

# Policy

## of the municipal library services

### Introduction

The purpose of this policy is to set out the terms and conditions of services offered at the municipal library.

### Definitions

Guardian: Adult responsible for a child;

Dependent child: Young person under the responsibility of an adult;

Members: Any individual with a file whose profile allows access to library privileges and services;

User: Any individual, member or not, using the library;

School: Schools located on the territory of the Municipality of Morin-Heights;

Organization: Community organizations (or OBSL) recognized by the Municipality;

Employee: Any individual employed by the Municipality of Morin-Heights;

Staff: Any person, volunteer or employed, who works at the library;

Resident: Any individual with an address on the territory of the Municipality of Morin-Heights.

Physical document: A physical item in the collection;

Digital document: A digital item in the collection

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### Accessibility

The library is open to all.

The collections are accessible and can be consulted by all, with no age restrictions. Guardians are responsible for what their dependent children consult.

Children under 8 must be accompanied and supervised by an adult at all times.

The staff reserves the right to refuse access to or exclude from the library any person who: refuses to comply with the provisions of these rules; appears under the influence of alcohol and/or drugs; disturbs the peace and order or displays a reprehensible attitude; refuses to obey a directive from library staff.

Animals, other than service animals, are not permitted in the library. An exception may be made for activities and events held at the library.

### Membership

A library subscription gives free access to borrow documents, use online services and resources, borrow computer equipment on site and reserve computer workstations.

Memberships are valid for one year, after which they must be renewed.

The non-resident guardian must be a library member to register their child.

### Proof of residence and contact information

When registering or renewing, patrons must provide proof of residence, such as a driver's license, tax bill, cable company bill or Hydro-Québec bill.

When registering a child, the health insurance card must be provided upon request.

It is the member's responsibility to update their contact information.

The library is not responsible for any inconvenience resulting from changes not notified to the file.



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### Membership categories

<b>Categories</b>	<b>Age</b>
Resident children	0-11 years old
Non-resident children	0-11 years old
Resident adult	12 years old and over
Non-resident adult	12 years old and over
School Organization	

### Fees

All residents and employees of the Municipality of Morin-Heights may subscribe free of charge.

Non-resident children (11 years and under) may subscribe free of charge.

Adult non-residents must pay a \$40 subscription fee.

Schools located within the Municipality of Morin-Heights may subscribe with a free School membership.

Community organizations (or OBSL) recognized by the Municipality may subscribe with an Organization pass free of charge.

These fares are non-refundable.

The cost of replacing a lost card is \$5 (taxes included).

### Lending policy

Members are responsible for registering borrowed documents in their files. To do so, they may use the check-out counter or the self-checkout terminal.

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### Loan terms

Members may borrow all documents in accordance with the loan conditions specified in Appendix A, which is attached to these regulations as an integral part thereof.

Loan conditions for members with reduced mobility are specified in Appendix B.

Loan conditions for School subscriptions are specified in Appendix C.

Loan conditions for Organism subscriptions are specified in Appendix D.

Special loans may be made to allow borrowing for extended periods. This type of loan may be granted for special situations (vacation, hospitalization or other). These loans must be made at the counter in the presence of an employee.

Certain documents and equipment are intended for on-site consultation. In specific cases, these documents may be borrowed with special authorization from an employee.

Members must return documents on the agreed return date. Fees and procedures for overdue documents are set out in appendices E and F of these regulations.

### Renewal terms

Renewals can be made on site, from the [Mabiblioamoi.ca](http://Mabiblioamoi.ca) account, by telephone, by e-mail or via the [Reponseatout.ca](http://Reponseatout.ca) tool.

It is not possible to renew a document if it is reserved.

Members may renew their documents in accordance with the loan terms specified in Appendix A.

Renewal terms for members with reduced mobility are specified out in Appendix B.

Renewal terms for School subscriptions are specified out in Appendix C.

Renewal terms for Organization subscriptions are specified in Appendix D.

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### Reservation terms

Reservations can be made on site, from the [Mabiblioamoi.ca](http://Mabiblioamoi.ca) account, by telephone, by e-mail or via the [Reponseatout.ca](http://Reponseatout.ca) tool.

Members can reserve a document on the shelves or in circulation. The member is contacted when the document is available and set aside.

The reservation is held for 7 days, after which the document is assigned to the next person or returned to the shelves.

Members may reserve documents in accordance with the loan terms specified in Appendix A.

Reservation terms for members with reduced mobility are specified in Appendix B.

Reservation terms for School subscriptions are specified in Appendix C.

Reservation terms for Organization subscriptions are specified in Appendix D.

### Lost or damaged documents

Members are responsible for preserving the integrity of borrowed documents.

If a member loses, destroys or damages a document, the library has the right to assess the damage to the document and to charge the resulting fees. Charges for damage or loss are specified in Appendix E. Procedures in the event of loss or breakage are specified in Appendix F.

All alterations not resulting from normal use are considered damage. Members are not authorized to repair damaged documents.

### Document replacement

In the event that a document is lost or deemed irrecoverable, the member may purchase the document in order to replace it. However, the replacement must be new and have the same ISBN as the original. An administrative fee will be charged, as set out in the fee specified in Appendix E.

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A user who has paid for a lost document may be reimbursed if the document is found and returned to the library in its original condition. The document must be returned within the time limits set out in Appendix F.

### Suspension of privileges

Any unpaid library balance of \$5 or more will result in suspension of all membership privileges.

Any person who deliberately steals or damages a document may lose his or her right of access to the library. In the case of certain damage of library property, the user is liable to prosecution as permitted by law.

### Interlibrary loan (ILL) service

Interlibrary loan (ILL) is available to members. Some lending libraries may charge a fee for the loan of their documents. In such cases, to obtain the document, the fee charged by the library must be paid to the Morin-Heights Library by the member making the request.

Loan terms are determined by the lending library.

A member may make a maximum of three (3) requests at a time.

In the event of loss or damage of a document loaned by another library, the member must pay the invoice sent by the lending library.

### Computer and electronic equipment

Electronic equipment must be used inside the library.

Computer workstations may be reserved in advance for a maximum of three hours. Only one computer may be reserved per member.

Computer workstations are available from the opening of the library until 10 minutes before closing.

Children aged 8 and under must be accompanied by an adult when using computer equipment.

Patrons using sound-emitting equipment must use headphones.

Only staff are authorized to change the configuration settings of computer workstations.



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It is forbidden to use computers for illicit purposes, for example: viewing pornographic, violent or hate propaganda content; plagiarism and failure to respect copyright.

Patrons must leave their computer workstations at the request of staff.

Staff may interrupt use of the computer if necessary.

The user must pay all costs incurred for damage, breakage, or theft of equipment.

## Printing and scanning

Charges for these services are specified in the fee specified in Appendix F.

Patrons are responsible for all printing. No reimbursement will be made except in the event of equipment or system malfunction.

## Activities and entertainment

The activities and events offered by the library are free of charge for patrons.

A capacity limit has been set for activities and events. Members who register are guaranteed access. Non-members may not register. If there are still places available, patrons who are present will be able to attend.

Some activities and events have registration restrictions, such as age, stain-proof clothing, allergens, etc. Attendees are required to respect these restrictions.

Attendees may be asked to leave the activity if they disturb the activity host or other participants.



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### Appendix A

#### General lending policy

Types of physical documents	Maximum	Loan length
<b>Book</b>	10	4 weeks
<b>Large-print book</b>	10	
<b>Magazine</b>	10	
<b>New arrival</b>	3	
<b>Puzzles and board games</b>	1	
<b>Interlibrary loans (ILL)</b>	3	Ask at the desk for information about the specific terms and conditions of the lending library.
<b>Radon test kit*</b> (for adult members only)	1	3 months
<b>Renewal</b>	Maximum of 2 renewals per document	
<b>Reservation</b>	<b>Free</b> - Maximum of 5 reservations per member account, excluding digital books	
<b>Maximum of 5 loans per account</b> <b>*Exception of 6 loans with radon detection kit</b>		

Types of digital documents	Maximum	Loan length
<b>Digital book</b>	3	3 weeks
<b>Renewal</b>	No renewal	
<b>Reservation</b>	<b>Free</b> - Maximum of 10 reservations per member account, excluding digital books	





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### Appendix B

#### Lending terms for members with reduced mobility

Types of physical documents	Maximum	Loan length
<b>Book</b>	10	8 weeks
<b>Large-print book</b>	10	
<b>Magazine</b>	10	
<b>New arrival</b>	3	
<b>Puzzles and board games</b>	1	
<b>Interlibrary loans (ILL)</b>	3	Ask at the desk for information about the specific terms and conditions of the lending library.
<b>Radon test kit*</b> (for adult members only)	1	3 months
<b>Renewal</b>	Maximum of 2 renewals per document	
<b>Reservation</b>	<b>Free</b> - Maximum of 5 reservations per member account, excluding digital books	
<b>Maximum of 10 loans per account</b>		

Types of digital documents	Maximum	Loan length
<b>Digital book</b>	3	3 weeks
<b>Renewal</b>	No renewal	
<b>Reservation</b>	<b>Free</b> - Maximum of 10 reservations per member account, excluding digital books	



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### Appendix C

#### Loan terms for schools

Types of physical documents	Maximum	Loan length
<b>Book</b>	30	4 weeks
<b>Large-print book</b>	30	
<b>Magazine</b>	30	
<b>New arrival</b>	3	
<b>Interlibrary loans (ILL)</b>	3	Ask at the desk for information about the specific terms and conditions of the lending library.
<b>Renewal</b>	-	
<b>Reservation</b>	<b>Free</b> - Maximum of 5 reservations per member account, excluding digital books	
<b>Maximum of 30 loans per account</b>		

Types of digital documents	Maximum	Loan length
<b>Digital book</b>	3	3 weeks
<b>Renewal</b>	No renewal	
<b>Reservation</b>	<b>Free</b> - Maximum of 10 reservations per member account, excluding digital books	



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### Appendix D

#### Loan terms for organizations

Types of physical documents	Maximum	Loan length
<b>Book</b>	10	4 weeks
<b>Large-print book</b>	10	
<b>Magazine</b>	10	
<b>New arrival</b>	3	
<b>Interlibrary loans (ILL)</b>	3	Ask at the desk for information about the specific terms and conditions of the lending library.
<b>Renewal</b>	Maximum of 2 renewals per document	
<b>Reservation</b>	<b>Free</b> - Maximum of 5 reservations per member account, excluding digital books	
<b>Maximum of 10 loans per account</b>		

Types of digital documents	Maximum	Loan length
<b>Digital book</b>	3	3 weeks
<b>Renewal</b>	No renewal	
<b>Reservation</b>	<b>Free</b> - Maximum of 10 reservations per member account, excluding digital books	

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### Appendix E

#### Rates for documents

	Rates
<b>Cost of processing and repairing documents from the Morin-Heights library</b>	5\$
<b>Cost of processing and repairing documents from Réseau BIBLIO</b>	10\$
<b>Lost or irrecoverable documents</b>	Cost of library catalog item
<b>Lost or irrecoverable documents belonging to an organization or another library</b>	Cost charged by the lending library or organization
<b>Replacing a lost card</b>	5\$
<b>Print and audio book sales</b>	0,25\$ to 2\$
<b>Sale of board games and puzzles</b>	0,25\$

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### Appendix F

#### Procedures for damaged or lost documents

Procedure for irrecoverably damaged documents

	Communication mode	Impact
<b>Member returns damaged document</b>	On site	Staff assess damage
<b>Notice of compensation: Day 1</b>	Telephone	Subscription privileges suspended
<b>Invoice: 7 days</b>	Send by post	Payment required

Procedure for a document reported lost by the subscriber

Allowable time	Impact
<b>Member's declaration of document loss</b>	Document fees charged to file. Administration fees are non-refundable.
<b>21 days between declaration and delivery of new document</b>	Fee reminder mailed to file.
<b>30 days between declaration and delivery of new document</b>	No refund, the library cannot accept the document if returned.

Procedure for an overdue document

	Communication mode	Impact
<b>Courtesy notice: 3 days before scheduled return date.</b>	E-mail if possible	-
<b>Notice of delay: 7 days</b>	E-mail or phone call if no e-mail on file	-
<b>Notice before invoicing : 14 days late</b>	Telephone	-
<b>Invoice: 21 days overdue</b>	Send by post	Subscription privileges suspended. Last date for returning documents. Administration fees are non-refundable.
<b>51 days late</b>	-	No refund, the library cannot accept the document if returned.

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### Appendix G

#### Rates for computer equipment

	Frais
<b>Cost of processing and repairing documents from the Morin-Heights library</b>	5\$
<b>Cost of processing and repairing documents from Réseau BIBLIO</b>	10\$
<b>Lost or irrecoverable equipment</b>	Cost of library catalog item
<b>Lost or irrecoverable equipment belonging to an organization or another library</b>	Cost charged by the lending library or organization
<b>Replacing a lost card</b>	5\$
<b>Black and white printing 8 ½ x 11 et 8 ½ x 14</b>	0.15\$
<b>Black and white printing 11 x 17</b>	0.50\$
<b>Color printing 8 ½ x 11 et 8 ½ x 14</b>	0.30\$
<b>Color printing 11 x 17</b>	1\$