

Oxford County Library

POLICIES

(Consolidation July 2006)

Oxford County Library was established January 1, 1965 and currently (as of July 21, 2006) provides public library service through branches in Brownsville, Burgessville, Embro, Harrington, Ingersoll, Innerkip, Mount Elgin, Norwich, Otterville, Plattsville, Princeton, Tavistock, Thamesford.

Oxford County Library was established by County Council of the County of Oxford (By-Law 1981) and is a public library under the *Public Libraries Act* (Revised Statutes of Ontario 1990, Chapter P.44). Oxford County Library is under the management and control of the Oxford County Library Board. The address of Oxford County Library Board is: 130 Oxford Street, Ingersoll, Ontario N5C 2V5. The Chief Librarian is the Chief Executive Officer of the library. The Chief Librarian is Secretary to the Board. Telephone (519) 485-7394. Fax is (519) 485-4028. Email address of the Secretary to the Board is lmiettinen@ocl.net.

MISSION STATEMENT

The Vision Statement of Oxford County Library is as follows:

Our libraries are a focal point of our communities with strong connections to community services, local business and residents. Our facilities are vibrant, welcoming, and accessible meeting places where community members of all ages come together to learn, grow, exchange ideas, and enrich their lives. Our libraries offer multifaceted and relevant collections; innovative technologies; and, through skilled and committed staff members, actively engaged communities, governments and other partners, provide programs and services that “make a difference”. The library system contributes to the cultural, educational, social, and economic vitality of the County.

PLANNING

Oxford County Library Board will review its goals and evaluate its objectives annually at its September meeting. The Chief Librarian will prepare draft objectives for the following year for Board consideration at its November meeting the same year.

INTELLECTUAL RIGHTS OF THE INDIVIDUAL

In affirming its support of the fundamental rights of intellectual freedom, the freedom to read and the freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Oxford County Library Board declares its acceptance of the following propositions.

- * That the provision of library service to the Canadian public is based upon the right of the citizen, under the protection of law, to judge individually on questions of politics, religion and morality; and,
- * That it is the responsibility of librarians to maintain this right and to implement it in their selection of books, periodicals, films, recordings and other materials; and,
- * That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, including those ideas and interpretations which may be unconventional and unpopular; and,
- * That freedom of the press requires freedom of the writer to depict what is ugly, shocking and unedifying in life when such depiction is made with serious intent; and,
- * That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic; and,
- * That it is therefore part of the Library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail the freedom to read, view and listen by demanding the removal of any book, periodical, film, recording or other material from the library; and,
- * That it is equally part of the Library's responsibility to its public to ensure that its selection of materials is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

(from OLA Statement on the Intellectual Rights of the Individual, November 23, 1990)

USE OF LIBRARY MATERIALS AND SERVICES

Any person may use, on the premises and while a library is open, the books, materials and services of Oxford County Library without obtaining a borrower's card. The library, however, may exclude from use of a library persons who behave in a disruptive manner or cause damage to library property.

REGISTERING AS A BORROWER

Borrowing Privileges

Borrowing privileges are granted by the Oxford County Library Board to eligible persons who register and agree to follow the rules and regulation of the Library.

Eligibility

Any person is eligible to register for borrowing privileges from Oxford County Library who:

- a) resides in the County of Oxford and can provide proof of a current address on request; or, resides elsewhere and can provide both a permanent address and a current local address on request; and
- b) is not currently restricted from borrowing materials according to the records of the Oxford County Library Board.

Registration and Borrowers' Cards

In order to borrow material from Oxford County Library, a person must register as a borrower. In registering, a person must supply the following information: name, mailing address, physical address, telephone number (home and work). A person requesting to be registered as a borrower may be required to provide proof of identity and proof of address.

A borrower's card is provided upon registration. The card is non-transferrable and remains the property of the library. In signing the card or a registration form, a person applies to become a borrower and agrees to abide by the policies and procedures of Oxford County Library, to return the borrower's card to the library on request and to report the loss of the card promptly. A person who has applied for registration by signing a registration form rather than a borrower's card must sign a borrower's card when one is issued to that person. A borrower's card is not valid unless signed by the person in whose name it has been registered (except for persons aged 12 years and under).

A person aged 12 years and under requires the signature of a parent or guardian on her or his borrower's card, but may borrow a limited number of items when applying for borrowing privileges.

Term of registration

Registration as a borrower is valid for two years from the date of registration after which time a borrower will be required to renew her or his registration. Borrowing privileges will be denied if a borrower refuses to renew registration. Verification of the borrower's address may be requested at the time of renewal.

A borrower is expected to report any change in their name, address or telephone numbers to the library as soon as possible after such change takes effect.

BORROWING MATERIALS

A person who is registered may borrow library materials without charge from any branch of the library according to library rules and regulations. A person wishing to borrow library materials may be required to present a valid Oxford County library card.

A person who is registered at a Branch and has forgotten their borrower's card, can borrow material at that branch, but they may be asked to verify that they are the person registered, by:

- a) verbally confirming data on the registration card (address, phone number); or,
- b) signing their name for staff to compare to the signature on the registration card; or,
- c) producing other identification.

A person who is registered but has forgotten their borrower's cards or who has reported their card lost or stolen card may borrow items upon presentation of identification, when requested. A person who is registered and has forgotten their borrower's card, may borrow material at a branch other than where they are registered at the discretion of the Branch Supervisor.

Borrowers will be held responsible for any loss or damage to materials signed out by them or borrowed on their cards. Any person to whom materials have been lent, who damages or fails to return the same, or refuses or neglects to pay on demand the cost of any loss or damage, shall be subject to the suspension of all library borrowing privileges (for all resources) and/or prosecution under the law.

Group or Institutional Membership

A person may register "on behalf of" a group or institution and receive a separate borrowing card in the group's name.

The person in whose name a borrower's card is issued is responsible for all use made of that card. That person will be held responsible for any loss or damage to materials borrowed on the group's card or cards. If a group to whom materials have been lent damages or fails to return the same, or refuses or neglects to pay on demand the cost of any loss or damage, the person in whose name a borrower's card is issued shall be subject to the suspension of all library borrowing privileges (for all resources personally as well as in the name of the group) and/or prosecution under the law.

Cards from other libraries are not valid for use in Oxford County Library. Persons with such cards may acquire a borrower's card from the library.

Borrowers' Rights

A valid borrower's card indicates that the person named on the card is entitled to borrow materials from the circulating collections of Oxford County Library in accordance with general library policies and locally applied procedures. A borrower's card allows the person named on the card access to all types of circulating materials regardless of the borrower's age.

In some instances, a borrower may authorize a surrogate to pick up borrowed materials. A surrogate who is assigned by the library must work on a volunteer basis.

Suspension of Borrowing Privileges

The Branch Supervisor or Chief Librarian may suspend borrowing privileges of any borrower with excessive overdue materials until the return of the materials has been negotiated. Borrowing privileges may be suspended if a borrower has any overdue materials or if the amount a borrower owes the library at a time exceeds \$10.00.

Renewals and Replacement of Cards

Cards can be renewed only if no money or material is owed to the library. There is a fee of \$5.00 to replace a lost or damaged card.

Loan Periods

Material from the circulating collections of Oxford County Library may be borrowed for 3 weeks. Loan periods for interlibrary loan material are set by the lending library. Staff may extend the loan period of materials in response to a borrower's request in exceptional circumstances. Notwithstanding the regular loan period, loan periods for talking books which require a doctor's certificate are at the discretion of staff. Special loan periods for materials may be set, subject to demand and type of material, at the discretion of a Branch Supervisor.

Limitations

No limits are placed on the number of items which may be borrowed unless the material is, in the opinion of the Branch Supervisor, in high demand. However, the loan of materials from certain collections may be controlled by proprietary or statutory restrictions or by special use designation. These collections include:

Renewals of Loans

Library materials which have not been reserved for another patron may be renewed upon request at the branch from which the material was borrowed at the discretion of staff.

When renewing materials, the borrower must provide the following information:

- a) the date due for each item to be renewed; and,

b) the author, title and call number for each item to be renewed.

Materials may be renewed over the telephone, but only if the required information is provided. Staff may request a patron to telephone later or may volunteer to call the patron back, if the library is busy when a renewal is requested over the telephone.

The number of times an item is renewed shall not exceed two, except at Branch Supervisor's discretion.

Return of Materials

Materials may be returned to any branch of Oxford County Library. Materials must be returned to a branch of Oxford County Library by the date due.

Book Chutes

Borrowers may return library materials at any time through the book chute in branches which have a book chute. Borrowers must not return fragile materials through book chutes. Any damaged incurred this way may be subject to billing procedures.

Requests, Reserves and Interlibrary loans

Borrowers may request material which is not currently available in a branch. If the requested material is on loan to another borrower, staff may place a hold for the requesting borrower.

If the requested material is located at another branch, a request may be placed on behalf of the borrower. Staff at a branch which receives a request from another branch will treat that request with the same priority and diligence as though it were a request from a person in their branch at the time of receiving the request.

If Oxford County Library does not own the material requested, consideration will be given to placing an interlibrary loan request for the borrower or to purchasing the material for the library's collection.

Staff may, at any stage of dealing with a request, contact the borrower, either to clarify what has been requested or to verify that the borrower wishes the library to proceed with the option of interlibrary loan or purchase.

The library makes every reasonable attempt to notify borrowers when requested material is available for use. Requests are held for a limited period of time for borrowers to collect. If material is not picked up, it is either made available for other borrowers or, in the case of interlibrary loan, returned to the lending library.

Normally, no more than 4 requests will be accepted at one time from a borrower. This number can be exceeded at staff's discretion.

Borrowers may place requests by telephone. The library will set aside any material requested by telephone (if that material is available for loan) to be picked up within a reasonable length of time, at the discretion of staff.

Confidentiality

Information that the library maintains on specific individuals is confidential, and the identity of persons borrowing materials shall not be made available to any other person without the permission of the borrower except as necessary to library employees in the normal operation of the library or as required by due process of law.

OTHER SERVICES

Reference Service

In response to local need and to provide information services, the library will attempt to answer any

question that is civil and reasonable in the judgement of staff and which is asked during library open hours.

Any person can ask a reference question. A borrower's card is not necessary in order to ask a reference question. Reference questions can be placed over the telephone or by electronic mail or by fax.

The library cannot guarantee an immediate answer to a reference question but will attempt, as far as is practicable, to meet the time requirements of the requester. The library may make use of other libraries or services in answering reference questions. Library staff will provide a reasonable estimate of how soon an answer can be expected.

Library staff will do their utmost to provide a prompt and accurate answer to a reference question. Oxford County Library Board and library staff accept no responsibility or liability for any damages that may result from or as a consequence of any answer provided by the library.

Readers' Advisory

Definition:

"Readers' Advisory" is the provision of example or recommended titles or authors in response to requests from library users regarding reading material in particular genres, subject areas, etc.

Staff may recommend books to read as "good books to read" based on their own experience or as recommended by other borrowers. Staff must not give out the name of a borrower or anyone who made a recommendation, in order to protect privacy.

Story hours

At least once in a year, each branch will offer in its community to provide story hour programs at the branch. Story hours will be provided in response to local need in order to provide an opportunity for family recreation and to encourage the love of reading among the young. Branch staff may limit the number of children enrolling.

Protection of Vulnerable Community Members

In order to maintain the library as a safe haven in the community, especially for vulnerable community members, the library requires that all new employees and volunteers who may interact with children or vulnerable adults must provide a criminal record check prior to working with the public.

Cultural programs

Definition:

A "cultural program" is any educational, cultural or recreational activity, event, performance, etc. sponsored in whole or in part by the library.

In order to provide opportunities for community and inter-generational gatherings and to promote the library, the library will provide, from time to time, cultural programs. The library will attempt to coordinate its cultural programming with province-wide or federal initiatives designed to promote public libraries, reading or the dissemination of culture generally.

The library may charge a fee for attendance at cultural programs, but any revenue generated thereby will be expended on further cultural programming.

Summer Reading Programme

In response to local need, in order to encourage the love of reading in children of all ages and in recognition of the library's role in lifelong learning, a branch will offer a summer reading programme each summer. Part of the rationale of a summer reading programme is to promote the library to non-users and to introduce users and non-users to additional services that the library provides.

Photocopying

Supplementary to the provision of free access to books and other material and as part of the library's information services, the library may provide self-serve photocopying at a branch.

The fees for photocopying are set by the Board. Photocopying fees are as follows (including GST):

Letter or legal size:

- 20¢ per copy, single sided (10¢ if provide own paper)
- 30¢ per copy, double sided (20¢ if provide own paper)

11"x17" paper:

- 25¢ per copy, single sided (15¢ if provide own paper)
- 40¢ per copy, double sided (30¢ if provide own paper)

Add 5¢ per sheet for coloured paper provided by the library.

The copyright law of Canada covers the making of photocopies or other reproductions of copyrighted material. The library is not responsible for infringing copies made by persons who use the library's photocopy equipment.

Book Sales

In order to dispose of surplus or damaged books or other materials without waste and to maximize access to materials that are being disposed of, the library may sell cancelled materials to the public at large.

The prices to be charged for cancelled materials are to be set by the Chief Librarian subject to the following guidelines:

- a) prices are to be consistent in all branches;
- b) prices shall include G.S.T.;
- c) the Chief Librarian or her/his delegate may apply special prices, higher than regular prices, to individual books or sets of books;
- d) surplus materials which have been offered for sale but remain unsaleable, in the judgement of the Chief Librarian or her/his delegate, may be sold at reduced prices or given away.

Library and Room Rentals

In response to local need and in order to encourage community oriented activities, the library, where practicable, will rent a library facility or a room of a library facility for community use. Oxford County Library Board determines any and all charges for rental of library facilities or library rooms.

The charge to rent any library facility or any library room other than the Programme Room of the Ingersoll branch; The Lions Den of the Thamesford branch, and the Programme Room of the Norwich branch will be:

- \$10.00 for any of a morning, afternoon or evening in the same day;
- \$12.00 for any two of a morning, afternoon or evening in the same day.
- \$15.00 for a full day (morning, afternoon and evening).

The charge to the Programme Rooms of the Ingersoll branch and Norwich branch or to The Lions Den of the Thamesford branch, will be \$20.00 for the first hour and \$5.00 for each additional hour. This price includes uses of chairs, tables, lectern, white board.

G.S.T. is included in the rent.

The Chief Librarian can waive all or a part of charges for rent if:

- a) a renting organization is a not-for-profit organization that, in the opinion of the Chief Librarian, provides benefit for the local community in which the rented library (or room) is located; and,

- b) the use for which the library or room is being rented is, in the opinion of the Chief Librarian, compatible with the mission of the library; and,
- c) no admission fee is to be charged by the organization for the event or use held in the library or room.

Organizations which have entered into a partnership with the library will have rental charges waived for library or room rentals relating specifically to the partnership.

Each and every organization or person renting a library and/or room must agree to abide by all the rules regarding library and room rentals, whether charges have been waived or not. Use of a room by an organization or person constitutes admission that they have agreed to abide by all such rules regardless whether a statement to that effect has been signed or not.

The library assumes no responsibility for any loss or damage suffered by persons on library premises.

Library activities, including library sponsored programmes will have priority in the use of libraries and rooms. The library reserves the right for the Chief Librarian or the Board to refuse or cancel any reservation.

Rules for Rental of Oxford County Library Facilities

1. Smoking is prohibited in the rented room or anywhere in the library facility.
2. Organizations must use their own names when advertising functions held in the library.
3. Organizations or individuals who use library facilities are responsible for damages incurred by such use.
4. Alcoholic beverages must not be dispensed or consumed on library property.
5. Persons using a library room are responsible for the set up and arrangement of the room. No bookshelves, desks or tables shall be moved or other significant re-arrangements shall be undertaken without the express permission of the Branch Supervisor. The facility shall be returned to the same condition as found or the group or individual will be charged the cost of cleaning and/or repair and may be denied further permission to rent facilities for a specified period of time by the Chief Librarian.
6. When functions terminate after library hours, the user shall ensure that lights are turned off, doors are locked, thermostat is turned down and all other directions are followed.
7. Storage space is not provided for community use. Libraries may allow storage of materials depending on space available in the library. Requests to store materials must be made to the Branch Supervisor and must be approved by the Branch Supervisor and the Chief Librarian. Library use of space will have priority over community or group use. Storage space must be applied for annually and will only be approved for one calendar year at a time. The library assumes no responsibility for any loss or damage to materials stored on premises.
8. All persons or groups must complete a rental application prior to using a meeting room or library facilities. All applications must be approved by the Branch Supervisor. Any and all charges must be paid in advance to use a room.
9. Library use of space will have priority over community or group use.
10. Keys to meeting rooms and to library facilities are the property of Oxford County Library Board. Renters of library facilities should pick up the key from the branch supervisor during library hours. Community groups or persons receiving keys to a meeting room and/or facility will not duplicate

the key(s) and will return the key(s) either upon demand from library staff or when the meeting room or facility is no longer booked. The library must be kept informed of the name, address and telephone number of the person responsible for the key. Lost keys must be reported immediately. A charge may be levied against a group or person losing a key in order to offset the cost of changing locks.

11. Groups that use an established space in a library on an on-going basis and that have adapted such space to their use (e.g., they installed furniture, telephones, etc.) may apply to the Chief Librarian to be consider "tenants". Tenants are not covered by these rules.

Computer use in the library

(see *Computer Use and Public Internet Access Policy*)

Fees for computer use

The library may charge a fee for use of computers in a branch except for use of the computer to search the library catalogue or to search for a job. Oxford County Library Board determines any and all fees for computer use.

Fees for computer use in a branch are as follows:

Black and white printing: \$0.20 per page

Colour printing: \$2.00 per page

Equipment rentals

The library, where practicable, may rent its equipment for use. Equipment rented from the library is to be used only in a branch of the library unless prior permission has been received from the Chief Librarian, the Ingersoll Librarian or the Manager of Information Access Oxford to remove the equipment. Oxford County Library Board determines any and all fees for equipment rental

Fees for equipment rental are as follows:

Video/Computer Projector: \$50.00 (must be with a room rental)

Other fees

Oxford County Library Board has determined that a fee shall be charged for other services.

Sale of blank computer disks (3.5"): \$1.00 each

Sending a fax – local call: \$1.00 per page

Sending a fax – long distance calls: \$1.25 per page

Computer & Room set-up: \$50.00

BRANCHES

Criteria for establishing library hours

The Board will set library hours in consideration of the needs of the community and the resources available to the library. The rural branches are divided into two tiers:

- * Serviced Centre Libraries (Norwich, Plattsville, Tavistock, Thamesford)
- * Community Libraries (Brownsville, Burgessville, Embro, Harrington, Innerkip, Mount Elgin, Otterville, Princeton)

The Chief Librarian may arrange to poll library users and/or the community at large in order to measure community needs.

Holidays

All branches of the library are closed on the following days: New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day. No branch shall be expected to open after 2:00 p.m. December 24 and December 31.

If Christmas or New Years fall on a Sunday, all branches will be closed the following Monday. For headquarters only, if a holiday falls on a Saturday, headquarters will be closed the following Monday. If a holiday other than Christmas or New Years falls on a Sunday, Ingersoll and headquarters only will be closed the following Monday.

Emergencies

A Branch Supervisor may close a branch in the event of an emergency.

Professional Development Days

The Chief Librarian may arrange professional development days for library staff.

LOCAL ADVISORY COMMITTEES / FRIENDS OF THE LIBRARY

The library depends on branches having the support of the community a branch serves and requires excellent communication with each community. The library encourages the community for each branch to form a Local Advisory Committee or Friends of the Library.

Terms of Reference for Local Advisory Committees

Role of a Local Advisory Committee

A Local Advisory Committee will select one or more of the following roles:

1. to advise the Oxford County Library Board on ways to improve library service to the community represented by the Committee;
2. to exercise advocacy by assisting Oxford County Library Board in lobbying for support;
3. to hold special events in order to promote the use and development of the local branch in accord with the plans of the Oxford County Library Board;
4. to assist the library staff through the provision of volunteer help;
5. to undertake fundraising projects as approved by the Oxford County Library Board; or,
6. such other roles as approved by the Oxford County Library Board.

A Local Advisory Committee will review their roles at least every three years and revise them if necessary.

Formation of a Local Advisory Committee:

A Local Advisory Committee will be established in a community when:

- * A group of individuals in the community have held a meeting to form a Committee according to these Terms of Reference and have notified the Oxford County Library Board of their intentions in writing; and,
- * The Oxford County Library Board has passed a motion to establish the Local Advisory Committee.

The name of a Local Advisory Committee will be either: “<Name of Branch> Public Library Advisory Committee”, or “Friends of the <Name of Branch> Library”.

Membership & Officers of Local Advisory Committee:

Membership in a Local Advisory Committee will be limited to persons who have a current Oxford

County Library borrower's card registered in their name.

A Local Advisory Committee will annually elect a Chairperson and a Vice-Chair, and a Treasurer, if appropriate.

The Branch Supervisor will be the Secretary to the Local Advisory Committee and reasonable secretarial expenses will be considered Branch expenses of the Oxford County Library Board. The Branch Supervisory will be a non-voting member.

Meetings of Local Advisory Committees:

A Local Advisory Committee will hold regular business meetings no less than 4 times in a year.

The Secretary will forward copies of the Minutes of each meeting to the Chief Librarian to be forwarded to the Oxford County Library Board.

DEPOSITS OF LIBRARY MATERIALS

Deposits Stations

In order to provide service to all residents of Oxford County, the library may deposit books at selected locations which are made available to the public in partnership with a local person, organization or company.

Existing deposit stations as of July 21, 2006:

TILLSONBURG - Tillsonburg Public Library

Seniors' Homes

The library will provide and maintain deposits of books in seniors' homes subject to the willingness of the home to accept the rules governing such deposits. Books can be made available to a seniors' home either by contacting a branch of the library or, if the branch feels it cannot provide an adequate selection of books, by contacting headquarters.

Rules for Deposits in Seniors' Homes:

- a) The home must agree to immediately return to the library any individual titles that the library calls back from the borrower (usually because another borrower has requested the title).
- b) The home must provide the name of a regular and reliable contact person who will be the library's main contact regarding call backs and other matters and who will be responsible for setting up and maintaining a circulation control system that will make the call back of books possible.
- c) Oxford County Library books must be kept separate from all other books at a seniors' home.

Licensees

The Board may enter into an agreement with a merchant operating in an Oxford community whereby the library will deposit materials with the merchant and the merchant will provide library service, but only if the merchant agrees:

- a) that each and every resident of Oxford County will have the right to use the library service provided; and,
- b) that no fee will be charged for the library service provided; and,
- c) that the merchant will provide particular library materials to the library whenever requested for a library borrower; and,
- d) that the merchant accepts responsibility for the replacement of library materials that are lost or damaged while deposited with the merchant.

COLLECTIONS

Definition:

Collections consist of types or formats of materials that are treated differently than other types or formats. Collections held by Oxford County Library as of November 1992 include: books, large print books, talking books, records, audio tapes.

Selection of Materials

<see **Collection Development Policy**>

Branch collections and exchanges

The library's collections are distributed throughout the various branches of the library in response to local need but with concern for maintaining an overall balance. Generally, any item in any of the library's circulating collections is available to any eligible borrower in the county.

Generally, when a borrower at one branch (borrowing branch) requests an item that is available for circulation in another branch (supplying branch), the supplying branch will transfer the location of that item to the borrowing branch. Oxford County Library treats such inter-branch exchanges as transfers, not as loans.

Notwithstanding the above, particular items or groups of items may be located permanently in a particular branch at the discretion of the Chief Librarian, although such items may usually be borrowed by inter-branch loan (i.e., the borrowing branch returns an item to the supplying branch when the borrower returns it).

Exchanges

Book exchanges of considerable quantities are made between branches on a regular basis as scheduled by the Administrative Secretary.

Books to be exchanged will be selected by the Branch Supervisor according to guidelines established by the Chief Librarian as well as according to the following directions:

- a) Books are to be selected for exchange based on the Branch Supervisor's assessment of the needs and interests of the community served by a branch and subject to special directions, if any, from the Chief Librarian.
- b) Material on controversial issues should be selected to represent a balanced perspective (that is, providing information about both sides of an issue).
- c) A branch is not to hoard books or groups of books.
- d) All areas of a branches collection are to be considered for exchange over the course of a year.

Reference collections

In order to provide all residents of Oxford County with information services, the library maintains accurate and timely collections of reference materials. The library's main reference collections are maintained at Ingersoll, the library's largest branch. The library relies on the co-operation of other libraries, especially through INFO (Information Network For Ontario), for advanced reference service.

Reference collections are not circulating collections except at the discretion of the Branch Supervisor on an item-by-item basis.

Local history collections

The main local history collection of the library is maintained at the Ingersoll branch, although many local history materials are on deposit at 415 Hunter Street, Woodstock, by the Oxford Historical Society

and Oxford Genealogical Society. Each branch is encouraged to maintain a collection of materials relating to the history of the community or communities the branch serves. Volunteers or partnerships with appropriate organizations can be used, at the Chief Librarian's discretion, to provide local history support and reference.

Rare and/or fragile items relating to local history will be kept where they will be best protected in the Chief Librarian's opinion including the possibility of giving such items to other local history agencies such as the Woodstock Public Library, a museum or the County of Oxford Archives. In cases where rare items are stored for protection, the library will attempt to make copies for use at a branch where feasible and appropriate in the Chief Librarian's opinion.

Archival collections

The library may maintain and take steps to protect collections of archival material that are relevant to the library's mission and that are not wanted by the County of Oxford Archives.

CHARGES

Fines

A borrower who has not returned material by the end of the loan period including any renewals may be charged an overdue fine of 10 cents per day per item to a maximum of \$2.00 per item.

Lost items

If a borrowed item is declared lost by the borrower or by the library, the library may charge the borrower as well as a fee of \$10.00 per item.

A borrowed item may be declared lost by the library if:

- a) The item is overdue for more than 60 days and at least one overdue notice was sent in writing; or,
- b) The item is overdue and has been called back for another borrower and the item is not returned within two weeks of the call back.

Lost items remain the property of the Oxford County Library Board. If an item is found and returned with a reasonable length of time after charges for the item have been paid, upon presentation of the appropriate receipt, the lost materials charges will first be applied to any outstanding charges against the borrower and the remaining amount refunded.

Damaged Materials

A damaged item returned to the library is assessed by the Branch Supervisor or by headquarters staff and an appropriate charge for the damages may be levied against the card on which the item was borrowed.

If damage assessment results in the item being withdrawn from the library's collection, upon payment of damage charges and any outstanding charges for the item, the borrower may pick up and keep the damaged item. Items will be held only for a limited time for pick up.

Average cost of an item

In circumstances where the cost of an item cannot be determined, the library will use the cost of \$25.00 per item. This default cost may be known as the "average cost of an item".

Exceptional circumstances discretion

Any charge may be adjusted under exceptional circumstances for any borrower, at the discretion of the Branch Supervisor who may refer a decision to the Chief Librarian.

Overdue notices

Notification of borrowers regarding overdue items:

First notice

- by mail, 4 weeks after the due date.
- lists overdue items and due dates.

Second notice

- by mail, 8 weeks after the due date.
- lists overdue items and due date.
- includes warning: "If these items are not returned, they will be declared LOST and replacement costs will be added to the fines on your patron account."

Third notice

- by mail, 12 weeks after the due date.
- items are declared LOST
- a bill is sent for the replacement cost of items and overdue fine

VOLUNTEERS

The library supports the use of volunteers to assist with library activities supported by the professional library. However, the library has an obligation and a wish to protect library users, especially vulnerable users, from persons who may volunteer at the library with the intent of doing harm.

The library may accept or deny any volunteer of assistance.

Any new volunteer over age 18 who may interact with children must agree to the library receiving a Criminal Record Check from the police in the volunteer's community. The library will assume the cost, if any, of obtaining a Criminal Record Check.