



RICHMOND HILL PUBLIC LIBRARY

Update to Circulation Policy - FAQs

On Sept. 5, 2017, our updated circulation policy will take effect.

Q: How will the changes to the circulation policy affect me?

A: Our new circulation policy will primarily affect our customers in the following ways:

- If you have provided the Library with your email address, you will now receive a courtesy notice when your library card is up for renewal
- Overdue reminders will now be sent to you earlier, with reminders issued by phone/email when library materials are 1 week, 2 weeks, and 4 weeks overdue
- You will be billed when library materials are 6 weeks overdue
- If your account becomes blocked (when fines reach \$25), you will receive a mailed notice
- All items will now have their fine maximum reduced to \$5 per item (previously, fine maximums ranged from \$6 - \$10 per item)
- There will no longer be an overall maximum fine limit for each item type (DVDs, children's materials, and/or adult materials); all fines accrued will now have to be paid

Q: Under the new policy, what are the fines for overdue materials?

A: Fines or overdue charges are applicable to all circulating materials and are levied as follows:

Children's Material

- \$0.25 per day per item
- \$5.00 maximum per item

Adult Material

- \$0.30 per day per item
- \$5.00 maximum per item

Book Express

- \$1.00 per day per item
- \$5.00 maximum per item

DVDs/Videos

- \$2.00 per day per item
- \$5.00 maximum per item

Please note that customers of the Visiting Library Service and customers with Special Needs Status are not charged fines but will be charged for lost or damaged materials.

Q: When do I get charged fines?

A: Overdue fines are charged for any material that is not returned on or before their due date. Fines were established as an incentive for prompt return of materials so that they will be available to others. Fines begin accruing the day after the item is due.

Items continue to accrue fines until they are returned, renewed or marked as lost. You cannot pay your fines until items are returned, renewed or marked as lost.

Q: Under the new policy, how will I know if I have fines?

A: When you borrow materials using a self-checkout, a summary of your account is given. It notes the number of overdue items you have, as well as the balance currently owing.

If you have material overdue, you will be notified by phone or email when the material is:

- 1 week overdue
- 2 weeks overdue
- 4 weeks overdue

When material is 6 weeks overdue, customers will be mailed a bill for the replacement cost of material not returned.

Customers can also check their account online through their [My Account](#) or call the Library at 905-884-9288 to speak with a staff member.

Q: What happens if I have fines?

A: Fines under \$25 will not affect your account privileges.

The Library prevents customers from taking out library materials if they have more than \$25 in overdue, accruing fines and/or bills. If this happens, your account will be blocked and you will be prevented from accessing many of the Library's services.

Q: What happens if my account is blocked?

A: If your account is blocked, you cannot:

- Check out library materials
- Place a hold on regular and electronic materials
- Renew a checked-out item online or through TeleCirc (however, materials can be renewed over the telephone or in-person at one of our branches)
- Check out an eBook or eAudiobook

To unblock an account, customers need to return any overdue material and/or pay any outstanding fines.

Q: How do I pay my fines?

A: Visit any RHPL branch in order to pay your fines.

Q: What happens if I don't pay my fines?

A: Your account will be suspended and you will not be able to utilize all library services.

Call or visit any branch to speak with staff if you have questions or concerns about your fines and/or your account status.

Q: How can I avoid fines?

A: Renew your items:

- To avoid fines, renew library material where possible if you require them longer than the due date of the item. Most items can be renewed up to 10 times

Sign up for email notification:

- You can opt to receive a courtesy pre-due reminder notice 2 days before your material is due.

Return your borrowed material on time

- Library material can be returned to any of RHPL's 4 branches. All branches have 24-hour book drops for your convenience.
- Note: Any unreturned overdue material will continue to accrue fines – renewing your material and returning on time are the most effective ways to avoid fines.

Q: What happens if I lose something I borrowed?

A: You'll have to pay the purchase/replacement price of the item, plus a non-refundable processing fee (\$5.50 + tax). The Library doesn't accept a replacement copy or an item of equivalent value. If an item is overdue by more than 42 days, the Library considers it lost.

Q: What happens if I find a lost item that I already paid for?

A: Keep your receipt. If you find the item in good condition within 3 months of paying the replacement cost you can get a refund, less the non-refundable processing fee.

Q: What happens if the Library says I haven't returned something that I know I have?

A: If you return an item during a long weekend or holiday (or Sunday or Monday at some branches) staff might not check it in until later in the day, so it may still be showing on your account. Please do not renew it if it is now showing as overdue.



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Celebrate your curiosity

If enough time has gone by and the item is still on your account, you can speak to library staff and they can mark the item as *Claims returned*. Staff search for these items weekly. If the item is not found by either you (the customer) or staff at the end of 3 months, it is marked as lost and a replacement charge will be added to your account.

Q: Does the Library charge any other fines or fees?

A: Lost or stolen library cards are \$2 to replace.