Title: Library Services - Borrowing

Category: Operating – Service Delivery

Key words: Library, borrowing, lending, reservation, membership, renewal, item

File number: L-33-62

Policy owner: Director of Corporate Services (Library Services)

Authorisation: Adopted March 2007 by the Director of Corporate Services

Review date: June 2017

Modification history: Amended policy approved by Director Corporate Services June 2011; Policy reviewed August 2013; Policy updated August 2015.

Related legislation: New South Wales Library Act 1939

Related policies: Library Membership, Inter Library Loans

Related procedures:

Related forms: Library Membership Form

Contents:
1. Purpose
2. Objectives
3. Scope
4. Definitions
5. Principles
6. Responsibilities
7. Procedures
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 City of Canterbury.

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

   **Fees and Charges**
   Refers to Council’s annual adopted Fees and Charges. The document is published on the Council website.
5. **Principles**

5.1 **Terms of Loan of Library Items**

The Library circulates materials in a variety of formats including books, magazines, talking books, DVDs, music CDs, eBooks and eAudiobooks. The following terms of loan are applicable as indicated:

<table>
<thead>
<tr>
<th>Item Type</th>
<th>Borrowing Limit</th>
<th>Loan Period</th>
<th>Number of Renewals</th>
<th>Number of Reservations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>30</td>
<td>21 days</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>Magazines</td>
<td>30</td>
<td>7 days</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>Music CDs</td>
<td>10</td>
<td>21 days</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>DVDs</td>
<td>10</td>
<td>7 days</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>Multi Disc DVDs</td>
<td>10</td>
<td>21 days</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>CD-ROMs</td>
<td>10</td>
<td>21 days</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>Literacy Kits</td>
<td>10</td>
<td>21 days</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>IELTS Books/Kits</td>
<td>5</td>
<td>7 Days</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>Talking Books</td>
<td>30</td>
<td>21 days</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>HSC Collection</td>
<td>5</td>
<td>7 days</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>Graphic Novels</td>
<td>10</td>
<td>21 days</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>Mobile Devices</td>
<td>1</td>
<td>14 days</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>eAudiobooks</td>
<td>6</td>
<td>14 days</td>
<td>2</td>
<td>Included in total loans</td>
</tr>
<tr>
<td>eBooks</td>
<td>6</td>
<td>14 days</td>
<td>2</td>
<td>Included in total loans</td>
</tr>
</tbody>
</table>

A maximum of thirty (30) 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 as
listed in Council’s Fees and Charges.

Late return fees accrue to a maximum as detailed in the Fees and Charges. This applies
to both adult and child library members.

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

A courtesy overdue item notification will be sent 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 $20.00.

When, through the payment of the fees, the total balance on the library card is reduced
to $20.00 or less, borrowing privileges will be reinstated.

5.4 Renewal of Items on Loan
Physical Library items can be renewed a maximum of two (2) times. This excludes items
in the HSC Collection, IELTS Collection, and mobile devices, which cannot be renewed.
EBooks and eAudiobooks may be renewed if they are not reserved by another library
member.

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
  • Via the self check out terminals located at Campsie Library

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.
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, email or SMS 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 seven (7) 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 Management Policy then it may be obtained from another library service via inter library loan.

A fee (as per the schedule of Fees and Charges) applies for each item requested. This must be paid by the library member making the request. Items obtained through inter library loan may incur an additional fee if obtained from a charging library (Refer to Inter Library Loans Policy).

The library member will be notified by mail, email or SMS 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.

The replacement cost to be charged is the “Replacement Cost” as shown on the lost or damaged item’s item record where this “Replacement Cost” is or exceeds the minimum replacement cost as stipulated in the Fees and Charges.

If the “Replacement Cost” fee shown on the item record is less than the minimum fee stipulated on the Fees and Charges, this minimum fee shall be applied.
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.

The Library reserves the right to withdraw borrowing privileges from a library member responsible for repeat instances of damaged / lost material.

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

7. Complaints
- Any complaint / appeal will be dealt with in the first instance by the Team Leader Librarian, Lending Services.
- 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