



MANAGEMENT POLICY

LOANS POLICY

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Responsible Position Manager Macquarie Regional Library
Branch MRL Library Services
Division Liveability
Version 1.0
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Consultation Member Councils

Document Revision History	
Description	Date
This policy provides a framework for consistent lending services to ensure the Macquarie Regional Library Service (MRL) operates efficiently and effectively.	26 July 2021
Notes: Existing policy review in accordance with public library and industry standards Member council consultation November 2021 – ED22/45486 & ED22/45484	

1. Introduction

The Macquarie Regional Library (MRL) is committed to providing current, informative and entertaining collections that support learning, cultural and social needs. The Library provides consistent and customer-focused circulation policies and procedures for equitable access to collections and resources.

2. Policy purpose

This policy consistently applies lending services to ensure MRL operates efficiently and effectively.

3. Background and related legislation

The following legislation and Council documents are related to this policy:

- *Local Government Act 1993*
- *Library Act 1939, No 40*
- *Library Regulation 2018*
- Dubbo Regional Council *Code of Conduct*

4. Related MRL policies and documents

- MRL Membership Policy
- MRL Customer Code of Conduct
- MRL Online Information and Internet use Policy
- MRL Revenue Policy

5. Scope

This policy applies to lending services at MRL libraries and service points. MRL reserves the right to alter the policy and procedure at any time, to meet extraordinary circumstances and improve customer service delivery.

6. Definitions

- MRL operates seven (7) libraries at Dubbo, Wellington, Narromine, Trangie, Coonabarabran, Coolah, Dunedoo and three (3) service points at Baradine, Binnaway and Mendooran.
- An item is deemed to be **lost** when it has not been returned for 35 days after the due date.
- An item is considered **damaged** when it is returned in a condition that it cannot be returned to lending stock.
- **Electronic resources** are online resources that include databases, eBooks, eAudiobooks, eFilms, eNewspapers and eMagazines.

- **Customer** means any person, whether or not a member, who visits a library or service point of MRL to use any library resources or facilities.
- **Member** means any person who has fulfilled the membership requirements and has a current membership card.

7. Lending

- Borrowers must be current Members of MRL.
- Items may be borrowed by a Member with a membership card or an accepted ID as listed in the MRL Membership Policy.
- The loan period for physical lending items is 21 days, and a maximum of 30 items in total may be borrowed on membership at any one time.
- Items in the following categories are not available for loan:
 - Reference material
 - Microforms
 - Newspapers
 - Current issue magazines (some libraries and service points)
- Loan periods and limits may vary according to Membership and Collection categories. See MRL Membership Policy for details.
- Loan periods and limits for electronic resources vary between supplier platforms.
- Members borrowing electronic resources may be required to enter their membership card number or a username and a password.
- Due to demand or limited availability, loan periods and limits may be changed as required.
- MRL reserves the right to temporarily cease loans of particular items for specific needs and occasions.
- Items can be returned to any MRL library or service point. In addition, after-hours return chutes are available at some branches.

8. Renewals

Borrowed items can be renewed. A maximum of two (2) renewals apply unless reserved for another member or if fees have been applied to the item. Some membership categories are allowed one (1) renewal only. See MRL Membership Policy for details.

Items can be renewed by contacting the Library by phone, email, or online via the Library Catalogue.

9. Reservations

Lending items can be reserved, including items currently on loan. The number of active reservations a member can have is dependent on their membership category. Items may be reserved by contacting the Library by phone, email, or online via the Library Catalogue. See MRL Membership Policy for details.

A fee applies for each reservation unless an exempt membership category applies. See MRL Revenue Policy and MRL Membership Policy for details. The member may cancel a reservation up to the time the item is allocated without the fee applying. The reservation fee applies if the reservation is cancelled after allocation or not collected before re-allocation.

Members with an active reservation will be notified when the item is allocated and available for collection. Allocated items will be held for collection for ten (10) days from the allocation date. If an item is not collected and the member has not made other arrangements, the item will be returned to general circulation or allocated to the next reservation.

Reservations (Holds) may be placed on electronic resource items. Limits and collection times vary between supplier platforms. There is no fee for these reservations.

10. Overdue items

An item is overdue when it has not been returned by the due date.

Due date email reminders are sent three (3) days before the due date to members who have nominated email as their preferred contact method.

Overdue notifications are sent at intervals of 7 days, 21 days, and 35 days after the due date by the member's preferred method – email, SMS or mail, except for the 35-day notifications sent by mail.

Reminders and notifications are a courtesy only; Members are solely responsible for returning items by due dates.

Overdue fees are applied five (5) days after the item's due date. Outstanding items will incur a late fee for each item per week to a maximum of \$10.00 per item. There are no overdue fees for electronic resource loans. Access to electronic resources remains regardless of accrued fees and charges on membership cards. See MRL Revenue Policy for details of fees and charges. See Section 12 – Fees and Charges for more information.

11. Lost or damaged items

If a library item is lost or damaged while on loan, the member is responsible for paying the item replacement cost plus a processing charge. Parents and guardians are liable for damage or loss of items incurred by Youth Members.

Members are entitled to ownership of a lost or damaged item upon full payment of the lost or damaged fees. No refund is given for lost items if the item is later found. Replacement items of the same format, edition and title in new condition may be accepted in lieu of payment by agreement with the Library Manager/Coordinator. Processing charges will be applied.

12. Fees and charges

Borrowing privileges for physical items will be temporarily suspended if the fees and charges on a membership card reach \$20.00. Borrowing privileges for physical items will be reinstated when the outstanding fees are below \$20.00.

Requests to waive fees and charges will be forwarded to the Library Manager and considered if extraordinary circumstances apply. The Library Manager may authorise reinstatement of borrowing rights in exceptional circumstances with a negotiated payment plan.

13. Loans from other libraries

Members may request the supply of items not held by MRL by contacting the Library by phone, email, or online via the Library Catalogue.

Members may request specific items not held by MRL as an Inter-Library Loan for a fee. A standard fee applies for loans from libraries with which MRL has a reciprocal lending agreement. Additional costs may apply for items requested from other libraries. See MRL Revenue Policy for details of library fees and charges.

Members may request bulk loans of available items in languages other than English as a Multicultural Bulk Loan from the State Library of NSW. There is no charge for this service.

Resources borrowed from other libraries and subsequently damaged or lost will incur fees per the lending library's policies.

14. Responsibilities

- All MRL staff are responsible for implementing this policy consistently.
- MRL will provide confidentiality in accordance with the *Privacy Act 1998*.
- Library customers have free and equal access to resources under the *NSW Library Act 1939*