ray	\$1.00	\$0	\$10.00
Video Games	\$1.00	\$0	\$10.00
Kits	\$1.00	\$0	\$10.00
Book Club Kits	\$2.00	\$0	\$10.00
Interlibrary Loan Materials	\$1.00	\$1.00	\$10.00

Schedule D – Fees

Service/Item	Cost	Additional Detail
Barcode or RFID replacement	\$2.00	
Black and white printing\photocopying (per page)	\$0.25	
Colour printing\photocopying (per page)	\$0.50	
eReaders	varies	Value of the item
Lost or Damaged material	varies	Value of the item
Lost or Damaged Case on item	\$7.00	Material cases
Kits	varies	Value of the item
MakerSpace	varies	Value of the item
Replacement Library Card	\$2.00	