

Policies

LOAN POLICY - PUBLIC

The core business of a public library is the lending of library materials. The Loans Policy ensures that efficient, equitable access is provided to library materials and the collection assets of the service are managed effectively. The circulation functions comprise of issue and return of Library Materials, memberships, reservations and associated tasks. These functions are supported by a significant technology infrastructure to ensure effective delivery of circulation services.

Length of loan period

The standard loan period is 28 days, but some categories of material are lent for shorter periods because they are in higher demand or from limited collections.

Books, magazines, audiobooks, music scores, CDs – all 28 day loan, one renewal

DVDs – 7 day loan, one renewal

Inter Library Loan material 2 weeks or in library use Subject to original loan conditions, specified by lending library return date or use in library only

Renewals

Library Users can renew most Library Materials for an additional loan period, once only.

The exceptions are:

- Material which is reserved by another library User

Returns

All Library Materials can be returned at any service point in the Region during opening hours. After opening hours, all branch libraries, with the exception of Croydon and the Mobiles, have after hours return chutes.

Reservations

Material can be reserved at any service point either in person, via the Web Catalogue or by phone.

Reservations may be for material which is:

- Owned by ERL but currently on loan
- On shelf at another service point within the Region
- Not part of the current ERL collection- See Inter Library Loan
- SWIFT Consortium items can be reserved unless in a non-holdable collection e.g. reference

Eligible Concession Cards

- Health Care Card
- Pensioner Concession Card
- Department of Veteran's Affairs Concession

Ineligible Concession Cards

x Seniors Card

Intra-Library Loans

These are loans between other SWIFT Consortium libraries and the loan periods are governed by the lending libraries' policies.

Inter-Library Loans

Inter-Library Loan is a co-operative system between libraries throughout Australia to provide collection resource sharing through reciprocal borrowing. When an item cannot be obtained from another public library and is only available from a library that charges for ILL, the charge of \$15 is passed onto the Library User.

Overdue Notification

As a courtesy to all Library Users, ERL gives notification of all overdue items.

The first notification is made when an item is 10 days overdue. This is usually in the form of an automated telephone call to the Library User.

A second notification is generated when the item is 28 days overdue. This is in the form of a datamailer posted to the Library User. This notice will also include the total cost of the item for replacement purposes.

A third notification is made for overdue items totaling more than \$100.00. At this stage the process is conducted by a recovery company, and notification is made when the item is approximately 60 days overdue. These notices are generated from a list provided to the recovery company by ERL. A message is placed in the Suspended Notes field on a Library User's record if overdue items have been referred to the recovery company. If no response is received, the recovery company will contact the Library User by telephone to endeavour to recoup monies outstanding. This occurs approximately 10 days after the third notification has been sent.

The recovery company will follow up with regular telephone calls to the Library User.

Borrowing rights are suspended whilst any charges or overdue items are outstanding.

Disputed overdues

If a Library User disputes the material recorded as on loan to them, they may:

- Have the item recorded on their card as a Claims Returned if they borrowed the item and claim to have returned it
- A Library User will be allowed up-to 3 current Claims Returned items. They will then be expected to pay for any further claims on the first billing notice
- If a dispute over a charge or fee is not able to be handled at the point of contact it may be referred to the Branch Manager for resolution
- Sign a Statutory Declaration to declare that they did not borrow the items in question. These are kept on file at Administration

Overdue charges

Charges apply to items returned or renewed after the due date. Charges are calculated from the first day after the due date.

Current overdue charges are as follows:

All items

25 cents per day up to a maximum of \$5 per item for junior members

25 cents per day up to a maximum of \$10 per item for adult members

There are no concession benefits for overdue charges.

If overdue charges are not settled at the time of return, the system will record the charge against the Library User record.

Library Users are not permitted to borrow until all outstanding charges are paid.

Lost or damaged items

Library Users are responsible for the loss or damage of Library Materials and are liable for the total replacement cost of the item. Cost of the item is listed on the catalogue record and includes a processing charge.

All other provisions of Loan Policy - Public will be in accordance with the Local Law No.2 2000 and Conditions of Membership Policy

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