

# THE ALBERTA LIBRARY

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## Policy and Procedures

### THE ALBERTA LIBRARY CARD

#### Statement of Intent:

The Board of The Alberta Library is responsible for establishing policy on reciprocal borrowing among member libraries.

#### Policy:

1. Participation in The Alberta Library Card Program is a requirement of membership in The Alberta Library.
2. Any primary client eligible for borrowing materials from a member library is eligible to engage in reciprocal borrowing through The Alberta Library Card Program.
3. The borrower (or parent or legal guardian for minors or dependent adults) is responsible for materials borrowed and fines incurred.
4. An Alberta Library Card will be issued by the home library to primary clients in good standing.
5. Alberta Library Card holders will not be charged a fee for borrowing materials from participating libraries outside their home library.
6. The lending library's local policies and rules with regard to fines, loan periods and identification requirements take priority and will apply to all persons using The Alberta Library Card. The minimum service level of The Alberta Library Card program allows a borrower to have up to five books signed out from a given participating library at one time. Participating libraries are encouraged to offer services above the minimum.
7. Materials can be returned to any participating library. The receiving library will expedite the returns of items to the home library.
8. Each participating library is responsible for training staff and clients to ensure excellent customer service.
9. Each participating library will promote the program in partnership with The Alberta Library.

## **PROCEDURES**

### **Issuing Cards**

- The home library will issue The Alberta Library Card to primary clients. The card will be issued to individuals only.
- The home library should ensure the client has read and completed the Alberta Library Card application form and has signed the application form, to give permission for personal information to be shared.
- The home library must ensure the patron has presented adequate identification.
- The home library must complete the reverse side of The Alberta Library Card and must ensure the client has read and signed the reverse of the card.
- The home library must add an expiry date. This would normally be the date the client's home library card expires; however, the expiry date shall be no later than one year after the date of issue.
- The home library must keep the application form as proof of the client's signed agreement. The form should be kept for a period of two years from the date of application.
- The home library may renew The Alberta Library Card by affixing the sticker provided to the card and adding the new expiry date to the card and to the form. If the previous form is not readily available, completion of a new form is required.

### **Borrowing Materials**

- The Alberta Library Card holders will not be charged a fee when borrowing materials from participating libraries outside their home library.
- The lending library should add its bar code to the Alberta Library Card. If the barcode does not identify the lending library, this information should be printed under the barcode. Note: non-automated libraries are not expected to affix barcodes.
- The Alberta Library Card holders may be asked to show identification when they borrow materials.
- The lending library's local policies and rules with regard to fines, loan periods and identification requirements take priority and will apply to all persons using The Alberta Library Card.
- Books are loaned under The Alberta Library Card program. Lending libraries are encouraged to permit the lending of other types of material.
- At a minimum, each participating library should permit a maximum of five books to be on loan at any time.
- The lending library should insert the flag provided into the books and instruct the client not to remove the flag.

### **Return of Materials/Overdue Material**

- The borrower is responsible for materials borrowed and fines incurred.
- Materials can be returned to any participating library.

- The receiving library will note the date returned on the flag and will make every reasonable effort to forward the item by its next business day. The date returned to the receiving library will be considered the date the item is returned. Overdue fines will not be charged for the time the item is in transit between the receiving library and the lending library.
- If there is no flag in the book, the library staff member should insert a flag and note the date returned.
- The receiving library should attach an Alberta Library sticker to the outside of the package in which the book is returned, to identify the items as material borrowed on The Alberta Library Card.
- The lending library may charge an overdue fine to an Alberta Library Card borrower. Overdue charges are normally levied at the regular local rate. Fines must be paid directly to the lending library.
- Overdue notices will be prepared by the lending library and sent directly to the borrower.
- The lending library may contact the Alberta Library Card borrower's home library when the final overdue attempt is made, to determine the latest available contact information. The lending library will not disclose any information that identifies the items on loan to that individual.

### **Lost Materials**

Participating libraries will be reimbursed for the replacement costs of lost materials, within TAL's budgetary restraints. Overdue fines and cataloguing or processing costs are not reimbursed. After the lending library has exhausted reasonable means of obtaining overdue materials from the borrower, the lending library may submit a claim to The Alberta Library. A form is provided for the purpose of claiming reimbursement. Claims should be submitted annually, by December 31.

### *Claims*

- The borrower's name should not be linked to materials borrowed on any documentation sent to The Alberta Library.
- Each item lost must be listed individually and, wherever possible, documentation provided to support the claim for reimbursement.
- The lending library must supply documentation indicating
  - that all reasonable means of obtaining materials have been pursued (e.g. evidence of overdues notices having been sent).
  - the name of the borrower's home library.
- Replacement costs for lost materials must be documented by an overdues claims notice or by a recognized standard pricing source and cannot exceed \$200 per item. If an item is out of print, The Alberta Library will reimburse, within budgetary constraints, the average price per item in the appropriate category from the Bowker Annual or similar publication, unless the library provides other documentation.

- The Alberta Library has a limited budget for the reimbursement of lost materials. Should the claims exceed the amount allocated for reimbursement, the amount reimbursed for each item will be pro-rated.

### **Statistics**

Participating libraries are required to keep statistics on The Alberta Library Card program. A form is provided for libraries to submit statistics to The Alberta Library.

### **Roles and Responsibilities**

#### The Alberta Library

- Coordinates The Alberta Library Card program
- Develops guidelines for implementation of the program
- Produces and distributes informational and promotional materials, as well as all necessary applications, agreements and forms
- Prepares and distributes a list of participating libraries on a regular basis
- Reimburses libraries for lost materials
- Compiles statistics

#### The home library

- Issues cards to primary clients who are currently eligible for borrowing materials
- Returns materials to the lending library
- Provides the lending library with client contact information for the purposes of recovering overdue materials
- Keeps statistics and provides them to The Alberta Library

#### The lending library

- Lends materials to Alberta Library Card holders in accordance with the lending library's local policies
- Attempts to recover its overdue materials
- Keeps statistics and provides them to The Alberta Library

#### The receiving library

- Returns materials to the lending library

### **Definitions**

A *participating library* is a library that participates in the Alberta Library Card Program. This includes issuing The Alberta Library Card, lending material, receiving returned items, and returning items to the lending library.

A *home library* is a library at which an individual is a primary client.

A *lending library* is a library that lends items under The Alberta Library Card Program.

A *receiving library* is a library that receives returned items and returns them to the lending library.

At an academic institution, a *primary client* is a current student, faculty or staff at that institution.

At an independent public library, a *primary client* is a resident of its municipality.

Within regional libraries, a *primary client* is a resident of their municipality which operates a library and which is represented in membership in The Alberta Library through the regional requisition to TAL. Also residents of municipalities which are regional system members but which do not operate a library can be considered as *primary clients* of any one municipality in the system operating a library, as chosen by the patron.