



438 Park Avenue
Newmarket, Ontario L3Y 1W1

Email: npl@newmarketpl.ca
Website: newmarketpl.ca
Phone: 905-953-5110

Library Board Report

To: Newmarket Public Library Board
From: Todd Kyle, C.E.O.
Date: February 18, 2020
RE: **Update on reducing barriers to borrowing**

Background:

This report will provide some updates on the implementation of changes to borrowing policy as approved by the Board at the October 16, 2019 meeting.

The following changes have been implemented:

- Renewal limits on most materials have been increased from 2 to 5
- The card renewal threshold has been increased from one year to two years
- Fines have been eliminated for children's items borrowed on a child's card (up to age 12); existing fines have also been deleted for active cardholders

The following initiatives are in preparation:

- Purging of outstanding fines after a two-year collection period (five years for amounts over \$100)
- Arranging a fines amnesty in conjunction with a community benefit

One additional thing the Board asked to be investigated was to examine again whether auto-renewal could be implemented, that is, if items could be automatically renewed at the due date as long as there were no outstanding requests. This would have had the effect of further mitigating the consequences of late returns, as well as potentially increasing reported borrowing statistics.

The concern about this move was that there is the potential that library users might grow to rely on it and that it would create confusion in the case where an item cannot be renewed due to a hold request. As requested by the Board, staff have investigated what sort of notification could be sent to users in this case. What we have determined is that no such notification is possible

within our integrated library system. The only option we would have is adding a message to the existing due-date reminder e-mail along the lines of “your items may be automatically renewed unless there is a hold or of you have already renewed an item 5 times”. In our view, this would create too much potential confusion, so this change is not recommended.

Conclusion:

A draft revised Membership Policy, now titled Membership & Borrowing Policy, is attached that makes the necessary changes as approved by the Board as well as making a few other clarification change.

THAT the Library Board receive the report on Update to Reducing Barriers to Borrowing;

AND THAT the Library Board approve the Membership & Borrowing Policy as drafted.