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BRAMPTON LIBRARY

Operational Policy

1. MEMBERSHIP

1.1. Brampton Library services shall be available to all people who live in Ontario.

2. REGISTRATION

2.1. All applicants for library cards, except children under the age of twelve years, must present approved identification.

2.2. An application by a child under the age of twelve years shall be made on his/her behalf by his/her parent or legal guardian.

2.3. A customer shall present his/her library card or other approved identification each time he/she wishes to borrow library material.

2.4. A customer accepts responsibility for the library card and all items borrowed and agrees to report the loss of the card and any changes in address or telephone number.

2.5. A customer will not transfer use of his/her library card or alter his/her library card in any way.

2.6. A customer remains responsible for any unauthorized use of a lost library card until such time as the loss of the library card is reported to the library.

2.7. Upon presentation of approved identification a replacement for a lost library card will be issued. Replacement card charges as per Regulations will apply.

3. CONFIDENTIALITY OF MEMBERSHIP INFORMATION

3.1. Records and information held by the Library shall be dealt with in accordance with the provisions of the Public Libraries Act R.S.O. 1990, Chapter P.44 and the Municipal Freedom of Information and Protection of Privacy Act, 1989.

- 3.2. All information contained in or developed from the Library's database that pertains to membership records or that identifies individuals and their borrowing records is confidential.
- 3.3. Children have the same privacy and access rights as adults; except that section 54(c) of the Municipal Freedom of Information and Protection of Privacy Act provides that a person who has lawful custody of the individual may exercise the rights of access of an individual less than 16 years of age.
- 3.4. Upon presentation of his/her library card or other approved identification, a customer may query his/her records.
- 3.5. Upon presentation of his/her library card or other approved identification, a customer may query the overdue records of his/her minor age children or wards.
- 3.6. No other person is entitled to information contained in the Library's database after the items are returned.
- 3.7. Once material is returned to the library and checked in, the name of the last customer to use the material remains in a background file on the item record for use by authorized Library personnel.
- 3.8. Information from the Library's database files shall only be released to the police or government agencies upon the presentation of a proper and valid warrant, or in the absence of a warrant the information requested must be documented on the Disclosure of Personal Information form created for this purpose.
- 3.9. In accordance with Section 32(g) and 32(i) of the Public Libraries Act, the person-in-charge of the branch has the authority to release personal information to the police or government agencies in Canada to aid an investigation leading or likely to lead to a law enforcement proceeding or in compassionate circumstances to facilitate contact with next of kin of an individual who is injured or deceased. The information requested must be documented on the Disclosure of Personal Information form created for this purpose.

4. COPYING OF MATERIAL

The Brampton Library adheres to the laws of Canada governing the copying of all materials. The Brampton Library retains a copying license for public libraries through Access Copyright, a non-profit organization formed and run by Canada's leading associations of creators and publishers. The Brampton Library operates within the terms and conditions of this license and makes every effort to ensure that customers and staff do likewise.

5. CIRCULATION OF MATERIALS

- 5.1. A customer in good standing may, upon presentation of his/her library card, request the loan to him/her of any circulating library materials.
- 5.2. The library card is issued to an individual less than 18 years of age with the understanding that the parent or guardian accepts responsibility for its use.

- 5.3. Customers will be held responsible for any loss or damage to items signed out by them or borrowed on their library card.
- 5.4. Late fees shall be levied for late return of materials, as per the Regulations.
- 5.5. The Brampton Public Library Board delegates to Library staff the authority to collect all late fees and other charges unless the customer acceptable reason for exception. Staff are authorized to work with the customer to develop a payment plan that achieves a balance of collecting late fees and other charges in a fair and equitable manner while maintaining customer good will and fostering customer responsibility.
- 5.6. For current loan periods and charges see Regulations.

6. SERVICES

6.1. CUSTOMER SERVICES

Brampton Library provides customer service in keeping with the Library's Mission Statement. It is the policy of Brampton Library to meet or exceed the Customer Centred Service Promise,

The Brampton Library is part of an information network within the community, within the Southern Ontario Library System and in cooperation with other library systems across Ontario and Canada. Interlibrary Loan services are provided in accordance with the Canadian Library Interlibrary Loan code.

The Library will absorb the cost of an interlibrary loan that is levied by the lending institution.

Customers may obtain assistance in person, by telephone, correspondence, or electronic sources.

In keeping with the spirit and intent of the Accessibility for Ontarians with Disabilities Act, Brampton Library will develop, establish and review policies, programs, and services and move forward to identify, remove and prevent barriers so that persons with disabilities shall have access equal to that available to all citizens of Brampton.

6.2. PROGRAMS

Programs supporting Brampton Library's Mission Statement and Strategic Plan goals may be offered or sponsored by the Library.

A per person fee may be charged for programs offered by the Library.

Caregivers supporting customers attending programs shall be granted admission. Where a per-person fee applies, the fee shall be waived for the attending caregiver.

7. USE OF BUILDINGS

Everyone is welcome at the Library.

The Rules of Conduct are for the safety and comfort of everyone in the Library.

Any disregard of the Rules of Conduct may result in sanctions as per the Criminal Code of Canada, the Public Libraries Act, the Occupational Health and Safety Act, the Trespass to Property Act, the Smoke-Free Ontario Act and the Public Protection Act.

In keeping with the spirit and intent of the *Accessibility for Ontarians with Disabilities Act*, Brampton Library will establish barrier free facilities and move forward to identify, remove and prevent barriers so that persons with disabilities shall have access equal to that available to all citizens of Brampton.

7.1. MEETING ROOMS

Recognizing the public ownership of the Brampton Library and the public's right to use its facilities, meeting rooms are available to the public on an equitable basis regardless of the beliefs or affiliations of the individuals or groups requesting their use. These beliefs do not necessarily reflect the opinion of the Brampton Public Library Board. Groups promoting hate and hate literature will not be permitted to book meeting room space. See Use of Meeting Rooms in the Regulations.

7.2. GROUP STUDY ROOMS

Recognizing the role of the Brampton Library in the educational and informational support of the community, the Library has group study rooms available to customers on an equitable basis. Small groups that are in compliance with the Library Rules of Conduct may make use of the rooms for educational and informational purposes. See Use of Group Study Rooms in the Regulations

7.3. PUBLIC NOTICE BOARDS AND DISPLAYS

The Library provides access to information about community activities and events, and space to display materials in a variety of formats.

All requests to display and distribute materials will be handled in a fair and consistent manner.

Priority is given to display or distribute materials from the Brampton Library, the City of Brampton and Region of Peel partner organizations.

Commercial advertising, petitions or materials that contravene the Ontario *Human Rights Code*, federal or provincial laws and regulations, municipal by-laws and/or Brampton Library policies and procedures will not be displayed.

The Library may, at the discretion of the Library Board or Management Team, display petitions from the Brampton Library, the City of Brampton, or other government agencies and departments.

The Library will display and distribute materials in appropriate locations for a limited time, subject to the availability of space.

All material becomes the property of the Brampton Library Board and the Library reserves the right to dispose of the material as it sees fit. The display of materials does not constitute an endorsement of any group or its views.

Themes addressed in displays are not necessarily a reflection of the opinion of the Brampton Public Library Board.

The Library is not responsible for theft or damage to display items.

No charge is made for use of display areas. Displays must be booked in advance.

The Chief Executive Officer reserves the right to decline displays.

7.4. SELLING AND SOLICITING ON PREMISES

Selling and soliciting by the public shall not be permitted in the Library without the permission of the Board.

Donations shall not be solicited nor will tickets or articles be sold in the Library without the permission of the Board.

8. HOURS OF OPERATION

8.1. Brampton Library shall provide notice to customers as soon as possible of branch closures and service disruptions. Service disruptions shall include the breakdown of accessible workstations, automatic door openers and elevators and any other feature in place to support accessibility.

8.2. The Library shall be closed on the following:

- New Year's Day

- Good Friday

- Easter Sunday

- Victoria Day

- Canada Day

- Civic Holiday

- Labour Day

- Thanksgiving Day

- Christmas Eve Day

- Christmas Day

- Boxing Day

- New Year's Eve Day,

and on any day proclaimed as a holiday by the Municipal government and any other days as the Board shall direct.

8.3. The authority to close shall be vested in the Chief Executive Officer or his/her designate.

9. GIFTS AND DONATIONS

- 9.1. The Brampton Library may accept unsolicited materials on the understanding that Brampton Library has unconditional ownership of the materials notwithstanding individual donor written contracts and/or agreements. Brampton Library reserves the right to decide whether the materials are to be integrated into the collection and/or disposed of by sale, exchange or otherwise. Brampton Library has no obligation to inform the donor of the disposition of donated materials.
- 9.2. Gifts of money will be accepted on the understanding that selection of items will be made in accordance with existing policies of the Board.

These policies should be read in conjunction with the Regulations and will be reviewed annually by The Brampton Public Library Board.