



Randwick City
Council
a sense of community

Randwick City Library Document Delivery Policy

Effective Date:	July 2014
Contact Officer:	Manager Library Services
TRIM Document Number:	D02128165

Objective

To provide clear guidance for staff responding to requests for items by external agencies, and for requests from current library members for items not held by the Randwick City Library.

Policy Statement

1. Document Delivery

Library staff respond to requests from other libraries, other organisations, and other libraries' users to obtain on loan items from Randwick City Library. The Library will abide by the Australian Interlibrary Resource Sharing Code wherever practical.

2. Requests from external sources for items held by Randwick City Library

2.1 Availability of Materials

All items from the Library are available for Inter-Library loan, with the following exceptions:
Items from the Reference, Local History, and Genealogy collections
Items from the Toy and Game collection
New popular fiction and non-fiction (at the discretion of the Document Delivery Officer)
DVDs, CDs (excluding spoken word), ebooks and computer games

2.2 Fees and Charges

Libraries that impose a charge on this library service for items borrowed will be charged the standard loan fee when borrowing from this library service.

2.3 Loan Periods and Renewals

Items are available to Sydney metropolitan libraries for 35 days, and to all other libraries for 42 days. Items may be renewed once, provided they are not on hold for any other library user.

2.4 Lost Items

The borrowing library will be billed the replacement cost of any items lost, damaged, or otherwise not returned.

2.5 Fast Track requests

Fast track requests will incur the standard fast track request fee in addition to other charges that may apply. Fast track requests will be actioned within 24 hours of the receipt of the request. Non-standard postage/courier requests are the

3. Requests from Randwick City Library members for items not held by Randwick City Library.

The Document Delivery Officer, in consultation with the Collection Development Librarian will make decisions in regard to the purchase, non-purchase, or inter-library loan of requested items not held by Randwick City Library. Cost, relevance to this collection, and perceived interest in the title will guide purchase decisions. Items published in the previous 18 months generally will not be requested on inter library loan unless they are unable to be purchased.

3.1 Fees and Charges

Requests from Randwick City Library users for items not held will incur the fee stated in the council's statement of fees and charges. Charges incurred from institutions for lending items to members of Randwick City Library e will be the responsibility of the library member.

3.2 Loan Periods and Renewals

Items borrowed from other institutions on behalf of members of this library will be returned by the due date indicated by the lending institution. Requests for renewal of such items must be made to this library prior to the due date.

3.3 Lost and Claims Returned items

Members of this library who lose, damage, or fail to return an item borrowed on their behalf from another institution will be liable for the replacement cost of the item as determined by the lending organisation.

3.4 Fast Track Requests

Library users requesting fast track services will incur the fee imposed by the lending organisation, and any additional fees that may be incurred. Library users will be notified of any charges that might apply before any further action is taken on the request.

Minute No.: W50/2007
Meeting Date: 9 October 2007
Amended: July 2014