

# TOWN OF VEGREVILLE LIBRARY BOARD POLICY MANUAL

**Category:** Library Patrons

**Policy Number:** LIB-02-004

**Title:** Revocation of a Library Card

1. If a cardholder has previously shown that they cannot be trusted to be responsible with library resources by repeated failure to follow the Library's procedures regarding the loan of library resources, repeated damage to or loss of library resources, or non-payment of overdue fines and/or loss or damage assessments, the Library Manager:
  - a) may revoke or choose not to renew the Library card of the borrower who is in default. Where, in the opinion of the Library Manager there are extenuating circumstances, they may take whatever action considered appropriate under the circumstances.
  - b) shall take whatever action is considered necessary to recover overdue library item(s), or the cost of the item(s).
2. The Library Manager may revoke a Library card when a cardholder's conduct in the library building frequently disturbs the other patrons or Library Staff. Usually, after three requests for proper borrower conduct have been ignored the cardholder's Library card may be revoked. These requests do not necessarily have to be consecutive or on the same library visit by the patron.

However, this policy is intended as a suggested guideline only and is not meant to be a firm rule. Action must be taken as dictated by the situation. See the Library's Policy on Patron Behaviour in the Library (LIB-02-003) for more information on disruptive patron behaviour.

3. Library Staff who feel a cardholder has previously shown that they cannot be trusted to be responsible with library resources by:
  - a) repeated failure to follow the Library's procedures regarding the loan of library resources,
  - b) repeated damage to or loss of library resources, or
  - c) non-payment of overdue fines and/or loss or damage assessmentsmay choose not to circulate materials or to limit materials circulated to the cardholder. The staff member should then bring the issue to the Library Manager for a final decision regarding the cardholder's card.
4. When a Library card has been revoked the Library Manager will send written notification to the borrower and will notify the Library Board of the revocation.
5. A person whose Library card has been revoked may, within 30 days of the revocation, make an appeal to the Board in writing, setting out the grounds for the appeal. The decision of the Board will be communicated to the appellant in writing and will be final and not subject to further appeal.

Date Approved: January 20, 2021

Board Chair Signature: \_\_\_\_\_

Date to be Reviewed: January 2024