



CIRCULATION POLICY

1.0 Purpose and Scope

The Richmond Hill Public Library Circulation Policy applies to all members of the Richmond Hill Public Library. It allows Richmond Hill Public Library to serve all members in an accurate, consistent, equitable, and accountable manner.

The circulation policy outlines:

- The criteria for library membership
- Terms of the library card agreement
- Borrowing responsibilities of the library card holder and
- Borrowing privileges and loan periods

2.0 Library Membership

2.1 General

Library members are responsible for all items borrowed on their account. By signing up for a library card, you agree to follow Richmond Hill Public Library's terms and conditions, available at www.rhpl.ca. Parents or guardians are responsible for the accounts of members under 18. Please notify the library right away if your contact information changes or if your card is lost or stolen. Library cards are for individual use only and should not be shared. Fees for lost or damaged items, along with a full list of service charges, can be found in our [Fees and Service Charges Policy](#).

2.2 Eligibility

Richmond Hill Public Library cards are free to all persons who live, work or attend school in Richmond Hill, Aurora, East Gwillimbury, Georgina, King Township, Markham, Newmarket, Vaughan and Whitchurch Stouffville (York Region Public Libraries Partnership (YRPLP)).

3.0 Registration

3.1 Requirements

When registering to become a member of Richmond Hill Public Library, a confirmation of eligibility must be verified either in person or online. To receive a free card, verification of name and address is required. Provision of a valid email address is required, unless in the unlikely situation that a member does not have one. Those who work or go to school in York Region but do not live within it are also eligible for a library membership. Eligibility requires verification of name and address along with proof of working or going to school in York Region (examples of verification of eligibility include staff identification, pay stub, student card or report card). To obtain a library card for a child (age 0 – 13 years) a parent/guardian's identification and verification of address are required.

4.0 Library Cards

4.1 Card Types

Child (0 – 13 years of age)

Children 13 years of age and younger require permission of a parent or guardian to obtain a library card. Parents and guardians are responsible for the selection, usage and safe return of library materials borrowed by their children.

Student (14 – 17 years of age)

A student/youth (14 -17) may apply for their own library card without consent of a parent or guardian. Parental responsibility for a youth's penalties continues until the age of 18.

Adult (18 years or older)

Each adult may apply for their own membership card, subject to name and address verification.

Visitor Card

Members who are residing in Richmond Hill temporarily without a proof of a permanent address in Richmond Hill can obtain a Library card for a monthly fee up to a total of six (6) months, after which the non-resident annual fee would apply. Provision of permanent address and temporary local address are required.

Non-Resident Card

There is an annual per person fee per for all non-residents of Richmond Hill (exclusive of YRPLP member libraries) who wish to have a Library card for longer than six (6) months. Non-resident cards expire annually.

Ease of Access Card

Members who can provide proof of identity but who are not able to provide an address may obtain an Ease of Access Card by applying in person. This card allows full access to RHPL's digital-resources and computers, and limited physical materials. Up to 5 holds and 5 physical materials may be borrowed at a time on this card and further materials may be borrowed upon return of previously borrowed material. Use of the physical collection will be suspended if material is lost or damaged. There may be exceptions to borrowing on the Ease of Access Card. If address requirements are later supplied the card can be converted to a regular card.

Educator Card

Available to individuals engaged in formal or informal education in the City of Richmond Hill or York Region, including K–12 classroom teachers, early childhood educators, educational assistants, licensed daycare workers, before- and after-school program providers, homeschool educators, and individuals in these roles from surrounding Indigenous communities. Applicants must provide personal identification and one of the following as proof of educator status: employee ID, business card, recent paystub, membership card from a recognized educational organization, or a copy of a homeschool notice submitted to a school board. Educator Cards are issued as a separate account from personal library memberships. Cardholders receive an extended loan period of six (6) weeks and access to Educator Kits. Hold, loan, and renewal limits are otherwise consistent with standard borrowing privileges.

4.2 Membership Renewal

With the exception of the Visitor Card and Non-Resident Card, a member's library card expires every two years. At the time of renewal, the member's name, address, email address (if any) and telephone number (if any) need to be verified online or in person. Students, children, members living outside York Region, and persons with an Ease of Access Card will need to renew in person. All outstanding monies owing to the Library must be paid in full before the member's library card can be renewed.

4.3 Number of Cards

A registered member of the Richmond Hill Public Library may only have one (1) library card assigned in their name. An exception is made for Educator Card holders, who may have both a personal library card and a separate Educator Card.

4.4 Lost Library Cards

Members must report any lost or stolen cards to the Library as soon as they are aware. Members are responsible for all outstanding fees or borrowed materials associated with any card or account registered in their name.

Members who request a replacement for a library card may be charged for the replacement fee.

5.0 Borrowing Privileges

5.1 General

A valid Richmond Hill Public Library card must be presented each time you borrow materials. Information about loan periods, borrowing limits, renewals, and holds is provided below in Appendix A and on our website at www.rhpl.ca. Borrowing periods and conditions may be adjusted from time to time in response to demand, usage patterns, or other service considerations. Some materials—such as items from the Library of Things—may have additional requirements or specific lending terms that are also subject to change.

5.2 Suspension of Borrowing Privileges

Members will be notified when their library account reaches \$25 or more in charges owing to the Library. All Library privileges will be suspended once this threshold is reached. Library privileges are restored once material is returned or monies paid put the account below \$25. If the account is up for renewal the account needs to be paid in full in order to renew and restore full privileges.

5.3 Lost Materials

When a borrower reports an item as lost, the replacement cost will be charged to their account. Any item four (4) weeks or more overdue will automatically be considered lost and the replacement cost will be charged to the borrower's account. If a lost item is returned, the replacement cost is removed.

Full replacement cost for a material that a member believes they have already returned will be charged to the member if the material has not been found by the Library within three (3) months after it was claimed to have been returned.

5.4 Damaged Items

Items returned in incomplete or partially damaged condition will result in the assessment of costs needed to return the title to a condition suitable for loan. This may result in a non-refundable partial or full replacement fee for the material, plus a non-refundable processing fee, plus HST. Replacement copies or donations in lieu of payment are not accepted.

5.5 Refunds

If a member finds, and returns in good condition, lost material that they have already paid for they are eligible for a refund of their material replacement fee, not including any non-refundable processing fees. The time limit for refunds for payment of lost materials is three (3) months from the date of payment. Members must produce their receipt to receive the refund.

5.6 Interlibrary Loan Materials

The borrower is responsible for the full replacement cost of lost or damaged items, as assessed by the lending library, as well as a nonrefundable processing fee plus HST. Outstanding balances for these charges will be reflected on the member's record and all terms in this policy regarding accounts will apply. Members who do not pick up their requested interlibrary loan in the timeframe given will be charged a non-refundable service fee.

5.7 Collection Agency

RHPL employs a third-party collection agency to help facilitate the return of lost material and/or payment of bills in arrears. A non-refundable administrative fee is added to all member accounts sent to the collection agency. All monies owed must be paid in full to reinstate borrowing privileges.

6.0 Related Policies

- Procedures for Fees and Service Charges
- Code of Conduct
- Visiting Library Service Policy

Update Date: June 19, 2025

Last Revision Date: April 20, 2023

Appendix A: Borrowing Schedules

Material Type	Holds	Borrowing Period	Renewals
Audiobook CDs and Playaways	Yes	3 weeks	3
Books	Yes	3 weeks	3
Book Club Kits	Yes (via library staff)	8 weeks	0
CO2 Monitors	Yes	3 weeks	1
Chromebooks	No	3 hours (in-library use only)	0
CDs	Yes	3 weeks	3
DVDs (Movies)	Yes	1 week	3
DVDs (TV series, Nonfiction)	Yes	3 weeks	3
Experience Passes	Yes	1 week (each pass may be borrowed once every 3 months)	0
Express Experience Passes	No	1 week (each pass may be borrowed once every 3 months)	0
Express Books	No	1 week	0
Hotspots	Yes	3 weeks	1
iPads	No	3 hours (in-library use only)	0
Learning and STEAM Kits	Yes	3 weeks	3
Library of Things Items	Yes (for pick up at Central Branch only, unless	2 weeks	1

	otherwise specified)		
Magazines	No	1 week	0
Video Games	Yes	2 weeks	3