



# Terms and Conditions of Use Handbook

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Appendix 1 – Computer, Wireless and Internet Service Agreement and Terms of Use

# Introduction

The Library's *Terms & Conditions of Use* set the conditions for the usage of Library materials, equipment and public spaces. They are designed to preserve and protect the Library's materials, equipment, facilities and property, and to support a safe and welcoming environment for all. The *Terms & Conditions of Use* are administered by the Chief Librarian.

For further details on the *Terms & Conditions of Use* refer to the following Board Policy Manual sections:

- 6.4 Rules for Use of Group Space
- 6.5 Rules for Borrowing Physical Materials
- 6.6 Rules for Acceptable Use of Public Internet and Computers
- 7.3 Library Space Rentals

# 1. Borrowing

## 1.1. Library Cards

The terms and conditions for borrowing provide a mechanism for ensuring equitable access and fair use of collections. They are intended to make materials widely available to the community; maximize the use of collections and services; and secure the return of materials.

The terms and conditions cover activities relating to the registration of Library users and the borrowing and use of Library collections and services. They set:

- conditions and use of library cards
- borrowing privileges, responsibilities and restrictions
- a schedule of fees, which is subject to the approval of the Library Board

Borrowing limits, periods and fees are reviewed on a regular basis to ensure that they are reasonable, effective and in line with nearby libraries.

### Membership Types

#### **City of Nelson, RDCK Area F, RDCK Area H South Residents**

A library card is free to all residents who support library services through taxation, including those who own property in the above listed areas. Each person can have only one active library card. A Photo ID and proof of current address is required to register.

Persons up to and including age 12 are issued a youth library card. Issuance of a youth library card requires the consent of a parent or guardian. An adult library card is issued on or after age 13.

Residents of these areas receive full access to all in-person and digital services offered by the Library.

#### **BC OneCard**

BC residents with an active card at their home library are eligible to borrow physical materials from any library in the province through the BC OneCard service.

Each library determines what kind of physical materials may be borrowed. At the Nelson Public Library, BC OneCard patrons from other library systems may borrow materials in any format, with the exception of our digital collection and some Library of Things items.

#### **Non-residents**

If you are a resident of a community not served by the Nelson Public Library (e.g. Slocan City, RDCK Area E, etc.) and do not qualify for a BC OneCard, membership fees are as follows:

Non-resident household (payable in three-month increments)	\$90/year
Non-resident individual	\$45/year
Seasonal (3 months – limited privileges)	\$30
Student Access	free
Subsidized	Half regular fees
Institutional	\$90/year

### **Student Access Card**

Students (K-12) who live in Area E are eligible for a free Student Access Card. This funding is provided by a community grant for Area E. The card is not transferable to other family members.

### **Membership Subsidies**

RDCK Area E households may qualify for a subsidy for a membership card when the combined gross income falls within or below the low-income levels recognized by Statistics Canada. The subsidy covers half the cost of a membership. Applications are available at the public service desk.

### **Accessible Card**

The Accessible library card is designed to meet the needs of people who may not qualify for a standard NPL card, due to lack of identification or no fixed address, to borrow materials, access in-library use e-resources and use library computers. Name Identification is required, all cards with names are accepted including health cards, seniors' membership, student ID, etc.

The Accessible card allows the holder to borrow books, magazines, DVDs, CDs, Audiobooks, Puzzles and in library use items. Welcome cards expire one year after the date of registration. When a welcome card holder provides the appropriate identification, a standard membership is issued.

### **Seasonal Card**

For people who are in the area for three months or less, a seasonal card can be purchased. Borrow up to five items at a time, but no interlibrary loan service. Please provide government picture identification with home address and your temporary local address.

### **Institution Card**

Institution cards are meant for educational groups or institutions and allow them to borrow items collectively under one card. A single contact person must be designated for each institutional card. The contact person is assumed to be responsible for

coordinating the use of the membership card. Institutional borrowers must present the membership card in order to check out items.

### Library Card Renewals

Library cards expire every three years. Please visit the public service desk or email [library@nelson.ca](mailto:library@nelson.ca) to renew your expired card. Proof of address is required for all members who update their card.

All card holders are responsible for reporting changes to contact information, including address, telephone number and email address.

### Lost Cards

To prevent unauthorized use of your library card, please report its loss immediately; cardholders are responsible for all materials checked out on their card. Replacement cards cost \$2.

## 1.2. Borrowing Limits, Loan Periods and Renewals

Membership type	Borrowing limits (at one time)
Regular	60
Institutional	60
Accessible	3
Non-resident (household)	60
Non-resident (individual)	5
Seasonal	5
Student Access Card	5

Item type	Loan period
Magazines	1 week
Books, DVDs, CDs	3 weeks

Library of Things	Varies between 1-3 weeks. Check the catalogue for loan periods of individual items.
E-books and digital audio books	3 weeks, limited to 7 simultaneous items
Interlibrary loan/Interlibrary Connect	As per loaning library policies (typically 2-3 weeks)

**Renewals**

Most items can be renewed up to two times under these circumstances:

- If no other patrons have holds on the item
- If the item hasn't already been renewed the maximum number of times
- If the patron's account isn't blocked

Items such as those in our "Library of Things" and local history collection have different borrowing and renewal conditions.

The library has an auto-renew system that will automatically renew items given the above criteria are met.

**Reserves and holds**

Library members may request that items currently checked out or items that are available in the library be held for them. Items on hold that are not picked up after one week will be returned to the collection. Members may have 10 Nelson or Interlibrary loan items and two Illume items on hold at one time.

**Interlibrary Loan and Interlibrary Connect Books**

Items that are beyond the scope of the Nelson Public Library collection may be borrowed through interlibrary loan, subject to the loaning library's policies. Books borrowed through Interlibrary Loan and Interlibrary Connect have borrowing periods of 14 or 21 days, depending on the lending library's terms. Interlibrary loans are non-renewable. Interlibrary Connect books are renewable, under the same conditions described for NPL items. NPL participates in provincial interlibrary lending. Interlibrary loan policies that determine loan lengths and limits are determined by the Chief Librarian.

If the lending library requires a fee for interlibrary loans, this fee will be charged to the patron.

## 1.3. Fee Schedule

As of January 2023, the Library no longer has overdue fees on NPL materials. You will be charged the cost of replacing lost or damaged items, plus a \$5.00 processing fee. Privileges will be suspended temporarily until lost or damaged items have been paid for or a payment plan has been established with library staff.

Library items are marked in your account as lost after a period of 6 weeks after its due date.

### Printing Fees

Paper	Cost per copy
Letter or legal size black and white	25¢
Letter or legal size colour	55¢
Ledger size black and white	50¢
Ledger size colour	\$1.55
Microfiche printing	same fees as above

The Library complies with the Canadian Copyright Act Public Library Photocopying License. Rules governing copying will be posted near copy machines. Compliance with applicable copyright regulations is the sole responsibility of the equipment user. The Library will not be liable for any damages sustained or incurred in connection with the use of the copier service.

### Other fees

Replacement library membership card	\$2.00
New media case or cover (Playaway, CD, DVD, Bag or binder for kits)	\$5.00
Interlibrary loan not picked up	\$5.00
Replacement Playaway batteries	\$4.00

A cost assessment will be made for other lost or damaged items. Library users should not purchase replacements in the event of a lost or damaged item.

## 2. Library Spaces

The Library spaces have a wide variety of purposes and accommodate people of many ages. Library spaces available to people include meeting rooms, quieter spaces, group study and work spaces as well as gathering spaces. These spaces provide for the individual needs of the people whether they are working, studying, relaxing, socializing or conducting a meeting. To balance these differing needs, we expect everyone using the library to be conscious of their sound levels and considerate to other library users.



The following sections provide guidance on the terms and conditions for the use of the library.

If, in the opinion of the Chief Librarian or designate, the use of a room by any group presents, or potentially presents, a risk of significant disruption to Library users, Library staff or Library property, then the Chief Librarian or designate shall have the discretion to refuse use.

### **Quiet Rooms**

The Library's quiet rooms are high-demand community resources. Two quiet rooms are located in the southwest corner of the main floor. They may be booked online up to 1 week in advance, for 2 hours at a time.

### **Tech Hub Rooms**

The Library has a recording studio, digitization station and media studio. Any BC library card holder in good standing may book a Tech Hub room. Users must agree to the policies listed in the Tech Hub Agreement and Release form, which is presented to you at the Public Service Desk when you arrive for your session. These rooms may be booked online up to 1 week in advance, for 2 hours at a time.

### **Common Seating Area**

The tables and chairs in the center of the main floor, as well as the row of seats along Victoria Street are spaces for quiet conversation. Cell phones may be used in these spaces, provided their use does not interfere with other people's enjoyment of the Library.

### **Teen Scene**

This section is designated for library users between 13-19. It includes two computers that are designated for this age group as well. Similar to all public spaces in the library, users are expected to be conscious of their sound levels and considerate to other library users.

### **Online Spaces**

NPL encourages all members of the public to contribute to the vibrant, dynamic, and interactive spirit of NPL's social media channels and communities. Comments, posts, messages and creative content are welcome, provided that they are in keeping with the Library's mission, vision, service values and policies. Contributions that do not comply with the Library's Code of Conduct, the British Columbia Human Rights Code or other legislation will be removed. Comments may be turned off entirely if noncompliance is an issue. Users will be blocked from social media sites at the discretion of the Chief Librarian.

### **Display Spaces**

The Library will accept print materials for display depending on availability of space, if they meet the following criteria:

- From local non-profit organizations with educational, recreational or informational content.
- Relate to cultural events in the region.
- Contain information related to the City of Nelson or Regional District regarding public safety, education, meetings, activities or events.
- Resources produced by authoritative sources that are of broad general interest (eg health or legal information).

We will not display:

- Materials of a partisan or political nature
- Faith-based materials
- Solicitation or advertising materials that promote commercial products or businesses
- Personal ads or notices
- Job postings

## **3. Children’s Department**

The Children’s Department is located on the lower level. Conversation is to be expected in this area. This space is designed for use by youth, families, caregivers and educators. It has educational games, toys and literacy play opportunities. Noise is common in this area, especially before and after events and programs.

The computer workstations in the children’s area are only for use by children. Adults are only permitted to use these workstations if they are accompanying a young person requiring assistance.

The children’s area also includes a programming room that is used by community members of all ages. When it is not being used for library programs, it is available for children.

### **3.1. Unattended Children**

The Nelson Public Library welcomes the use of its services and facilities by children. Staff members are committed to helping children find materials for school work and recreational reading, providing an environment that encourages study and exploration.

The library encourages parents to consider the safety and well-being of their children and the needs of other library users of all ages. Parents are responsible for the behaviour of their children in the library, whether or not the parent is present. As per the Library Code of Conduct on Library Premises (Board Policy Manual Section 6.3), parents may not leave children under age seven unattended in the library.

### **3.2. Inquiring as to a child's whereabouts**

As outlined in section 12.1 of the Board Policy Manual, children have the same rights as adults with respect to their personal information under FOIPPA. This means that where a child is incapable of exercising their right to access, correct or consent to the disclosure of personal information, the child's parent or guardian may do so on their behalf. Otherwise, their personal information is protected under FOIPPA. For this reason, excluding emergency circumstances, library staff will not locate your child for you, should you call to speak to a child in the library.

## **4. Use of Public Computers**

The Library provides access to the Internet and public computing equipment that supports digital literacy for all. The Library's public computers are located in public areas shared by people of all ages and backgrounds. Consideration should be given to the sensibilities of others when using the public computers.

To use a public computer, patrons must sign in with a Library card or Guest Pass. You are responsible for following the Rules for Acceptable Use of Public Internet and Computers in section 6.6 of the Board Policy Manual. When you log in to a public computer in the library, you will be asked to agree to the *Computer, Wireless and Internet Service Agreement and Terms of Use*, which is located at the end of this document for your reference. This agreement summarizes the key policies in section 6.6 of the Policy Manual that all public computer users must abide by.

Individual sessions are limited to one hour when others are waiting. Otherwise public computers are available during regular library hours.

Reservations can be made in person, for the same day only.

## **5. Donating Materials**

We welcome your donations of new books, CDs, DVDs, and audiobooks. Your donation may be added to the collections or sold. We can only accept donations brought to the public service desk.

We accept popular titles and high interest content (example: classics) in excellent condition. Whether it is accepted is determined by staff. Only a few will be accepted at a time due to time and space constraints.

We do not accept magazines, textbooks, encyclopedias or Reader's Digest condensed books.

Please do not leave your donated items outside or put them through the book drop.

## Appendix 1

### COMPUTER, WIRELESS AND INTERNET SERVICE AGREEMENT AND TERMS OF USE

1. **These services may not be used for any purpose that is unlawful, or in any manner that could bring harm to people or damage to our property or other's property. This includes downloading copyrighted material, pornography or other illegal material; publishing defamatory material or statements; using the service in the commission of a crime or for any other illegal purpose.**
2. Parents, legal guardians or caregivers are responsible for monitoring internet sites and information accessed by their children, whether or not the child is a Library member.
3. The Library endorses the [Canadian Library Association's Statement on Intellectual Freedom](#) and believes that freedom of access to information is vital to the health and development of a democratic environment.
4. Public computer access and wireless service is available to all Library users in good standing.
5. To ensure equitable access to computers, the Library may impose limits and guidelines for use that may be modified at the discretion of the Board.
6. Public computers are situated in Library areas where content may be visible to other members. Users are expected to employ public computers with respect for the privacy and rights of others.
7. Public computers will only contain software licensed by the Library. Users are not permitted to alter, tamper with or damage the Library's computer equipment or software configuration.
8. Free wireless internet access is available to all users.
9. The Internet is an unregulated worldwide network of computers to which information is uploaded from a vast variety of resources. It contains information and opinions that range in scope from reliable and authoritative to controversial or extremely offensive. Some information found on the Internet may not be accurate, complete or current. Users must assess for themselves the validity of the information found.
10. The library does not guarantee that the mechanical functions of this service will be uninterrupted or that the service will meet any specific requirements of the users. The Library will not be liable for any direct, indirect, incidental or consequential damages sustained or incurred in connection with the use of or inability to use the service.