

Circulation Policy

For: The Stormont, Dundas and Glengarry
County Library Board

Policy No.: 2011-14

Policy Type: Operational

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Policy Statement:

The Stormont, Dundas and Glengarry County Library (SDG Library) makes materials widely available to the community, in an equitable manner, to maximize the use of all collections.

Policy:

1. Library Membership

- 1.1. SDG Library cards are free to all who live, work, own property, or go to school in the United Counties of Stormont, Dundas and Glengarry (exclusive of Cornwall).
- 1.2. Non-residents may use the library's services upon payment of a fee as outlined in the library's *Schedule A: Fees and Fines*.
- 1.3. Memberships can be requested in person at any SDG Library branch, or on our library's website (www.sdglibrary.ca).
- 1.4. Members in good standing may borrow materials or partake in library services.
- 1.5. Materials may be borrowed by either presenting the membership card or valid identification.
- 1.6. Children under the age of sixteen must register for their membership accompanied by a parent or guardian, or a signed membership form. A child membership may also be obtained online through our website, providing the requisite parent or guardian's identification. Parents and/or guardians assume responsibility for fines, damages, or lost items.
- 1.7. Adults and children sixteen (16) and over may apply for their own library card, providing the requisite identification.
- 1.8. Membership will be granted to individuals who provide verification of address and identification. Ontario Health Cards are not accepted as a form of identification for privacy reasons. Acceptable verification of address and identification includes:

Acceptable Photo Identification

- Valid driver's license
- Citizenship card
- Passport
- Student ID card

Acceptable Proof of Address

- Valid driver's license
- Ontario motor vehicle permit
- Staff identification, pay stub or direct deposit stub

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- OAS (senior's card)
- Employer-issued photo identification card
- Utility or tax bill
- Personal cheque
- Bank statement
- Mortgage, rental or lease agreement

- 1.9. At the discretion of the Director of Library Services, or designate, a temporary digital access card may be granted to all who temporarily live, work, or go to school in the United Counties of Stormont, Dundas and Glengarry (exclusive of Cornwall). This card only provides access to resources from the 'digital library' and is valid for up to three (3) months. Individuals are required to provide verification of address and photo identification.
- 1.10. At the discretion of the Director of Library Services, or designate, a reduced-barrier access card may be granted to all who live, work, or go to school in the United Counties of Stormont, Dundas and Glengarry (exclusive of Cornwall). This card provides access to the digital library, and to physical books and DVDs (limit of five physical items at a time may be borrowed), and is valid for up to three (3) months. Individuals are required to provide photo identification (as listed under item 1.8) or a letter from a social service agency that can verify their name. Proof of address is not required for a reduced barrier access membership.

2. Conditions of Membership and Card Use

- 2.1. Membership is not transferable to other individuals.
- 2.2. Items can be picked up by a designated individual with prior permission from the card owner.
- 2.3. Members will be issued a library card without charge.
- 2.4. An individual is entitled to only one library card. Lost or damaged cards may be replaced for a fee.
- 2.5. The card is the property of the SDG Library and must be returned on request.
- 2.6. Loss or theft of a card must be reported immediately.
- 2.7. Change of address, name or phone number must be reported immediately.
- 2.8. Membership expires annually. Renewal requires verification of the member's name, address, telephone number, e-mail address and payment of outstanding monies owed to the SDG Library. Membership renewals can be completed at any SDG Library branch, or through our library's website.
- 2.9. Membership is suspended when fees owed exceed \$15.00 and will be reinstated when outstanding accounts are reduced below this mark.
- 2.10. Membership can be suspended for violating library policies.

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- 2.11. Inactive memberships will be deleted after a period of three (3) years.

3. Borrowing

- 3.1. In keeping with the Ontario Library Association's *Children's Rights in the Public Library*, there are no restrictions on the access to material and Internet resources by children. Parents/guardians are responsible for the selection, usage and safe return of library resources.
- 3.2. Audio-visual materials that are classified 18A (Suitable for people 18 years of age or older) or R (Restricted to 18 years of age or older) by the Ontario Film Ratings Board Rating System or the Canadian Home Video Rating System will not be lent to members under the age of 18. Proof of age is required.
- 3.3. The SDG Library collection is shared amongst all branches. Items from the collection may be borrowed from any of our branch locations, including our library express depots.
- 3.4. Other restrictions may apply on certain material types. See *Schedule A: Fees and Fines*.

4. Loan Period

- 4.1. The loan period for most materials is three weeks. See *Schedule A: Fees and Fines* for a breakdown of loan periods by material type.
- 4.2. The total number of items allowed on loan to any one person is determined by *Schedule A: Fees and Fines*.
- 4.3. The number of items of a specific format or subject available for loan may be limited if there is high demand.

5. Renewals

- 5.1. Most materials may be renewed. See *Schedule A: Fees and Fines* for more information.
- 5.2. Renewable items on hold for other members cannot be renewed. Items not on hold will be automatically renewed up to three (3) times.
- 5.3. Renewals may be made in person, by phone or online.
- 5.4. Members must have less than \$15.00 in overdue fees or charges to renew materials.

6. Holds

- 6.1. All circulating materials may have a hold placed on them for pick-up at any branch or express depot. Certain material types are available for pick-up only in branches.

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- 6.2. The local history collection does not circulate, but a hold may be placed for in-branch use.
- 6.3. Items may be placed on hold in person, by phone or online.
- 6.4. When the item becomes available, the member will be notified and asked to pick up the item.
- 6.5. Items will be held for five (5) open days, except for digital downloads which are held for three (3) calendar days.

7. Return of Material

- 7.1. All SDG Library materials may be returned to any of its branches.
- 7.2. Materials borrowed may be returned to the SDG Library at the circulation desk or in an SDG Library drop-box. Certain material types cannot be returned in the drop-box and must be returned at the circulation desk. These exceptions are clearly marked and identified on the item itself.
- 7.3. Members are required to return materials on or before the due date.

8. Circulation Records

- 8.1. Library circulation and membership records will be used in accordance with the *Access to Information and Protection of Privacy Policy 2009-06*.

9. Damaged or Lost Items

- 9.1. Members are required to report lost or damaged material at the earliest possible opportunity.
- 9.2. The SDG Library will charge replacement costs (assessed by the Library) and processing fees for items which are declared damaged or lost.
- 9.3. Replacement charges will be waived if items are returned in good condition within six (6) months of billing. Processing fees will still apply.
- 9.4. It may not be possible or desirable to replace a specific item with an identical one. Replacement of the item will be left to the discretion of the Director of Library Services in keeping with the Library's *Collection Development Policy*.

10. Overdue Material, Fines and Fees

- 10.1. Overdue notices are generated at regular intervals past the due date, with a final bill issued for materials not returned.



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- 10.2. The SDG Library is a fine free library system (with the exception of interlibrary loan materials). Certain fees may apply. See *Schedule A: Fees and Fines for more information*.
- 10.3. Patron account charges may be waived at the discretion of the Director of Library Services, or designate.

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SCHEDULE A: Fees and Fines

Material Details:

Material Type	Membership Type	Loan Period	Borrowing Limits	Renewal Limits ¹
Audiobooks	All	3 weeks	Unlimited	3
Book Club Kits	Book Club	6 weeks	2	0
Books	All	3 weeks	Unlimited	3
CELA Collection	CELA	4 weeks	Unlimited	3
DVD	All	1 week	15	3
DVDs - TV Series	All	2 weeks	15	3
Great Courses	All	3 weeks	2	3
Interlibrary Loans ³	All	Varies	3	0
Magazines	All	1 week	Unlimited	3
Museum Passes ⁴	All	1 week	Unlimited	0
Mobile Hotspots ⁵	Adult	10 days	1	0
Boardgames	All	2 weeks	2	3
Musical Instruments	All	3 weeks	20	3
Equipment	All	3 weeks	2	3
Kits	All	3 weeks	2	3
Devices	All	3 weeks	1	3
Tablets ⁶	Adult	10 days	1	0

Notes:

1. Library materials can only be renewed if not requested by another library patron.
2. The replacement cost of any lost/damaged item is the 'cost of item' plus a processing fee of \$5.00. The 'cost of item' is determined by the library's purchase price. To have the 'cost of item' waived, a borrower may purchase and submit a new replacement copy for a lost/damaged item, along with payment of the processing fee. Item type must be of equal quality (ie. A hardcover being replaced with another hardcover).
3. Interlibrary loan materials have an overdue fine of \$1/day/item, with a maximum overdue fine of \$10 per item.
4. A \$15 service fee will be added to a patron's account once a museum pass is more than three (3) days overdue.
5. A \$25 reconnection fee will be added to a patron's account once a hotspot is more than three (3) days overdue.
6. A \$25 reactivation fee will be added to a patron's account once a tablet is more than three (3) days overdue.

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Service Details:

Services / Resources	Fee
Black and White Photocopying / Printing (per side)	\$0.25
Colour Photocopying / Printing (per side)	\$1.00
Facsimile Service (within Canada) ¹	Free
Facsimile Service (outside of Canada) ¹	\$2.00
Exam Proctoring Fees Per Exam (library members)	\$30.00
Exam Proctoring Fees Per Exam (non-library members)	\$50.00
Room Rental (non-profit use) ²	Free
Room Rental (for-profit use) ²	\$20.00 / hr + HST
MakerLab³	
3D Print - PLA Filament	\$0.10 / gram
3D Print - Specialty PLA Filament	\$0.15 / gram
Resin Print	\$0.50 / gram
Sublimation Print	\$2.00 / page
Cricut - Permanent and Removable Vinyl	\$0.50 / linear inch
Cricut - Heat Transfer Vinyl	\$0.75 / linear inch
Cricut - Cardstock (12"x12")	\$0.50 / sheet
Laser Engraver - Acrylic Panel (12"x12")	\$10.00
Laser Engraver - Balsa Wood Panel (12"x12")	\$5.00
Button Blanks - 1"	\$0.50
Button Blanks - 1.25"	\$0.50
Button Blanks - 2.25"	\$1.00
Membership Fees	
Resident	Free
Non-Resident	\$35.00
Replacement Card	\$1.00
Temporary Digital Access Card	Free

Notes:

1. Must be an SDG Library member to use this service; facsimiles (fax) outside of Canada have a 5-page limit.
2. Room rentals are available in Ingleside and Winchester.
3. MakerLab equipment is free to use if a member chooses to bring in their own material. Members may choose to use the Library's materials, per the fee listed, with the understanding that material supplies may be limited.