



**Policy Type: Operations Policy Number: O-01**

**Name of Policy: Membership and Borrowing Policy**

**Revision Date: April 18, 2022**

**Creation Date: November 22, 2021**

## **Purpose**

1. To ensure London Thing Library (LTL) loans items to its members in a consistent, transparent, and fair manner.
2. To ensure LTL members understand what is expected of them when borrowing items from the library.

## **Policy**

### **Membership**

1. Members must be 18 years of age or older to borrow items from LTL.
2. Only Members of the Thing Library are authorized to use LTL items.
3. Members shall not permit the use of LTL items by any non-member.
4. The items in the LTL's collection may not be used for any trade, business, rental, or commercial purposes; exceptions may be given to small businesses at the discretion of the Thing Library.

Prior to borrowing items, members must:

- a. Create a user account on MyTurn.
- b. Read and sign this Membership and Borrowing Policy
- c. Have your identity, age, and/or business affiliation confirmed by an LTL team member. Completing a Membership Application includes verification of your identity.
- d. Read and sign the Liability Waiver form

- e. Inspect the items and accept that the items were borrowed in good and serviceable condition.
- 5. By taking possession of any item the Member is certifying that he or she can use that item in a safe and proper manner.
- 6. The LTL reserves the right to refuse the loan of any item to any member for any reason
- 7. The LTL reserves the right to alter the Membership & Borrowing Policy at any time.
- 8. No refunds will be issued.

## **Terms and Conditions**

### **1. Membership Fees**

- a. Standard Membership \$60
- b. Low Income \$30
- c. Sustainer \$120

### **2. Borrowing**

- a. The Member must make every reasonable effort to prevent unauthorized use of all LTL items that you have borrowed.
- b. By taking possession of any item, the Member certifies that you can use that item in a safe and proper manner, you have read the instruction manual (if applicable) and that you have all the safety equipment needed to use the item in a safe and proper manner.
- c. The Member agrees that if any borrowed item becomes unsafe or in a state of disrepair, he or she must immediately discontinue use of the item and notify the Library of the issue on return, if not earlier.
- d. All items are to be returned in the same condition as they were issued, barring normal wear and tear. All items must be returned clean. The Member agrees to pay for the loss of or damage to any item and further agrees to accept the Library's assessment of the condition of items and to further agree to the Library's assessment of fair restitution for damage, dirtiness, delinquency, and/or loss of items in part or in total. This restitution amount could equal the full replacement cost of the item plus a \$5 administrative fee.
- e. LTL reserves the right to refuse the loan of any item at its discretion.
- f. LTL reserves the right to alter the membership and borrowing policy at any time.

### **3. Loan Period**

- a. Items may be borrowed for a period of up to 7 (7) days
- b. All items borrowed are to be returned to the LTL by the time LTL closes on their due date.
- c. Items may only be returned during the LTL's open hours.
- d. Members will be allowed to borrow up to 4 items at one time.
- e. Borrowed items may be renewed once, either by email, phone, or in person, as long as another member has not reserved the item or the item is not in high demand.

### **4. Borrowing Fees**

LTL reserves the right to initiate borrowing fees at any time.

### **5. Late Fees**

- a. Late Fees of \$1.00 CAD per item per day will be charged for all overdue items.
- b. Late Fees are subject to change and additional fees may be introduced by LTL for items of higher value and/or higher demand at any time.
- c. All late fees are capped at the full replacement value of the item plus a \$5.00 administrative fee per item.
- d. All late fees must be paid in full before the Member may borrow additional items.
- e. LTL reserves the right to use appropriate steps to retrieve delinquent items or unpaid fines and fees, including the use of a collection agency and/or legal action and assess the delinquent Member with the cost of any such action. LTL also reserves the right to forgive fees due to special circumstances.