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Policy name	Membership and Borrowing
Policy number	40.00
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Related documents	Library Act Library Patron Code of Conduct Cancellation of Borrowing Privileges
Superseded policies	

40.00 GENERAL PRINCIPLES

The Library will provide fair and equitable service to patrons; residents or visitors.

Library service will not be denied except for violation of the Library's Patron Code of Conduct (Policy 10.03.03) or reasons stated in Policy 40.05.05 – Cancellation of borrowing Privileges.



Policy name	Categories of Membership
Policy number	40.01
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40.01 CATEGORIES OF MEMBERSHIP

Residents & Property Owners:

Anyone living within the city limits or owning property in the City of Penticton is eligible for free Penticton Public Library Card.

Agreements Area Card Holders:

Per the Library Act ([RSBC 1996] C 264, Part 5, 48) The Penticton Public Library Board may, with permission from City Council, form agreements to serve an area outside the city of Penticton corporate limits. These cards effectively have the same privileges and responsibilities as a resident card holder.

Community Card & Barrier Free Card:

The community card is available for residents who do not have sufficient proof of address to qualify for a resident or property owner card. Until proof of address is given these cards have restrictions for library use, see Policy 40.05 – Borrowing privileges.

Visitor- Refundable:

Visitors temporarily residing in Penticton may borrow Library materials upon payment of a deposit fee, as outlined in section 50.01 Fees and Charges. A refund will be made when all materials are returned in good condition. A visitor card is valid for 1 month and is non-renewable. After one month a non-resident card is required.

Non-resident Card:

Non-residents may become members of the Library upon payment of a nonrefundable fee. There are three periods for non-residents: 3 months, 6 months, or 1 year. These cards effectively have the same privileges and responsibilities as a resident card holder. Current Fees are given under the Fees and Charges Policy 50.01.

City of Penticton, School District 67, and RDOS employees working in Penticton but living elsewhere will qualify for a free Non-resident card with proof of employment, such as a business card and their government issued photo identification card.



BCOneCard:

The Penticton Public Library participates in the province-wide BCOneCard program. Any BC resident who can show a valid BC public library card can request a BCOneCard when they visit another BC public library. Due to service agreements restrictions apply; for online resources and interlibrary loans BCOneCard holders must visit their home library.

Institutional Cards:

Institutions operating within the City of Penticton are eligible for institutional borrowing privileges from the Penticton Public Library.

The following institutions are eligible:

1. Preschools & Nursery schools
2. Independent & Public schools
3. Child day-care centres
4. Senior's homes and care facilities
5. Social service housing, including transition homes
6. Other institutions may be eligible at the discretion of the Chief Librarian or designate.

To receive a card, each applicant must provide a letter on official letterhead giving authorization to borrow materials for the institution. This letter must be signed by the person in charge of the institution. By signing, the institution will be liable for all lost, damaged, or overdue materials.

Each borrower at the authorized institution will receive an individual card.

Materials borrowed on an institutional card shall be for the institution's use only. All Library borrowing privileges and responsibilities will apply to institutional borrowers.



Policy name	Registration Requirements
Policy number	40.02
Approved by	Penticton Public Library Staff, Leadership team, and Library Board
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40.02 REGISTRATION REQUIREMENTS

Identification requirements:

- Government-issued photo ID with current address
- *or* two pieces of non-photo ID and proof of address. This may be print or electronic proof of residence, for example: a utility bill, rental agreement, or personalized cheques.

Community Card:

To be eligible for a community card, the patron must have valid photo ID. We will accept their verbal confirmation of address. When validation of address is provided, they will be given a full resident card.

Barrier free card:

This card is intended for individuals who are unhoused and would like to borrow book or audiovisual material from the library. This card has limited borrowing privileges and must be renewed monthly. Only cards in good standing can be renewed.

40.02.01 Children

Children ages 0 to 11: ²⁰¹⁶

Children ages 0 to 11 are issued their own cards. The parent or guardian of the child must show identification to prove residency. Cards will be set to expire on the child's 12th birthday.

Children ages 12 to 18: ²⁰¹⁶

Section 76 of the Child, Family and Community Service Act establishes 12 as the age at which a child in care may exercise their own access, disclosure, and correction rights for their information. For library purposes, patrons 12 and older is classified as an adult.

Resident children ages 12-18 who lack proof of residence, as defined above, are required to supply a student card, or return a completed registration form before a Library card is issued. Parents or guardians will be asked for identification for contact purposes.



Staff will ask children ages 12-18 if the Library may contact their parents or guardians and disclose information; such as a title of an overdue library book. If the child does not give permission, staff may not disclose any information about the item other than the number of items overdue.



Policy name	Confidentiality of Records
Policy number	40.03
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Related documents	
Superseded policies	

40.03 CONFIDENTIALITY OF RECORDS

The Penticton Public Library follows the provincial guidelines set out in *Privacy Guidelines for British Columbia Public Libraries, 2006* authored by the Public Library Services Branch.

General Principles:

1. The choice of books and the way in which information is used is private. If people are to make full use of the Library, their privacy cannot be or appear to be compromised.
2. The BC Freedom of Information and Protection of Privacy Act [RSBC 1996] CHAPTER 165, must be followed by Library staff. The Chief Librarian is the Library's FIPPA officer.
3. No personal information will be given to a third party. This includes family and friends. Such personal information includes:
 - a. whether or not an individual is or has been a member of the Library.
 - b. the Library's records linking materials used, websites visited, or questions asked with a specific Library user.
 - c. the name, address, phone number, etc. of Library users.
 - d. any other "personal information".
4. Library staff will not access this information unless as specifically required in the course of their duties. For example: in adjusting records, placing holds, or basic circulation duties.
5. The Library will collect email addresses on an opt-in basis for circulation purposes. For example, hold notifications or overdue notices.

40.03.01 Exceptions

In accordance with the provincial legislation, the exceptions to these restrictions are:

- a. when a patron explicitly consents to the disclosure;
- b. to a collection agency for the purpose of collecting a debt;
- c. for law enforcement purposes, such as where required by a subpoena, warrant or other order;
- d. where there are compelling health and safety concerns; or
- e. to contact a person's next of kin if that person is injured, becomes ill or dies while visiting the library.

With the exception of explicit consent, such requests must go through the Chief Librarian or designate.



40.03.02 Active Status & Membership Record Retention

Active status for library cards expires if not used:

- after one year for most cards
- at expiration date for non-resident cards
- at one month for a community card and barrier free cards

All inactive records will be deleted one year after given inactive status to allow the patron time to renew their library membership.

Exceptions to this are: patrons who become inactive after accruing a debt to the library. These records will be retained to a maximum of 6 years.

Paper records (registration or permission to pick up forms, for example) are destroyed using a document shredder after the relevant information is entered into the Library's Integrated Library System.

40.03.03 Personal Information Retained on Active Library users

For the statistical purposes and for contacting patrons regarding items on hold overdue, long overdue, damaged, or set to lost, the library retains the following information:

- Preferred name
- Mailing address
- Telephone number
- Email address
- Birth year/month

Preferred name is defined as the name that an individual wishes to be known by. This may or may not be their legal name. It is the responsibility of the individual to notify library staff of their preferred name or library staff will default to the individuals legal name, per their identification.



Policy name	Non-transferability of library cards
Policy number	40.04
Approved by	Penticton Public Library Staff, Leadership team, and Library Board
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Next review (YYYY)	2026
Related documents	
Superseded policies	

40.04 NON-TRANSFERABILITY OF LIBRARY CARDS

General Principle:

Each individual patron is required to have a library card of their own. The card holder is responsible for all material checked out on the library card.

Policy statement:

- Library cards are non-transferable.
- Patrons may verbally give permission to another person to select items, pick up holds or interlibrary loans by filling out a permission form. This information is noted in the patron's file and will be kept until the patron chooses to revoke that permission. They must have the correct library card number to do this.

40.04.01 Picking Up Holds For Another Person

If a patron wishes to pick up material for another member, they must have that person's card and permission. This applies to items on hold or material that was selected on their behalf using their card.

Exceptions: See policy 40.05.05 Cancellation of Borrowing Privileges.

Policy name	Borrowing Privileges
Policy number	40.05
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40.05 BORROWING PRIVILEGES

Policy Statement

Privileges regarding the length of loan and the number of items out at one time are dependent on both library card type and item type.

40.05.01 Items

Borrowing privileges are based on a patron's card type.

	<i>Regular & Non-resident cards</i>	<i>Community Card & Barrier Free Cards</i>	<i>BC One Card</i>
<i>Total Items, including:</i>	50	5	15
<i>Magazines</i>	10	1	6
<i>Youth magazines</i>	10	1	6
<i>DVDs</i>	6	1	4
<i>Audiobooks</i>	6	1	2
<i>Playaways</i>	2	1	2
<i>Library of Things</i>	2	0	1
<i>Electronic resources including: streaming video, ebooks, etc.</i>	yes	no	no
<i>Interlibrary Loans</i>	yes	no	no

BCOneCard patrons must access interlibrary loan and e-resources through their home library.

40.05.02 Loan period

The loan period of an item is dependent on the type of item being checked out of the library.

Collection	Loan Period
Rapid Reads	7 days
Books – all collections	21 days
Interlibrary loans	21 days from date patron is notified of its arrival in the library.
Magazines – adult collections	7 days



Magazines – children & teen collections	21 days
DVDs – all collections	7 days
Audiobooks – all collections	21 days
Video Games & Consoles	7 days
Educational backpacks & kits	14 days
Board games	14 days
Educational Robots	21 days

Exceptions:

Books with a large number of hold requests have a shortened loan period of 14 days.

40.05.03 Renewals

Items not requested by another patron may be renewed 5 times by telephone or the online public access catalogue.

40.05.04 Requests

Requests may be placed on up to 100 items. On arrival in the library, Items will be held for a maximum of 3 business days; patrons will be notified by telephone, email, or SMS (text) message.

BCOneCard patrons may request a maximum of 30 items. Community Card patrons cannot request items.

40.05.05 Cancellation of Borrowing Privileges

A patron's borrowing privileges may be cancelled and/or access denied to the Library for anyone who:

- Fails to return material or pay penalties.
- Commits a criminal offence or bylaw infraction on Library premises.
- Fails to abide by the Library's Code of Conduct (Policy 10.03.03)

Privileges are temporarily suspended when fines are in excess of \$10.00.

Patrons who have been sent to the credit bureau will not be permitted to check out library materials, and will not be permitted to pick up items or holds for another person, until the debt to the library has been settled. Patrons who have been sent to collections must pay a \$5 restocking fee, even if the item(s) are returned.