



Title: Library Services - Borrowing

Category: Operating – Service Delivery

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File number: L-33-62

Policy owner: Director of Corporate Services (Library Services)

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Modification history: *This is a new policy*

Related legislation: New South Wales Library Act 1939

Related policies: Library Membership, Inter Library Loans

Related procedures:

Related forms: Library Membership Form

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1. Purpose

The purpose of this policy is to outline the rules and regulations relating to the borrowing of library materials by library members.

2. Objectives

The objectives of this policy are to outline the rules and regulations for library members in relation to:

- the terms of loan of library materials;
- the renewal of library materials;
- the reservation of library materials; and
- the loss or damage of library materials whilst on loan.

3. Scope

This policy applies to all current members of Canterbury City Library.

4. Definitions

“City of Canterbury Library” or “the library”

Refers to all branches of the library service (Campsie, Earlwood, Lakemba, Riverwood & the Home Library Service).

Lost Item

An item on loan is deemed “lost” when a borrower has either:

- failed to return the item fifty (50) days after the due date for return
- reported the item lost
- reported the item stolen

Damaged Item

An item is deemed “damaged” when a borrower returns it in such a condition that its return to the lending stock is untenable. This includes the item being:

- in the condition of mutilation (eg: scissors, chewing, etc)
- defaced
- despoiled by fluids
- incomplete

5. Principles

5.1 Terms of Loan of Library Items

The Library circulates materials in a variety of formats including books, magazines, talking books, video, DVD and CD-ROM. The following terms of loan are applicable as indicated:

Item Type	Borrowing Limit	Loan Period	Number of Renewals	Number of Reservations
Books*	15	21 days	2	No limit
Magazines	15	7 days	2	No limit
Audio Cassettes	15	21 days	2	No limit
Music CDs	3	21 days	2	No limit
Videos	15	7 days	2	No limit
DVDs / VCDs	2	7 days	2	3
CD-ROMs	1	7 days	2	No limit
Toys	1	21 days	2	No limit
Literacy Kits	3	21 days	2	No limit
Talking Books	15	21 days	2	No limit
HSC Collection	2	Overnight	0	0
Graphic Novels	10	21 days	2	No limit

* Maximum of 3 non-fiction books on the same subject

A maximum of ten (15) items can be borrowed on a membership card at any one time.

Certain items are not available for loan, but can be used in the Library. These include:

- Reference
- Family History
- Local History
- Magazines (latest issues)

Library items can be returned to any branch of the library (Campsie, Earlwood, Lakemba & Riverwood)

The Library reserves the right to temporarily cease loan of particular items for specific needs and occasions. This includes the six week period leading up to Children's Book Week, Book Week itself, and one week afterwards.

5.2 Overdue Items

It is the responsibility of library members to return all items borrowed on their card by the due date. All library items returned after the due date will attract a late return fee of 20c per day for each overdue item.

Late return fees accrue to a maximum of \$10.00 per item. This applies to both adult and child library members.

Borrowing privileges will be suspended until all overdue items are returned and any associated late return fees are paid.

A courtesy overdue item notification will be mailed to the library member five (5) days after the due date and again twenty one (21) days after the due date if the item still has not been returned.

5.3 Payment of Late Return Fees

Borrowing privileges will be suspended when the total amount of late return fees on a library card exceeds \$4.00.

When, through the payment of the fees, the total balance on the library card is reduced to \$4.00 or less, borrowing privileges will be reinstated.

The Shift Supervisor can authorize the reinstatement of borrowing privileges in special circumstances, where the library member agrees to a payment by installment arrangement.

5.4 Renewal of Items on Loan

Library items can be renewed a maximum of two (2) times. This excludes items in the HSC Collection which cannot be renewed.

Renewal of items obtained from another library through the Inter Library Loans Service is subject to the conditions of loan imposed by that lending library (Refer to Inter Library Loans Policy)

Items cannot be renewed if a reservation has been placed by another library member.

Items cannot be renewed more than three days after the due date.

Items can be renewed in the following ways:

- In person at any of our libraries by asking at a service desk
- By telephone
- Via the computer catalogues at any of our libraries
- Via the library's webpage

Library members renewing items via the library's website will be required to enter their library card membership number and personal identification number (PIN Code).

5.5 Reservation of Library Items

Library items available for loan can be reserved by library members; this excludes items in the HSC collection.

There is no charge to reserve an item held within any branch of the library.

There is no limit to the number of reservations that a library member can have on their card at any one time; however individual limits apply to the following categories:

- DVD / VCD = 3 only
- PlayStation2 Games = 1 only

Items can be reserved in the following ways:

- In person at any of our libraries by asking at a service desk
- By telephone
- Via the computer catalogues at any of our libraries
- Via the library's online catalogue

Items available for borrowing and on the shelf at another branch of the library can be reserved and will be transferred for collection to any other branch library as requested by the library member, generally by the next morning (Monday to Friday).

Items on loan can be reserved. The library member will be notified by mail or email when the requested item is available for collection.

The item will be held at the library of choice for collection by the library member for no longer than five (5) days. If the item is not collected within this time it will be returned to general circulation.

5.6 Request for an Item Not Held by the Library

A request for an item not held can be made at the service desk at any of the library's locations.

The requested item will be considered for purchase for inclusion in the library's collection. If the item is out of print and/or is not in accordance with the library's Collection Development Policy then it may be obtained from another library service via inter library loan.

A fee of \$1.00 applies for each item requested, which must be paid by the library member making the request. Items obtained through inter library loan may incur an additional fee (Refer to Inter Library Loans Policy).

The library member will be notified by mail or email when the requested item is available for collection.

5.7 Lost and/or Damaged Items

Library items borrowed are the responsibility of the card holder.

If a library item is lost and/or damaged whilst on loan, the card holder is responsible for the payment of any item replacement costs and associated processing fees. If the card holder is under sixteen (16) years of age, the responsibility lies with their parent or guardian.

Borrowing privileges will be suspended until full payment of the replacement cost and associated processing fee has been made.

The replacement cost to be charged is the “Current Cost” as shown on the lost or damaged item’s item record where this “Current Cost” is or exceeds the minimum replacement cost of \$21.00. If the “Current Cost” fee shown on the item record is less than \$21.00 then the minimum fee of \$21.00 shall be applied. An additional processing fee of \$7.50 will also be added to each lost and/or damaged item.

Item replacement costs and any associated processing fees are non-refundable.

Materials borrowed through interlibrary loan which are lost and/or damaged are charged to the library member according to the bill provided by the lending agency

6. Responsibilities

All Library Services staff have the responsibility of implementing this policy consistently across all locations of the library.

7. Procedures

The *Canterbury City Library Procedures Manual* is now due to be updated. Specific procedures for the implementation of this policy will be clearly outlined in the updated manual.

7.1 Complaints

- Any complaint / appeal will be dealt with in the first instance by the Lending Services Librarian.
- Complaints / appeals that cannot be resolved at this level will be referred to the Manager, Library Services.
- If the customer remains unsatisfied, they may write to:
Mr. Jim Montague
General Manager,
Canterbury City Council
PO Box 77 CAMPSIE NSW 2194