



Payment and Refund Policy

Authority: Library Board

Date Created: February 28, 2005

Date Reviewed: February 10, 2022

Category: Public Policy

Purpose

The intent of this policy is to outline consistent guidelines to address receipt of payments and issue of refunds to Library customers.

Payment

In addition to cash, debit and credit, the Library also accepts payment by cheque as long as the following criteria are met:

- Cheque(s) must be made payable to the East Gwillimbury Public Library.
- Post-dated cheque(s) are not accepted.

1. Returned (NSF) Cheques

A 45.00 fee will be charged for NSF cheques. The replacement payment must be cash.

- The Library reserves the right to suspend library privileges until NSF cheques are replaced.
- The Library reserves the right to suspend cheque writing privilege if cheques are returned NSF.

2. Damaged/Lost Items

Customers will be charged the replacement costs for any items that are returned in a damaged or incomplete condition e.g. a/v materials returned with missing cases or contents. There is a \$5 charge for any repairs to Library materials.

An item 30 days or more overdue is considered lost and customers will be charged full list price plus a \$5 non-refundable administrative fee. Replacement copies or donations in lieu of payment are not acceptable as per the Library's *Circulation*

Policy. Damaged/lost items outstanding are purged from the database when the last use of the library card is more than 3 years, regardless of the balance owing

For Replacement Costs see Appendix A, attached.

Refunds

1. General Guidelines

To be eligible for a refund for ANY item or service

1. Customers **MUST** have the original receipt.
2. Refunds up to \$25 can be done at a branch (if sufficient funds are available).
3. Refunds up to \$25 will be paid by the **method used for the original payment**. If the original payment was made by cheque, the customer will not receive a refund until the Library confirms that their cheque has cleared the bank.
4. Refunds over \$25 will be done through the accounts payable process (via a cheque).
5. No refunds will be issued for miscellaneous sales. All sales are final.

East Gwillimbury Public Library is not responsible for damage to any equipment or software incurred by the playing of any material, e.g. compact discs, CDs, DVDs.

2. Programs

Program registration is only considered complete once payment has been received.

- A full refund will be issued if requested, when accompanied by the receipt/ticket, up to one week before the program starts. In some circumstances an administrative fee may be applied.
- No refunds will be given in the week of the program start date or after a program has started. Credits or transfers may be possible in specific circumstances but must be used within the calendar year at Manager, Programs and Community Engagement's discretion.
- If a program is cancelled due to insufficient registration participants will be notified and fees will be refunded.

3. Lost Items

If a lost item is found and returned, customers are eligible for a full refund of the list price under the following conditions:

- it is within 8 months of the due date. No refund will be permitted after 8 months.

- the original receipt for payment is provided. No refund will be permitted without the original receipt.
- the item has not been damaged.
- \$5 administrative fee will not be refunded unless item is found on the shelf within 30 days.

Confidentiality

Any personal information is collected under the authority of *the Municipal Freedom of Information Protection of Personal Privacy Act R.S.O. 2002 Chapter M.56*, and will be used in the management and administration of library services.

See also *Confidentiality of Library Customer Information Policy*.

The Library is committed to meeting the needs of persons with disabilities and will provide, upon request, alternate formats and communication supports, in compliance with the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

Approved Date: April 26, 2022	Motion #: 2022-36
Effective Date: April 26, 2022	

Appendix A: Fee Schedule

* Borrowing privileges will be suspended when fees exceed \$20

Membership

Annual Non-Resident Membership (Adult)	\$40
Annual Non-Resident Membership (Student)	\$15

Printing Services

Photocopies (black/white)	\$0.15 / page
Photocopies (colour)	\$0.50/page
Printing (black/white)	\$0.15 / page
Printing – Supply own paper	\$0.10 / page
Scanning	Free
Fax (local or 1-800)	\$1.00 / page
Fax (long distance)	\$1.00 surcharge / fax
Laminating	\$1.00/page
3D Printing	\$1.00 flat rate + \$0.05 per minute
Cricut Machine	\$2.00 flat rate. Customers must bring their own supplies.

Equipment Rental

See Appendix B for Equipment Rental Form and fees

Programs

Program fees are set on a program by program basis.. For information on our current program offerings please see the current issue of the Library Program Guide.

Lost or Damaged Materials

Damaged AV Case	\$5
Lost or Damaged Juvenile Kit Bag	\$5
Administration Fee	\$5

Other Fees

Exam Proctoring	\$45
Replacement Membership Card	\$2
Unclaimed ILLO Hold	\$5
N.S.F. Fee	\$45

Item Replacement Costs*

*Staff will use these prices if the item price is not included in the item record.

Adult Fiction	\$34
Adult Non-Fiction	\$40
Large Print	\$32
Reference Book	\$50
Local History	\$30
Literacy Material	\$30
Magazine	\$6
Juvenile/Young Adult Fiction	\$21
Juvenile Non-Fiction	\$23
Juvenile Easy Readers	\$20
Juvenile Picture Books / Board Books	\$20
Juvenile Kits	\$22
Mass Market Paperbacks (adult and juv.)	\$9
Books on CD	\$45
Music CDs	\$19
DVDs	\$34
Wireless HotSpot	\$200
Sharon Temple Pass	\$25
Sewing Machine	\$190
GoPro	\$250

Go Pro Max	\$700
Samsung Tablets	\$250
Chromebooks	\$200
Webcam	\$70
Makey Makey Kits	\$64
Ozobots	\$70
Blu Ray Player	\$135
DVD Player	\$120
Nature Backpack	\$80
Light Therapy Lamps	\$80
Ontario Park Passes	\$250
Literacy Kits	\$120
STEAM Kits	\$150 - \$210
Sensory Kits	\$110

Appendix B: Equipment Rental Form

Name: _____ Date of Rental: _____

Town Dept. or Group: _____

Address: _____

Valid Driver's License **OR** Library Card #: _____

Telephone: _____ Email: _____

Are you at least 18 years of age (Town employees are exempt)? **Yes** **No**
 Rental materials require a **valid** library card OR photo ID.

STAFF USE ONLY

- Projector Screen (**\$5 per day**)
- Overhead Projector (**\$5 per day**)
- Stereo (**No charge**)
- Town Employee, Not-for-Profit, or Senior's Group (**No Charge**)
- Podium with PA system (**\$10 per day**) - HL only
- TV/VCR/DVD (**\$5 per day**)

LAPTOPS AND DIGITAL PROJECTORS

Holland Landing Branch only

- Laptop – includes external mouse and speakers (**\$25 per 4 hour block**)
- Digital projector (**\$25 per 4 hour block**)
- Senior's Group or Not-for-Profit (**\$10 per 4 hour block for both projector and laptop**)
- Town Employee (**No Charge**)

CHECK OUT

- Item Reserved: Yes No
- Payment Received: \$ _____
- Equipment Checked
- Return by: _____
- After Hours Late Fee Prepaid \$ _____

CHECK IN

- Item in working order
- Equipment Checked (**staff to check on return**)
- Item worked for customer
- Returned on time: Yes No
- If No**
- Late Fee Paid: \$ _____
- After Hours Late Fee Paid \$ _____

***Attach original form to equipment and file copy**

Staff Initials: _____

Contract: I hereby acknowledge receipt of the items listed above.

I am responsible for the use and care of the equipment for the duration of checkout, including applicable fees as well as the cost of repair or replacement in the event of loss or damage.

Returns:

I will return all equipment to the Library during open hours.

Laptops and digital projectors incur a **Late Fee of \$5.00 per hour** during regular business hours.

I agree to return the equipment on or before the library closes at _____ O'clock.

OR;

I will be charged an **After Hours Fee of \$5.00** for each item returned after closing time. **Items must be turned over to Facilities or Maintenance staff after hours to be locked in Library.**

I have agreed to pay an **After Hours Fee of \$5.00** for each item returned after closing time and will return the equipment to the Facilities or Maintenance staff.

I will pick up the item(s) by _____ on _____ **20**____. If I do not pick up by this time or contact the library in advance to change the pick-up time, my reservation will be cancelled.

Signature of Applicant: _____

Date: _____

PUBLIC PERFORMANCE RIGHTS

GUIDELINES

Please read this information carefully.

- The Canadian Copyright Act (Section 42.2) governs how copyrighted materials, such as videos/DVDs, may be used.
- Under the Canadian Copyright Act any viewing or exhibition of videos/DVDs in a public place (libraries are considered public places) must have PUBLIC PERFORMANCE RIGHTS.
- You can show videos/DVDs, only if a site license has been purchased. The purchased rights are for one showing only.
- Neither the rental nor the purchase of video/DVD carries with it automatically the right to show the movie publicly outside the home, unless the site where the video/DVD is used is properly licensed for public exhibition, with a rights representative such as Audio Cine Films or Criterion Pictures. Ownership of the video/DVD and the right to use it publicly are two separate issues. The copyright holder retains exclusive public performance rights. In some cases, the public performance rights are included in the purchase price of the video/DVD. Many videos/DVDs produced for educational purposes include the public performance rights. For example, productions of the films for Humanities and Sciences (Film Media Group) or the National Film Board of Canada usually include the public performance rights.
- Copyright licenses are required for all videos/DVDs presentations using library property – this applies in ALL cases, even if videos/DVDs are shown freely, rented locally, or personally owned by professors or students.
- Videos/DVDs licensed and produced in other countries (e.g. China, India etc.) and are not available in Canada cannot be licensed and are usually just available for private home rentals and viewings.
- Numerous titles have never been made available in Canada or have expired rights (out of service) – nothing much can be done concerning these cases. Audio Ciné Films Inc., Criterion Pictures or any other distributor cannot issue presentation licenses for films that they do not represent.
- You may not show clips of any length, whether it is 2, 5 or 10 minutes. Everything is subject to copyright and is protected.
- It is illegal to make a “back-up” copy of any purchased video unless you have the written permission of the copyright holder

THE LIBRARY ASSUMES NO RESPONSIBILITY IF THE VIDEO/DVD IS SHOWN ILLEGALLY