



SILS Circulation Policy Manual

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Definitions

System means the entire province-wide ILS (all 11 + 1 partners)

Agency means one of the 11 + 1 partners - i.e. a Region, a Municipal Library, PNLS, Provincial Library

Library means branch or member library - a sub-unit of agency

Resident means anyone with proof of a Saskatchewan address

Integrated Library System (ILS) means the one-province computer system

1. Universal Library Card

In person experience should be common, including: getting a library card, using a library card, paying fines, communicating with the library, registration, loan rules, number of materials, limits on types, transferability of cards, loan periods, and fines and fees.

Common Understanding: Patrons' Responsibility for Materials

Patrons are responsible for all material checked out on their Saskatchewan Public Library cards, and will be required to pay for the cost of repairing or replacing material damaged or lost while on loan to the patron. Saskatchewan Public Libraries are not responsible for any damage or loss to persons, property or equipment sustained as a result of using or consulting any Saskatchewan Library material.

Common Understanding: Overriding the policy

The SILS Consortium members recognize that rules and policies will not cover every situation. While approved policies will be considered the operating norm, authorized staff members can however override a policy when doing so is clearly appropriate based on their discretion. However, they may not forego legal obligations as noted in the policy.

Common Understanding: System enforces policy

The SILS Consortium members have created this policy with the expectation that the ILS will enforce all standard policy. That is, staff will not be expected to count the number of

items out, or carry out any other manual processes. The ILS will enforce any lending policy issue addressed in this document.

Common Understanding: Open Access

Subject to any legal restrictions, contractual restrictions, or limits or exceptions identified elsewhere in this document, library materials in the circulating collections are available for loan to everyone who presents a valid card from a Saskatchewan public library system.

Common Understanding: Free Initial Card

The Public Libraries Act, 1996 states that the initial card is to be free to residents of Saskatchewan. Libraries can charge fees for replacement of lost cards.

2. Obtaining a Library Card

Residents can obtain a Saskatchewan public library card at any public library location in the province. Residents will be registered at any library but their “home address” will normally determine their primary agency. A “temporary card holder” is a registered patron of whatever location they are being registered at.

- 2.1. Each agency will register any Saskatchewan resident. A resident will normally be a “primary patron” in the agency in which their address resides by the public library system boundaries. If patrons reside in one agency and pay property taxes in another, they may declare which agency they wish to have designated as their primary agency.

A patron can only be registered with one agency at any given time.

Patrons must have a “Home Library” designation that falls within an agency where they are resident or where they pay taxes.

City, town, and municipality fields in the patron record must be completed based on the patron’s place of residence, not mailing address.

Any other specialized patron types are registered locally, and are determined based on services by the library agency (for example, outreach patrons). These patron types can be determined by local need.

- 2.2. If an agency registers a patron who is a primary resident of another agency, the patron will be given a generic/unbranded SILS library card. This generic card will have full privileges for the patron's home agency, as well as generic privileges associated with other agencies. The generic card may be renewed after the card's normal expiry date as is done with any public library card.
- 2.3. Patrons may register online for a temporary patron barcode. The temporary barcode will allow holds to be placed and allow access to program registration. The temporary barcode is valid for one month to allow the patron time to obtain a Saskatchewan public library card.

3. Identification for Registration

- 3.1. Identification is required in order to obtain a library card. Parents/guardians will be required to sign for children under the age of 14. Parent/guardian identification will suffice.
- 3.2. In order to maintain patron security while still retaining sufficient information to verify a patron's identity, the last four digits of the ID will be recorded along with an abbreviation of the ID seen, e.g. SKDL XXXX for Saskatchewan driver's license. [Appendix A](#) lists acceptable identification.
- 3.3. The taking of photos for library card issuance is to be optional.
- 3.4. Terms of use relating to patrons (patron type information): Terms of use are spelled out in the Patron Types table ([Appendix B](#)).

All agencies will use common patron types. (See also [2.1](#) for reference to specialized patron types.)

4. Privacy of Records

- 4.1. **Common Understanding:** All patron information is confidential, in accordance with The Public Libraries Act, 1996. Patrons have full access to their own record. Parents/guardians have access to children's records, i.e. patrons under the age of 14.
- 4.2. The custodial parent/guardian of a patron age 14-17 years is entitled to access the financial portion of the youth's patron record upon request, subject to verification of identity. In accordance with Section 49(d) of The Local Authority

Freedom of Information and Protection of Privacy Act, access to the full patron record of a youth may only be granted to the custodial parent/guardian of the youth with the youth's consent.

- 4.3. Where technology allows, a PIN will be required to access account information including currently checked out items.

5. Retention of Borrowing History

- 5.1. Patrons will be allowed to choose for themselves whether their borrowing history is retained. This information will be visible to patrons and not to staff. Outreach patrons will have their borrowing histories retained by default as a condition of service, and this information will be visible to patrons and staff.

6. Requirement of a Valid Library Card for Borrowing

- 6.1. Patrons must present a valid library card to borrow materials. In cases where a digital image of the barcode is presented, staff reserve the right to request confirmation of the patron's identity (i.e. phone number, postal code).

7. Transferability of Cards

- 7.1. Cards will be transferable. Registration for a library card gives a patron access to a barcode which allows the borrowing of materials. Any materials borrowed using that barcode are the responsibility of the patron. Patrons are responsible for all fines and fees incurred, and for notifying the library if the card or barcode is lost or stolen. Patrons may be asked for an additional confirmation of identity when presenting a library card.

8. Linking Cards

- 8.1. Patrons will be able to link their card with others for the purposes of picking up materials including holds. If the patron is using the card of a linked patron, additional confirmation of identity may be required.

9. Card Renewals

- 9.1. Standard patron cards can be renewed at any location.
- 9.2. Address checks will occur once per year based on the date of patron registration. Borrowing will not be blocked by address checks.
- 9.3. Patron cards are to be renewed once every three years based on the date of patron registration.
- 9.4. Patrons will be allowed to renew cards in person or by telephone. Additional renewal methods are at the discretion of the agency.

10. Loan Periods for Physical Materials

Common Understanding

Definition: loan period is the amount of time a patron has the item out. This does not include shipping or transit time. (See 10.1 for Mail out loan period.)

The Loan period starts when a patron checks the item out; the loan period ends when a patron drops the item off and it is checked in at any public library (live on SILS). These loan periods assume the variations that occur within our ILS due to closed dates and holidays.

- 10.1. The following are the common loan periods for physical materials:

Books, multilingual resources	21 days, 2 renewals
DVDs and videos	7 days, 2 renewals
DVD sets	14 days, 1 renewal
Video games	7 days, 1 renewal
CDs	21 days, 2 renewals
Spoken word/talking books	21 days, 2 renewals
Magazines	7 days, 1 renewal

In the event of mail-out service, where the loan period begins when the issuing library mails out the item, it is understood that the regular loan period will be 6 weeks.

Other materials/collections would have loan periods set at the discretion of the library system (agency). This would include: art rentals, book club kits, cake pans, story-time sacks, toys, etc.

- 10.2. Note: Certain patron types have longer standard loan periods. See [Appendix B](#).
- 10.3. The Interlibrary Loan Period (for materials going out of the province) is 6 weeks.
- 10.4. Reserve materials will be held for 7 open days before the hold expires and the material is made available to the next patron or returned to the collection shelf.
- 10.5. Extended loans may be allowed as long as there are no outstanding holds on the item. Extended loans of more than six weeks of material belonging to another agency are not permitted without prior approval.

11. Loan Limits for Physical Materials

- 11.1. There will be a limit of 100 physical items signed out on a standard patron card. Institution cards will be limited to 600 physical items.
- 11.2. The following groups will determine how many items from the following physical material groups could be borrowed at any one time:

Books	If no other formats are borrowed, the entire 100 item limit may be used for books.
DVDs, videos, 16mm	20
Audiobooks, CDs, cassettes	30
Popular/Hot titles (any format)	5
Picture files	5
Cake pans	5
Story time sacks, story bags, kits	5
Games, multimedia	5
Video games	3
Toys	5
Book kits/Book Club in a Bag	5
Art	5
Electronic devices	1

12. Library2go (Overdrive) Materials

- 12.1. The loan period for library2go materials is 21 days.
- 12.2. Reserve materials will be held for 48 hours before the hold expires and the material is made available to the next patron or returned to the collection.
- 12.3. The loan limit for library2go materials is 10 items. This has been temporarily increased to 50 while electronic materials are in greater demand.

13. Lending Exceptions

- 13.1. The use of some library materials (i.e. special local collections, age-restricted DVDs, professional collection) is determined by specific patron types and/or other conditions.

In the case of embargoed materials, item loan rules take precedence over patron loan rules.

14. Requesting Items

- 14.1. Patrons can have a maximum of 100 requests on their card at any one point in time. This includes a combination of requests that are still outstanding, and those holds that are currently awaiting pick-up.

15. Renewals of Items

- 15.1. Items which have not been requested by other patrons may be renewed up to 2 times.

Exceptions: Limitless renewals on special collections (with recall ability for Provincial Library), one renewal on magazines, DVD sets and video games.

- 15.2. Patrons can renew material belonging to any location at any location.
- 15.3. Items may be renewed in person without the item in hand.

- 15.4. Certain collections (local) will have no renewals.
- 15.5. Overdue items can be renewed. Renewals will be allowed in-person, online, etc. (N.B. A 3rd notice billing for a lost/damaged item will block the patron from material renewal.)

16. Notification of Overdues

Common understanding: It is the patron's responsibility to keep track of the due dates of their borrowed materials and to return things on time. Should items be kept overdue, the record will be visible in the patron's account and notifications will be issued.

17. Notices and Notification Schedules

- 17.1. All agencies will use telemessaging for notification. "Telemessaging" is understood to include notification by email, phone, text &/or mail.

Common Understanding: The default order of notification is prescribed, with patrons automatically receiving notification by email if an email address has been provided; by phone only if there is no email address or accessibility is a concern for the patron; and by mail only if they have neither of the 2 previous methods. Patrons may choose to receive an additional text message. Patrons may choose to receive no notifications except billing notices.

The dates are based on calendar days.

Telemessaging schedule:

1st notice – 3 days after the due date

2nd notice – 17 days after the due date

Billing notice – 31 days after the due date

Call-out hours and dates are to conform with CRTC's telecommunications rules:
9a.m. – 9:30 p.m. Monday thru Friday; 10 a.m. – 6 p.m. Saturdays and Sundays

- 17.2. Courtesy notices, i.e. notification for upcoming due dates and card expiry, are limited to email and text. Anyone receiving holds/overdue notification by email automatically receives courtesy notices by email as well.

18. Suspension of Borrowing Privileges

Common understanding: That the following blocks (stops) on cards limit borrowing materials:

- Financial thresholds: this includes late charges, lost materials, etc – this amount to be set at \$10. (N.B. In the event a 3rd notice billing for a lost/damaged item is under the \$10.00 threshold, the ILS will still block the patron.)
 - Virtual Services cards – no circulation of materials on this card type
 - Patron types
 - Limit of items
 - Card expiry
 - Most online resources are not included in the stopped service – as there is no “lost” risk for the library
 - List of restricted/blocked patrons – libraries will respect the blocks placed against patrons
- 18.1. Borrowing privileges are suspended when a card is expired, the patron has exceeded the established fees/charges threshold or there is a 3rd notice billing for a lost/damaged item. The financial threshold that limits the use of a patron card will be set at \$10 (this includes late charges, lost materials, \$7.00 processing fee, etc.).

19. Reinstatement of Borrowing Privileges

- 19.1. Borrowing privileges are restored when any outstanding charges are brought below the financial threshold, or a lost/damaged item that has received a 3rd notice billing is cleared from the record.

20. Claims Returned

- 20.1. Patrons will not be charged when they “claim return” an item. As an interim measure, high numbers of claims returns will be monitored and addressed manually at the agency/local level.
- 20.2. “Claims returned” will be accepted at the location where the item was returned.

21. Lost or Stolen Card

- 21.1. If patrons report their cards lost or stolen, they will not be held responsible for any transactions incurred on their cards following the date the cards were reported lost or stolen.
- 21.2. A replacement charge of \$3.00 will be levied for a lost card. No charge will be levied for new, damaged or stolen cards.

22. Late Charges and Fees

Common understanding: Patrons are responsible for any charges for late materials on their cards.

Common understanding: There will be charges for late materials.

- 22.1. Late charges collected remain at the location/agency that collects these charges. Qualified/authorized staff at any library agency will be able to waive late charges for any library patron within the ILS when clearly appropriate. The materials may have been borrowed from other agencies.
- 22.2. Late charges are normally based on material type. (See [Appendix C: Late Charges on Materials](#).) (Special, local patron types may be fines-exempt, e.g., homebound user.)
- 22.3. There will be no change in late charge structure if an item is overdue and there are other holds on the item.
- 22.4. Partial payment may be made on late charges.
- 22.5. When items are returned after being billed, the processing fee only will be charged.

Grace periods: There will be no automatic grace period set up in the ILS. Staff will have the ability to backdate checking in materials at any point as an override to the system setting.

23. Replacement Charges for Lost or Damaged Items

Common understanding: Patrons are responsible for any charges for replacement or damage costs for any materials on their cards.

- 23.1. Replacement costs shall be determined by the location/agency that purchased the material. A processing fee for a damaged/lost item is set at \$7.00. Late return charges will not be charged in addition to the replacement cost and the processing fee. If a local replacement cost is not available for an item, the established default cost structure will be used.

Payment may be made at any SILS location.

N.B. "Processing fee" is the term used by the ILS and is now adopted in the Policy Decisions document. It is the same fee as the formerly used "billing fee".

- 23.2. Waiving may occur at the local library or agency on their own materials (for example, forgiving lost charges for children or special circumstances card holders).
- 23.3. Recovered charges and the processing fee will be returned to the location or agency that originally purchased the materials. This is intended to compensate the owning agency for the labour and materials required to purchase and process replacement materials.
- 23.4. Patrons will not have the option of replacing the item.
- 23.5. Partial-payment may be made on lost or damaged materials belonging to the Agency.

23.6. Damaged items

For interagency damaged items, staff at the returning location shall decide whether to withdraw the item and, if appropriate, shall apply a replacement charge to the patron's record. All agencies shall abide by the decision of the staff at the returning location as to whether the item is sufficiently damaged to charge the patron. Agencies receiving damaged items via blue bin that have not been charged shall not apply a charge to the patron's record. On a case by case

basis, if the patron pays the replacement fee and the item is readily available the patron may choose to keep the item.

Note: In some cases, staff may wish to consult the owning location via telephone or email before withdrawing an item due to damage. Withdrawn items will not be returned to the owning location.

23.7. Refunds

Full refunds are to be issued by the owning location or agency for previously-paid items that are returned in good condition within a 6 month period after payment, less the processing fee.

24. Patron Types

- 24.1. All agencies will have common patron types as described in the patron table ([Appendix B](#)).

25. Access to Resources Province-wide

Patrons will be able to place requests within SILS directly on any materials available to them. This overlays the current interlibrary loan service available within the province.

- 25.1. Specific resources will be shared, as identified in [Appendix D](#).
- 25.2. For items eligible for holds, patrons may choose to have the items sent to any location.

Appendix A: Patron Registration and Identification

Residents of Saskatchewan who request a library card will be asked to verify who they are. The library will request that you show identification, including one piece that shows your current address, as proof of residency.

Adults

The list below includes all forms of acceptable identification.

Young Adults

Due to the restrictions on available ID for young adults, it is recommended that local discretion be given to agencies to decide on what is acceptable ID.

YA patrons can use the following: Student card; parent ID (if offered – parent must sign for card and is responsible for charges, YA can come in and take parent off record at any time after he or she has appropriate ID); Driver's licence; government ID card; for address verification a piece of mail with cancelled postage sent to the patron's residence is sufficient.

Children under the age of 14

Parents/guardians will be required to sign. Parent/guardian identification will suffice.

Identification

In order to obtain a library card, one piece of ID must be able to be used for proof of address and one for ID purposes. Any identification that meets the criteria for ID purposes and also contains proof of address (e.g. driver's license) is acceptable.

For proof of address:

- Personal cheque
- Letter/envelope with cancelled postage showing current address
- Postcard/envelope sent from library with cancelled postage
- Driver License
- Utility bill or other government correspondence that shows the current address
- For library card issuance on reserve, have someone from Chief and Council verify residency for the person on a list or in person, as a means to remove barriers to library use. This person verifying is not accountable for funds owing for loss and fines.

- Teachers/ Principal to verify residency for the person on a list or in person, as a means to remove barriers to library use. This process must coincide with documentation signed by the parent or caregiver verifying guardianship. This person verifying is not accountable for funds owing for loss and fines.

For ID Purposes

- Driver's License
- Passport
- Nexus Card
- Student Card
- Military ID
- Government ID card
- Aboriginal ID (Treaty Card/Metis card)
- Landed immigrant card
- Business/Employer photo ID (preferably with identifying number)

N.B. Teachers may vouch for the identity of their students, who are under the age of 14, when coming to the library for a class visit. The student will still need to present a registration form signed by a parent/guardian, which notes a piece of parental identification with address. The card will be unverified until such time as proof of address is presented.

How to obtain a patron card with identification which does not show your current address

Patrons are asked to put their name and address on an envelope which will be mailed to their home. Once patrons receive the piece of mail with Canada Post's cancellation stamp on it, and bring it to the library, a patron card can be issued.

How to obtain a patron card without any identification or permanent address

In cases where no identification is available or for those who do not have a permanent address, patrons may qualify for a Community Access card. Patrons will be required to have a community member vouch for their identity. Eligible community members include, but are not limited to, shelter workers, religious leaders, community outreach workers, and group home staff. The vouching community member will not be considered liable/responsible, should borrowed items not be returned.

Any library can issue any person a library card anywhere, once deemed to be a Saskatchewan citizen.

Appendix B: Patron Type

Patron type	Description	Fines	Loan period	Comments
Standard patron would include child, young adult, and adult.	0 and up	Fines applied per fine table	Standard (set by material type)	Used to enforce film ratings - with birthday field controlling film access Staff is recorded as a patron statistical code.
Outreach Patron		Exempt (no fines)	Six weeks	Library staff usually select material for people who are unable to come to the library. Patrons are not registered as print disabled. In case of embargoed materials, item loan rules take precedence over patron loan rules.
Print Disabled Patron		Exempt (no fines)	Six weeks	Patrons are registered as print disabled and are eligible to checkout and place holds on specialty items such as CNIB/CELA/NNELS materials, DAISY, and descriptive DVDs.
Outreach institution	Card is issued to a person who is responsible for items.	Exempt (no fines)	Six weeks (3 months for RPL and SPL)	Can checkout and place holds on Outreach Services items (talking books, DAISY, descriptive DVDs). In case of embargoed materials, item loan rules take precedence over patron loan rules.
Institution (corporate, daycare, etc)	Card is issued to a person who is responsible for items.	Fines applied per fine table	Standard (set by material type)	Only type of patron that can checkout or place holds on Daycare Block items.
Educational	Institution Card is issued to a person who can represent the institution .	Fines applied per fine table	Loan period determined locally	Use patron statistical code. Allows teachers to separate items borrowed for personal use and items borrowed for school use (no special privileges). The institution assumes responsibility for the materials. This also allows them to access the professional collections for teachers. In case of embargoed materials, item loan rules take precedence over patron loan rules.
	Teacher Card is issued to a person who is	Fines applied per fine table	Loan period determined locally	Use patron statistical code. Allows teachers to separate items borrowed for personal use and items borrowed for school use (no special

	responsible for items.			privileges). The teacher assumes responsibility for the materials. This also allows them to access the professional collections for teachers. In case of embargoed materials, item loan rules take precedence over patron loan rules.
ILL Patron	Library (not a person)	Exempt (no fines)		Out of province library / Academic library / Etc. In case of embargoed materials, item loan rules take precedence over patron loan rules.
Programme card – to reflect work use for staff	Staff card for library use.	Exempt (no fines)	Standard (set by material type)	For staff to use to request materials for programs or related to their work.
Temporary patron	Visitor card	Fines applied per fine table	Standard (set by material type)	No permanent Saskatchewan address, ID provided - card expires after 120 days
Virtual services card	No checkout privileges. Can only access databases.	Exempt (no fines)	n/a	
Unverified	waiting for proof of address	Fines applied per fine table	Standard (set by material type)	Provides identification without address. Becomes a standard patron when proof of address is supplied; valid for one month; limit of 4 items. Each Agency may determine whether this patron type is made available.
Community Access Patron	Given to members of the community who are unable to obtain any form of identification or proof of address.	Fines applied per fine table	Standard (set by material type)	Limit of 4 items. Patron must be verified by a community member (see Appendix A).
Special circumstances	Special circumstances (Adult or Young Adult patrons with intellectual or other disabilities who can't be	Exempt (no fines)	Standard (set by material type)	Loan limit of 10 items.

	considered responsible in the same way as a regular patron type. Patrons typically have a guardian who can be contacted to request return of materials.)			
Non-Resident patrons	Lives outside of Sask. & does not pay taxes in Sask.	Fines applied per fine table	Standard (set by material type)	\$50.00 annual fee which covers one individual. This fee gains the individual access to the physical library resources as a non-resident. N.B. The fee is waived if the patron is covered by a reciprocal borrowing agreement with a library agency outside of Saskatchewan.
Provincial library community	Library staff and trustees	Exempt	6 Months	To allow borrowing of the PLLO library science collection for the purposes of work and professional development. It is not sufficient to offer agency based programming cards as the collection must circulate to all library staff and trustees who may not be associated with a public library. This card will only have borrowing rights for the PLLO library science collection and access to the library science electronic resources. In case of embargoed materials, item loan rules take precedence over patron loan rules.

Appendix C: Late Charges on Materials

Material Type	Standard late charges	Fines cap
Adult materials	30 cents	\$6.30
Young Adult print materials	20 cents	\$4.20
CDs, book on CD (non CNIB/CELA)	30 cents	\$6.30
Adult and Young Adult DVDs, Blu-Ray and videos (including popular picks)	1 dollar	\$7
All Video games	1 dollar	\$7
Juvenile materials - including toys, kits,	no fines	
Juvenile DVDs, includes Blu-Ray and videos	no fines	
Kit	30 cents	\$6.30
Library Science	no fines	
Literacy materials/ESL	no fines	
Educational	no fines	

Note: Certain patron types may be fines exempt. See [Appendix B](#).

Appendix D: Materials Available for Request Across SILS Agencies

Material Type	Available
Books	Yes
DVDs	Yes
Large Print	Yes
Multimedia Kits	Yes
Spoken Word Cassettes	Yes
Art	No
Basic Reference	Yes as photocopy, no hold
Genealogical Material	No hold, message to say 'ask' at service desk...
Local History	No hold, message to say 'ask' at service desk
Toys	No
Equipment	No
Paperbacks	Yes (if catalogued)
Textbooks	Yes, not a separate collection
Musical Instruments	No

Material Type	Available
CDs	Yes
Video Games	No
Microform/ Microfiche	Yes
Music Cassettes	Yes
Spoken Word CD	Yes
Video	Yes
Hot / Popular / Express items	No
Juvenile Materials	Yes
Kits	Locally determined
Talking Books CD (Restricted)	Yes only print disabled registered patrons
Multilingual Material	Yes
Magazines and Periodicals	Yes to photocopying, no holds
Educational	No