



SILS Circulation Policy Manual

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Table of Contents

Definitions	3
1. Universal Library Card	3
2. Obtaining a Library Card	4
3. Identification for Registration	5
4. Patron Types	6
5. Privacy of Records	6
6. Retention of Borrowing History	6
7. Requirement of a Valid Library Card for Borrowing	6
8. Transferability of Cards	7
9. Associating Cards	7
10. Card Renewals	7
11. Retention of Patron Records	7
12. Loan Periods for Physical Materials	8
13. Loan Limits for Physical Materials	9
14. Library2go (Overdrive) Materials	9
15. Lending Exceptions	10
16. Access to Resources Province-wide	10
17. Requesting Items (Holds)	10
18. Renewals of Items	11
19. Notification of Overdues	11
20. Notices and Notification Schedules	11
21. Suspension of Borrowing Privileges	12
22. Reinstatement of Borrowing Privileges	12
23. Restrictions on using the library	13
24. Claims Returned	13

25. Lost or Stolen Card	13
26. Late Charges	13
27. Replacement Charges for Lost or Damaged Items	14
Appendix A: Patron Registration and Identification	16
Appendix B: Patron Type	18
Appendix C: Late Charges on Materials	22
Appendix D: Materials Available for Request Across SILS Libraries	23

Definitions

Consortium means all members of SILS, i.e. all regional and municipal libraries, the northern library system, and the Provincial Library.

Library System means one of the SILS members - i.e. a Region, a Municipal Library, PNLs, or Provincial Library.

Branch means a location belonging to a Library System.

Resident means anyone with proof of a Saskatchewan address

Integrated Library System (ILS) means the shared bibliographic and patron database used for library operations including circulation.

Interagency loans refer to loans to a patron who has requested items owned by a library at which they are not registered. The loan and fine rules of the transaction location apply to the loan.

Reciprocal borrowing refers to patrons who borrow in person from a library at which they are not registered. The loan and fine rules of the transaction location apply to the loan.

1. Universal Library Card

Certain aspects of library use should be common, including: getting a library card, using a library card, registration, loan rules, number of materials, transferability of cards, and loan periods on items available for request across SILS.

1.1. 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.

1.2. 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 override a policy when doing so is urgently required and is consistent with their library systems' policies. However, they may not forego legal obligations as noted in the policy.

1.3. Common Understanding: ILS enforces policy

The SILS Consortium members have created this policy with the expectation that the ILS will enforce all standard policies. That is, staff will not be expected to count the number of items out, calculate due dates, or otherwise manually ensure that the circulation policies in this document are followed.

1.4. 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.

1.5. 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

- 2.1. Each library system will register any Saskatchewan resident. A patron will be registered with a "Home Branch" that falls within the boundaries of the library system where they are resident or where they pay taxes.

A patron can only be registered with one library system at any given time. If a patron resides within one library system's boundaries and also pays property taxes in another, they may choose which library system they wish to be registered with.

The street address and city fields in the patron record shall be filled out with the patrons' mailing address. However, the municipality field must be completed based on the patron's place of residence.

- 2.2. If a patron requests a library card at a location outside the boundaries of their home library system, the patron will be given a generic/unbranded SILS library card and registered as a patron of their home library system. Where possible, this generic card will have the same privileges afforded to any patron of the registered library system.
- 2.3. Any specialized patron types are registered locally, and are determined based on services by the library system (for example, outreach patrons). These patron types can be determined by local need.
- 2.4. Non-residents may register for a temporary patron card and shall be considered patrons of the library system at which they register. (See [Appendix B](#))
- 2.5. Patrons may register online for a patron barcode. If the library uses an automated identity and address verification tool, patrons may obtain a standard card through online registration. Otherwise, patrons may register for a temporary barcode that 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

Patrons who have registered online for a standard card using an automated identity and address verification tool are not required to present ID 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. In the case of a patron whose name on their identification does not conform to their preferred name, the patron may provide their preferred name for their patron record. Their legal name will be recorded in the Name on ID field. The information in the Name on ID field may be removed from the patron's record if the patron presents a Change of Name Certificate or new ID.

4. Patron Types

- 4.1. All library systems will have common patron types. See [Appendix B](#) for terms of use. See section 2.3 for registration of specialized patron types.

5. Privacy of Records

- 5.1. **Common Understanding:** All patron information is confidential, in accordance with *The Public Libraries Act, 1996*. Patrons have full access to their own records. Parents/guardians have access to children's records, i.e. patrons under the age of 14.
- 5.2. The custodial parent/guardian of a patron aged 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.
- 5.3. Where technology allows, a password will be required to access account information including currently checked out items.

6. Retention of Borrowing History

- 6.1. Patrons will be informed that they are allowed to choose for themselves whether their borrowing history is retained. This information will be visible to the patron and outreach staff. Outreach patrons will have their borrowing histories retained by default as a condition of service.

7. Requirement of a Valid Library Card for Borrowing

- 7.1. 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).

8. Transferability of Cards

- 8.1. Patrons may allow others to use their cards temporarily. 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.

9. Associating Cards

- 9.1. Patrons will be able to associate their cards with others so that they may pick up materials or holds for another patron.

10. Card Renewals

- 10.1. Patron cards can be renewed at any location.
- 10.2. Address checks will occur once per year based on the date of patron registration. Borrowing will not be blocked by address checks.
- 10.3. Patron cards are to be renewed once every three years based on the date of patron registration.
- 10.4. Patrons will be allowed to renew cards in person or by telephone. Additional renewal methods are at the discretion of the library system.

11. Retention of Patron Records

- 11.1. Patrons' records shall be deleted from the ILS and their cards made invalid when the following criteria are met:
 - Patrons have not used their cards for more than three years and have no outstanding charges on their records.
 - Patrons have not used their cards for more than seven years and have less than \$10 in outstanding charges on their records.

- 11.2. Libraries may delete the records of deceased patrons and patrons who request that their records be deleted as long as they have no outstanding items or charges on their records.

12. Loan Periods for Physical Materials

Common Understanding

Definition: the loan period is the amount of time a patron is permitted to have the item out (checkout date to due date). This does not include shipping or transit time. (See 10.1 for Mail out loan period.)

Some variation in loan periods may occur due to closed dates and holidays as set in the ILS.

- 12.1. Items available for request across SILS (see Appendix D) shall have a common loan period.

The following are the common loan periods for physical materials:

Books, multilingual resources	21 days, 2 renewals
DVDs, DVD sets and videos	14 days, 2 renewals
CDs	21 days, 2 renewals
Spoken word/talking books	21 days, 2 renewals

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.

Materials/collections whose use is restricted to local patrons only may have loan periods set at the discretion of the library system. This would include: popular picks, video games, magazines, art rentals, book club kits, cake pans, story-time sacks, toys, etc.

Note: Certain patron types have longer standard loan periods. See [Appendix B](#).

- 12.2. The Interlibrary Loan Period (for materials going out of the province) is 6 weeks.
- 12.3. 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.

- 12.4. 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 library system are not permitted without prior approval.

13. Loan Limits for Physical Materials

- 13.1. 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.
- 13.2. The following loan limits will determine how many items from each physical material group can 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

14. Library2go (Overdrive) Materials

- 14.1. The loan period for standard library2go materials is 21 days.
- 14.2. Held items will be available to the requesting patron for 72 hours before the hold expires and the material is made available to the next patron or returned to the collection. The patron can borrow the item or select the Deliver Later option.

- 14.3. The loan limit for library2go materials is 10 items, with the exception of Cost per Circ ebooks and Cost per Circ audiobooks, which are restricted to 3 per month.
- 14.4. The hold limit for library2go materials is 10 items. This has been temporarily increased to 50 while electronic materials are in greater demand.

15. Lending Exceptions

- 15.1. 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.

16. Access to Resources Province-wide

Patrons will be able to use the shared catalogue to place requests on any materials available locally or for loan across library systems.

- 16.1. Specific resources will be shared, as identified in [Appendix D](#).
- 16.2. Patrons may choose to have items eligible for holds sent to any location.

17. Requesting Items (Holds)

- 17.1. 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 (active and suspended/inactive) and those holds that are currently awaiting pick-up.
- 17.2. All requests placed by patrons through the public interface are placed on bibliographic records.
- 17.3. Staff should place holds on item records only when a patron's needs cannot be met by placing bibliographic level holds. For example, holds on item records may be necessary when:
 - multiple copies of a title are required simultaneously (e.g. for a book club).

- the item the system brought in to fill a request has been mis-catalogued and is not the desired item.
- multiple parts of a lengthy AV title are catalogued on a single record and the patron needs part 1 before borrowing part 2.

Item level holds should never be used to bring in another library's materials for display or for a long-term use that is not a direct loan to a patron (e.g. for deposit collections at a care home).

18. Renewals of Items

18.1. Items which have not been requested by other patrons may be renewed twice.

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

18.2. Patrons can renew material belonging to any location at any location.

18.3. Items may be renewed in person without the item in hand.

18.4. Certain collections (local) will have no renewals.

18.5. Overdue items can be renewed. Renewals will be allowed in-person, online, etc.

19. 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.

20. Notices and Notification Schedules

20.1. Notifications are sent to patrons by email, text, automated phone call, or mail.

Common Understanding: At the time of a patron's registration, the default order of notification type is prescribed, with patrons automatically receiving notification by email if an email address has been provided; by text if there is no email address and SMS information is provided; by phone only if there is no email address or SMS information or accessibility is a concern for the patron; and by mail only if they have none of the previous methods. Patrons may choose to

receive a text message in addition to another notification method. Patrons may choose to receive no notifications except billing notices.

Overdue Notification schedule (based on calendar days):

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 through Friday; 10 a.m. – 6 p.m. Saturdays and Sundays.

- 20.2. Courtesy notices, i.e. notification for upcoming due dates and card expiry, are limited to email and text.

21. Suspension of Borrowing Privileges

- 21.1. Borrowing privileges are suspended when a card is expired or the patron has exceeded the established fees/charges threshold. The financial threshold that limits the use of a patron card will be set by each library system (this includes late charges, lost materials, etc.).

- 21.2. Patrons will also be blocked from borrowing due to the following:

- The patron type does not allow borrowing of some or all types of materials.
- The patron has exceeded the limit on the number of items they are permitted to borrow.
- The patron is on the list of restricted/blocked patrons or has a 'banned' patron type – libraries will respect the blocks placed against patrons.
- The patron has a Virtual Services card – no circulation of materials on this card type.

Most online resources are not included in the stopped service, as there is no risk of loss for the library

22. Reinstatement of Borrowing Privileges

- 22.1. Borrowing privileges are restored when a card is renewed or when any outstanding charges are brought below the financial threshold.

23. Restrictions on using the library

- 23.1. Patrons with a “banned” patron type shall not be allowed to borrow physical materials at any Saskatchewan public library. (See Appendix B.)
- 23.2. Patrons who are not allowed to enter the library shall be handled locally. In the case of individuals under court-ordered restrictions as per Criminal Code section 161, library staff may add a note to the patron record.

24. Claims Returned

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

25. Lost or Stolen Card

- 25.1. 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.
- 25.2. At the library’s discretion, a replacement charge of \$3.00 may be levied for a lost card. No charge will be levied for new, damaged or stolen cards.

26. Late Charges

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

Common understanding: Some library systems charge fines for late materials.

Common understanding: Whether a given loan is subject to late charges shall be determined by the fine rules at the checkout location.

- 26.1. Late charges collected remain at the location/library system that collects these charges. Qualified/authorized staff at any library system will be able to waive late charges for individual library patrons within the ILS when clearly appropriate. The materials may have been borrowed from other library systems.
- 26.2. 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 users.)
- 26.3. There will be no change in late charge structure if an item is overdue and there are other holds on the item.
- 26.4. Partial payment may be made on late charges.
- 26.5. When items are returned after being billed, the maximum overdue fine 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.

27. 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.

- 27.1. Replacement costs shall be determined by the location/library system that purchased the material. Late return charges will not be charged in addition to the replacement cost. 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.

- 27.2. Waiving may occur at the local library or by the library system on their own materials (for example, forgiving lost charges for children or special circumstances card holders).
- 27.3. Recovered charges will be credited to the location or library system that originally purchased the materials. This is intended to compensate the owning library

system for the labour and materials required to purchase and process replacement materials. However, actual payments will not be exchanged unless the SILS Board directs otherwise.

27.4. Patrons will not have the option of replacing the item.

27.5. Partial-payment may be made on lost or damaged materials belonging to the patron's library system.

27.6. 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 library systems shall abide by the decision of the staff at the returning location as to whether the item is sufficiently damaged to charge the patron. Library systems 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 an item is withdrawn due to damage. Withdrawn items will not be returned to the owning location.

27.7. Recovered items

When lost items are recovered, unpaid replacement charges are automatically removed from the patron's record. Full refunds for previously-paid items are to be issued by the owning location or library system if the items are returned in good condition within a 6 month period after payment. Items recovered after being lost shall be subject to the maximum overdue fine, if applicable.

27.8. Replacement Fee Retention Policy

Patrons whose replacement charges total under \$100 will have replacement fees that have been on their records for five years or more automatically waived. Fees will not be removed from records with a 'banned' patron type. Patrons with replacement charges over \$100 will be assessed locally on a case by case basis.

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 unless you have registered online for a standard card using an automated identity and address verification tool.

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.

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)

Young Adults

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

YA patrons can use the following for ID purposes: Student card; parent ID (if offered – the parent must sign for the card and is responsible for charges; the patron can remove the parent from their record at any time after he or she has appropriate ID); Driver's license; government ID card. For address verification, a piece of mail with cancelled postage sent to the patron's residence is sufficient. If this is not available, a teacher/principal may verify residency for their student as a means to remove barriers to library use. The person verifying is not accountable for overdue or lost/damaged item fines.

Children under the age of 14

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

Teachers may vouch for the identity of students who are under the age of 14 when they come 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 or a teacher/principal may verify residency for their student as a means to remove barriers to library use. The person verifying is not accountable for overdue or lost/damaged item fines.

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 the person is deemed to be a Saskatchewan resident.

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 library system 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. Limit of 10 holds.

	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 system 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 library-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.
Partial Payment Plan Patron	Used when a patron's charges are over the fines threshold and they are unable to pay them in one payment.	Fines applied per fines table	Standard	Limit of 4 items. This patron type can only be used for partial payment on local items. Lost or damaged items belonging to other libraries must be paid for in full before patrons are moved to a PPP patron type.

Banned patron	Used when a patron is banned from using any SK public library.	Fines applied per fine table	n/a	Patrons are blocked from borrowing physical items. Online resources may be blocked at the discretion of the library system. Fees on the record will not be waived. The patron's record will not be deleted.
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Appendix C: Late Charges on Materials

The following libraries charge late fines:

- Lakeland Library Region
- Prince Albert Public Library
- Wapiti Regional Library

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 Libraries

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