



<b>TITLE: Membership Policy</b>		
<b>COMMITTEE: Internal</b>	<b>Passed: April 1, 2018</b>	<b>Review Period: Every 5 years</b>
<b>Topic: Library Memberships</b>	<b>Amended:</b>	<b>Date of Next Review: 04/01/2023</b>

## MEMBERSHIP POLICY

### 1. LIBRARY MEMBERSHIP

- 1.1. Any person is eligible for a Membership Card provided they are a resident of the Town of Ponoka, County of Ponoka, or Community of Maskwacis. Residents who are under 16 years of age require the in-person or written consent of their legal guardian.
- 1.2. A Library card can be issued to any eligible person upon provision of a photo identification card and confirmation of address. This stipulation is not required for persons under the age of 16, whose guardian has provided in-person or written consent.

### 2. RESPONSIBILITIES OF MEMBERS

- 2.1. A Membership Card may be used by all immediate family members of the cardholder, unless otherwise specified.
- 2.2. A member shall notify the Library of any change to address and/or phone number.
- 2.3. A member shall take proper care of any library item entrusted to their care and will be held responsible for any damage or loss in regards to the item(s).
- 2.4. A member shall return any item to the library on or before the due date, or pay the ensuing fine.

### 3. LOAN OF MATERIALS

- 3.1. There shall be no charge for library materials normally lent.
- 3.2. The loan periods for various materials are as follows:
  - 3.2.1. Books, films, CDs, Magazines: 21 days; Maximum 3 Renewals
  - 3.2.2. E-Materials: 21 days; No Maximum Renewal
  - 3.2.3. Kits: 7 days; Maximum 1 Renewal
- 3.3. It is the patron's responsibility to be aware of when an item is due for return.

- 3.4. Borrowed materials can be returned at any Library in Alberta at no charge to the patron

#### 4. **HOLDS**

- 4.1. Items not available when you visit the library, including those currently checked out and those still on order, may be placed on hold.
- 4.2. Library staff will contact patrons through email or phone to notify patrons that their holds have arrived. Patrons may specify which option they prefer at registration.
- 4.3. Ponoka Jubilee Library will honour any holds for its patrons first, then those from other libraries. Holds may be placed in person, over the telephone, or through ponokalibrary@prl.ab.ca.

#### 5. **PENALTY PROVISIONS**

- 5.1. The fines for late return of materials are as follows:
  - 5.1.1. Books, films, CDs, Magazines: \$0.25/day
  - 5.1.2. Kits: \$1.00/day
- 5.2. The fines for damaged or lost materials vary based on the cost of replacement of the item. No processing costs will be charged.
- 5.3. Damaged items will be returned to the patron upon payment of associated fines.
- 5.4. A membership may be suspended or revoked by the Library Manager for non-payment of Library fines. Patrons may appeal a suspension through discussion with the Library Manager.
- 5.5. Any fine or penalty resulting from loan of Library materials is payable to the Ponoka Jubilee Library Board in accordance with *The Libraries Act*, section 46.

#### 6. **CONFIDENTIALITY OF USER RECORDS**

- 6.1. Upon registration, the Library collects the following information: name, address, telephone number and email address. This information is used for the administration of circulating items and statistical purposes.
- 6.2. Confidentiality of User Records is recognized by the Ponoka Jubilee Library Board and staff. The Library adheres to Alberta's Freedom of Information and Protection of Privacy Act (FOIP Act) and the Canadian Personal Information Protection and Electronic Documents Act (PIPEDA).
- 6.3. Once borrowed items are returned, the Library no longer keeps a record unless the borrower requests this service.
- 6.4. Circulation records and all other records concerning Library users are to be considered confidential in nature. Such records will not be made available to any agency except pursuant to such process, order, or subpoena, as may be authorized under the authority of, and pursuant to, federal, provincial or local

law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

- 6.5.** Electronic messaging sent by the Library adheres to Canadian Anti-Spam Legislation (CASL), and is sent to existing cardholders. Electronic messaging includes an option for customers to opt-out of further communications.
- 6.6.** The Library collects non-identifying information from users of our public WiFi. This information includes the type of device used for access and the date and time of visit. The information is used for statistical reporting purposes. The Library does not combine the collected information with other information or services to determine patron's identities.

**Related Documents:**

'Libraries Act'

'Alberta's Freedom of Information and Protection of Privacy Act'

Patron Conduct in the Library Policy