



# Library Lending Policy

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| Adoption Date:        | 19 March 2019 by Approval of the General Manager |
| Last Reviewed:        | 19 March 2019                                    |
| Next Review Date:     | 19 March 2021                                    |
| Division/Department:  | Community Services/Woollahra Libraries           |
| Responsible Officer:  | Manager – Woollahra Libraries                    |
| HPE CM Record Number: | 18/148526  |

## 1 Policy Statement

Woollahra Libraries is required to provide a range of services pursuant to the *Library Act* 1939, including free loans to members of any library material of the library, which has been classified as being of literary, informative or educational value or as being fiction.

## 2 Application

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

## 3 Definitions

| Term                  | Meaning   |
|-----------------------|---|
| Woollahra Libraries   | Woollahra Library at Double Bay, Paddington Library and Watsons Bay Library   |
| Reservation           | A reservation can be placed on an item that is already on loan to another customer.   |
| Hold                  | A 'Hold' item is one that has been transferred from another service point or retrieved from the shelf on the customer's behalf.                           |
| Claims Returned       | Status applied to Library Management System when a member believes they have returned a library item but it is still showing as borrowed on their record. |
| Claims Never Borrowed | Status applied to Library Management System when a member believes they have not borrowed a library item that is showing as borrowed on their record.     |
| Inter-library Loan    | An item borrowed from a library other than Woollahra Libraries.   |

## 4 Community Strategic Plan, Delivery Program and Operation Plan

This Policy relates to Themes, Goals and Strategies outlined in Council's Community Strategic Plan Woollahra 2030 and Priorities outlined in Council's Delivery Program and Operational Plan, specifically:

**Theme:** Community well-being

**Goals:** 1 A connected, engaged and harmonious community

**Strategy:** 1.3 Provide places and spaces for people to connect and interact

**Priority:** 1.3.1 Provide access to multipurpose and flexible meeting spaces

**Theme: Community well-being**

Goals: 3 A creative and vibrant community

Strategy: 3.1 Provide innovative library services

Priority: 3.1.1 Respond to new opportunities in the delivery of high quality and innovative libraries

**Theme: Community leadership and participation**

Goals: 11 Well managed Council

Strategy: 11.2 Develop and maintain effective reporting systems that enable Council to measure and report on performance.

Priority: 11.2.2 Ensure council maintains a strong governance framework by continually reviewing Council policies and procedures for adequacy and currency.

## 5 Relevant Legislation

Library Act 1939

Library Regulation 2010

## 6 Loan Limits

The maximum number of items that a general library member can have on loan at any one time is sixty-five (65). 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             | Max No                | Loan Period                        | Renewal                                 |
|-----------------------|-----------------------|------------------------------------|---|
| Books                 | 30                    | 3 weeks                            | 2                                       |
| Magazines             | 10                    | 3 weeks                            | 2                                       |
| CDs                   | 10                    | 3 weeks                            | 2                                       |
| DVDs                  | 10                    | 3 weeks                            | 2                                       |
| Fast Reads collection | 5                     | 1 week                             | Nil                                     |
| Bolinda               | 10 eBooks + 10 eAudio | 2 weeks                            | 2                                       |
| Overdrive             | 10                    | 3 weeks                            | 2                                       |
| RBDigital             | No maximum            | NA                                 | NA                                      |
| Freegal               | 5 per week            | NA                                 | NA                                      |
| Inter-Library loans   | 10                    | As specified by the owning library | At the discretion of the owning library |
| Reference             | 0                     | Not for loan                       | Nil                                     |
| Newspapers            | 0                     | Not for loan                       | Nil                                     |
| Local History         | 0                     | Not for loan                       | Nil                                     |
| Bulk Loans            | 25                    | 4 weeks                            | 1                                       |

Restrictions apply to junior members with regard to the lending of specific item types, including age restricted items. Limits and restrictions also apply to Temporary Members.

## **7 Renewal of items on loan**

An item (excluding Fast Reads and ILL) can be renewed two times unless that item is on reserve for another library customer. Items on reserve must be returned by the due date. Items may be renewed online, in person or by telephone.

## **8 Inter-library loan (ILL) items**

Library customers may request the loan of items not held by Woollahra Libraries. Some cost incurred for this service will be passed onto the customer. Loan conditions and renewals of ILL are at the discretion of the lending/owning library.

## **9 Bulk Loans**

Woollahra Libraries offer a bulk loan service to community organisations, educational facilities (including pre-schools, kindergartens, day care centres, primary and high schools) and aged care homes in the Woollahra Local Government area.

## **10 Reference and Local History items**

Materials in reference and local history are not for loan. They have been provided for use within the library. Special provision for an overnight loan of material from these collections may be made at the discretion of the Senior Local History Librarian or Library Manager.

## **11 Reserving an item**

Library customers may reserve items that are on loan and have the item transferred to their chosen library for collection. A charge is applied. Customers will be notified by SMS, email, or letter, and the item will be held for collection for a period of ten (10) days. If a reserve is not collected in time, the reservation will be cancelled and the item returned to circulation. All charges will remain on the customer's account.

## **12 Holding an item**

Library customers may ask for items to be taken from the shelf and put on 'Hold' for them. The item can be transferred to their chosen location for collection. No charge is applied. The customer will not be notified by us, unless we are unable to locate the requested item. The item will be held for collection for a period of ten (10) days. If a Hold is not collected in time, the item will be returned to circulation.

## 13 Returning borrowed library materials

All items borrowed from the library must be returned by the due date and in the same condition as when they were borrowed. Items may be returned to any Woollahra Libraries locations.

## 14 Overdue items and Library fines

Fines on overdue materials are charged when a customer fails to return the item by its due date. It is the responsibility of library members to ensure that items are returned or renewed by the due date.

The Library charges overdue fees in accordance with Councils' fees and charges, updated each year on 1 July.

Customers owing more than \$20 will not be permitted to borrow until the amount owing is reduced to below \$20.

The Library will advise of overdue status as follows:

| Notice                         | Format               | Day sent               |
|--------------------------------|----------------------|------------------------|
| Courtesy Reminder              | Email / SMS          | 3 days before due date |
| 1 <sup>st</sup> Overdue Notice | Email / SMS / Letter | 7 days after due date  |
| 2 <sup>nd</sup> Overdue Notice | Email / SMS / Letter | 30 days after due date |
| 3 <sup>rd</sup> Overdue Notice | Letter               | 60 days after due date |

Once the 3<sup>rd</sup> Overdue Notice is produced, a customer is 'Debarred' and is not allowed to borrow until the item is returned.

## 15 Waiving Fines

Waiving of fines can only be negotiated if all items are returned. No negotiation will occur until all items have been returned. Depending on the circumstances a partial, 50:50 waive will be offered and/or in extreme circumstances all fines will be waived. An audit of waived fines will be done on a quarterly basis and reported to the Library Manager.

The following amounts are authorised for Library staff to waive:

\$0 - \$10: All staff have authorization to waive this amount.

\$10 - \$100: Librarians and Senior Library Officers, or if necessary, the most senior person on the desk, has authorization to waive up to this amount, if a suitable reason is given and if such requests have not been made previously (e.g. sickness, hospital) or as a one-off occurrence.

Over \$100: Team Leaders and the Library Manager have authorization to waive fines for this amount and over.

## **16 Lost or damaged items**

Items that are lost, or damaged to a point where they can no longer be loaned must be paid for by the customer with the charges being added to their Library account. The total for the item will comprise the replacement cost of the item itself plus a processing fee (as per Council's schedule of fees and charges). No refunds will be made for items lost and paid for that are returned later by the customer.

Library customers are liable for the replacement cost as charged by the lending institution for any interlibrary loan (ILL) item that is lost or damaged.

Upon payment of the replacement cost and processing fee damaged items become the property of the library customer.

## **17 Audio-visual items**

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

## **18 Claims Returned / Never Borrowed**

Customers who believe they have returned or didn't borrow items that are still recorded as 'on loan' may lodge a Claims Returned or Never Borrowed Status.

Customers are allowed a maximum of three instances (not items) of Claimed Returned or Never Borrowed status, every 5 years. Any claims above this amount will be assessed as the discretion of senior customer service staff and the customer will be charged for the items.

A monthly report will be generated and a search will be conducted at all library service points to try and locate these items. Items found on the shelf will be checked in immediately and staff will remove any fines accumulated by items that are found on the shelf. All items will be searched for four months.

If a Claims Returned or Never Borrowed item is not found, customers are not charged for the item unless they have more than 3 instances on their record.

## 19 Related Policies and Procedures

|   | <b>HPECM Reference</b> |
|---|------------------------|
| Library Collection Development Policy                                   | 18/148952              |
| Library Membership Policy   | 18/148861              |
| Library Bulk Loan Policy  | 18/148806              |
| Library Inter-Library Loan Requests and Suggestions for Purchase Policy | 17/205241              |

This Policy will be reviewed every two years or as required in the event of legislative changes. This Policy may also be changed as a result of other amendments that are to the advantage of Council and in the spirit of this Policy.

Any amendment to this Policy must be by way of approval of the General Manager.

### Policy Amendments

| <b>Date</b> | <b>Responsible Officer</b> | <b>Description</b> |
|-------------|----------------------------|--------------------|
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