

Library Services Lending Policy

Adoption Date:

July 2014

Review Date:

September 2019

Version:

Final

Responsible Department:

Library

TRIM Document Number:

F2004/08387



Objective

The purpose of this document is to identify library resources that are available for loan and to outline conditions relating to the lending, return and non-return of these resources.

Policy statement

1. Lending of library materials

The maximum number of items that a general library member can have on loan at any one time is forty [40]. Types and loan periods are detailed in 2. Loan limits for Toy and Game library members are outlined in 2.1.

2. Categories of materials for loan and lending periods

The following table outlines the types of library materials that can be borrowed, maximum numbers that can be borrowed, loan periods and number of renewals permitted.

ITEM TYPE	MAXIMUM NUMBER	LOAN PERIOD	RENEWAL
Books, Kits	40	21 days	3
Magazines, Music CDs	40	14 days	3
DVD collection (unless categorised otherwise)	40	7 days	3
HSC collection	40	14 days	1
Read Hot Reads collection	40	7 days	Nil
Inter-library loans	40	At the discretion of the owning library	At the discretion of the owning library
Reference	Not for loan.	Exceptions can be made for overnight loan by supervisor	Nil
Newspapers	Not for loan		
Locals studies	Not for loan		

2.1 Categories of materials for loan and lending periods

Toy Library Loans (for financial members of the Toy & Game Library only)

ITEM TYPE	MAXIMUM NUMBER	LOAN PERIOD	RENEWAL
Toys and Games	8	21 days	3

2.2 Variations to loan periods for high demand material

Loan periods can be reduced for high demand items at the discretion of authorised library staff. Such items will be clearly identified to library customers.

2.3 Loan periods for Council staff and Councillors

The loan periods for all Council staff and elected representatives are the same as those set out in the above table.

2.4 Inter-library loan material

Library customers may request the loan of items not held by Randwick City Library. A cost is incurred for this service. Loan restrictions, loan periods and renewals of this material are at the discretion of the lending/owning library. Misuse of the interlibrary loan service may result in the withdrawal of library membership.

2.5 Reference & Local Studies resources

Materials in reference and local studies are not for loan. They have been provided for use within the library.

Special provision for an overnight loan of material from the reference collection may be made at the discretion of the Shift Supervisor, Coordinators or the Manager, Randwick City Library.

2.6 Placing of items on hold/reservation

Library members may place on hold items from the library catalogue that are in the lending collection. Customers are notified either by SMS, email, telephone or mail when the item is available, and the item will be held for collection at the relevant library service point for a period of seven [7] days only.

2.7 Returning borrowed library materials

All items borrowed from the library must be returned in good condition by the due date. Items may be returned to any Randwick City Library location. Large toys and games must be returned to the location from which they were borrowed.

After hours return chutes are located at all three library locations for the return of items outside of library opening hours. Materials likely to be damaged through the chute return are not to be returned through the returns chutes.

Items that are returned after the due date will incur a late fee.

2.8 Audiovisual items

The library service accepts no responsibility for damage claimed to have occurred to equipment as a result of playing material borrowed from the library.

2.9 Overdue items

An item becomes overdue when it is not returned to the library, or renewed, by the due date. The due date is available by printed or email receipt at the time of borrowing. A late fee as outlined in the schedule of fees and charges accrues daily from the time that the item becomes overdue until the time it is returned.

It is the responsibility of library members to ensure items are returned or renewed by the due date. As a courtesy, a notice may be sent by the library to remind patrons of an overdue item by either email, SMS, phone or post. Patrons are responsible for ensuring any loaned items are returned or renewed within the allotted due date, and may accrue late fines even if a courtesy notice was not received. Patrons are also responsible for ensuring their contact details are up to date and accurate.

A final account for non-returned items will be issued 42 days after the due date. The library may place overdue accounts in the hands of a debt recovery service.

Library members will not be permitted to borrow further from the library while they have items overdue more than 7 days or where the value of fines and charges exceeds \$10.00.

2.10 Refunds

Refunds will not be issued for amounts paid to replace lost items that are later found by the borrower.

2.11 Lost or Damaged items

Lost or damaged items must be paid for by the borrower. The account total for the item will comprise the cost of the item itself plus a replacement fee to cover shelf ready costs (see schedule of fees and charges). No refunds are made for items later located.

At the discretion of authorised staff it may be permissible to replace a lost or damaged item under the following conditions:

- The replacement item is new
- The replacement item is identical to the lost item, and in the case of books the same or later edition
- The item is not from another library service
- Should the original item be found by the customer the replacement items remain the property of Randwick City Library
- Lost or damaged donated items may be replaced by two similar items in good condition, for example donated paperbacks and magazines that are damaged may be replaced by two similar paperbacks or magazines of similar currency and quality.

Any item borrowed from the Randwick City Library by another library service and subsequently lost or damaged by that library or a customer of that library must be paid for by that library. Replacement items will not be accepted. There will be no refund if the item is subsequently found after it has been paid for.

Customers of Randwick City Library that lose or damage any item borrowed for them from another library service are liable for the replacement cost of the item as advised by the lending organisation. Randwick City Library will not require its customer to pay the replacement cost if the loss or damage was caused by the library service.

Items that have been damaged and paid for remain the property of the Randwick City Library Service. At the discretion of authorised staff a damaged item may be retained by the customer once it has been paid for.

2.12 Donations

Items donated to the library service become the property of the library service and may be disposed of in any way at the discretion of authorised library staff.

The Library Service reserves the right to accept OR reject any items that are offered as donations.

2.13 Claims returned/never borrowed

Customers who believe that they have returned items that are still recorded as on loan to them may lodge a Claims Returned. Customers who consider that an item has been erroneously checked-out to their record may lodge a Claims Never Borrowed. This will halt the accrual of fines and issue of overdue notifications.

The Library Service and the customer are both required to search for the item to resolve the claim. Members with more than 3 current unresolved claims can be billed for future claims.

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Malabar Community Library
1203 Anzac Parade
Matraville NSW 2036

Margaret Martin Library
Level 1, Royal Randwick Shopping Centre
Randwick NSW 2031

Lionel Bowen Library and Community Centre
669-673 Anzac Parade
Maroubra NSW 2035