

Big Sky Libraries

Customer Lending Policy



9/1/2015

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Customer Lending Policy

1. INTRODUCTION

Big Sky Libraries (**Library Service**) is committed to providing the public with opportunities to satisfy both their recreational and information needs in a safe and welcoming environment. Staff of each Branch Library appreciate the importance of current, informative and entertaining collections for their customers and as such endeavour, where possible, to provide relevant collections to their customers.

1.1 Policy Objectives

The purpose of this policy is to clearly outline the lending conditions of the Library Service.

1.2 Scope of Policy

This policy applies at all Branch Libraries of the Library Service.

1.3 Definitions

Branch Libraries include the libraries of the Member Councils including Brewarrina, Lightning Ridge, Moree Community Library, Mungindi and Walgett and each of them is a **Branch Library**.

Damaged Item means an item which is returned in such a condition that the item is unable to be returned to lending stock and, in some cases, will need to be removed completely from the collection and includes (without limitation) mutilation; despoiled by graffiti, spilt liquids or soiled from food stuffs or where the item is incomplete (i.e. where integral parts of the item are missing).

Deed of Agreement means the agreement forming the Library Service.

Junior Member is a member under the age of 18 years.

Library Service means Big Sky Libraries.

Library Service Fees and Charges means, in relation to each Branch Library, the fee specified (if any) in relation to a matter as annually determined by the Regional Library Managers' Group and set out in a fees and charges schedule for the relevant financial year.

Lost Item means an item that is:

- (a) not returned within sixty (60) days of the due date;
- (b) reported as lost by the customer; or

- (c) reported as stolen by the customer.

Member Councils are councils that are signatories to the Deed of Agreement.

Regional Library Managers' Group means the group comprising the supervisor of each Branch Library (or their nominee), the Library Service's Cooperative Library Manager and any other appropriate nominee of a Member Council which may include councillor(s), the General Manager and the Director of Corporate Services of that Member Council.

1.4 Legislative Context

The Library Service operates under the *Library Act 1939* and the NSW Library Regulation 2010.

2. LIBRARY SERVICE RESPONSIBILITIES

2.1 Loan Periods

- 2.1.1 For items in each Branch Library which are available for loan, the following loan periods apply:

Item Type	Maximum no. of items <small>Note 1</small>	Loan period <small>Note 2</small>	No. of Renewals
Books	30	28 days	2
DVD	6	14 days	2
Magazines	6	14 days	2
Audio Books	6	28 days	2
ebooks	2	14 days	2
eAudio	2	14 days	2
eMagazines	Unlimited	Unlimited	N/A
<p>Note 1: A maximum thirty (30) items may be borrowed on a membership card at any one time.</p> <p>Note 2: Two (2) loan extensions (renewals) is allowed only for the same period as the original loan period, except if an item is reserved for another customer.</p>			

- 2.1.2 Library items can be borrowed from and returned at any Branch Library of the Library Service.

2.2 Items excluded from borrowing

- 2.2.1 Certain items are not available for loan but are able to be used within the Branch Libraries including but not limited to items in microform, reference and local studies.

2.3 Items not held by the Library Service

2.3.1 A request for an item not held at a Branch Library of the Library Service can be made in person, by phone or online to any Branch Library. A processing fee applies to inter-library loans from other NSW public libraries as specified by the Library Service Fees and Charges. A higher fee may apply for an item requested via inter-library loan from non-NSW public libraries and other institutions such as university libraries.

2.3.2 Materials borrowed via the inter-library loan facility from other libraries which become overdue, a Lost Item or a Damaged Item will incur fees in relation to this as per the lending library's policy.

2.4 Reservation of library items

2.4.1 Library items which are available for loan are able to be reserved by a customer, including any item that is currently on loan.

2.4.2 Customers are limited to 10 reserves for individuals and 40 reserves for institutions.

2.4.3 Items may be reserved by telephoning a Branch Library, in person or via the Library Service's online catalogue.

2.4.4 When a customer's reserved item becomes available, that customer will be notified via their preferred contact method (being mail, email or sms) when the reserved item is available for borrowing.

2.4.5 An item reserved for a customer will be held for collection for a period of seven (7) days from the date he/she is notified of the item becoming available for borrowing. If the item is not collected within this time or other arrangements are not made by the customer, the item will be returned to general circulation.

2.5 Renewal of items on loan

2.5.1 Renewal of an item not already reserved by another customer may be undertaken by:

- (a) contacting the Branch Library via phone or in person; or
- (b) renewing that item online via the Library Service's online member services

2.5.2 A customer utilising the Library Service's online member services through the Library Service's website is required to:

- (a) enter their library card number or customized username; and
- (b) enter their PIN code

2.6 Overdue Items

- 2.6.1 An item which is overdue will incur the late fee as specified by the Library Service Fees and Charges.
- 2.6.2 Once a customer has accrued overdue fees exceeding the limit specified in the Library Service Fees and Charges, borrowing from any Branch Library will be suspended until all overdue items are returned and overdue fees are below the specified limit for each customer. (In special circumstances, the Cooperative Library Manager can authorise the reinstatement of borrowing rights and payment of overdue fees via an alternative arrangement, including by instalment.)
- 2.6.3 Notifications in relation to overdue items will be sent to a customer at intervals of seven (7) days, and then fourteen (14) days after the due date if the item has not been returned.
- 2.6.4 The Library Service's Cooperative Library Manager may, in his/her discretion, arrange an annual "fees and charges amnesty" to encourage customers with overdue items to return them without financial penalty.

2.7 Lost or damaged items

- 2.7.1 If an item becomes a Lost Item or a Damaged Item whilst on loan, the customer is responsible for satisfying the cost to replace that item and an additional fee covering processing and administration costs and until such fees have been paid, borrowing from any Branch Library will be suspended.
- 2.7.2 An invoice will be generated automatically from the Library Management System and forwarded to the customer after the item has been deemed lost.
- 2.7.2 Parents/guardians or guarantors are liable for any fees incurred in relation to a Lost Item or a Damaged Item borrowed by a junior member.

2.8 Adherence to Policy

- 2.8.1 All staff of the Library Service, including headquarters' and Branch Library staff, are responsible for implementing this policy consistently across the Branch Libraries.

3. LIBRARY CUSTOMER RESPONSIBILITIES

3.1 Adherence to Policy

- 3.1.1 Customers of the Branch Libraries and Library Service staff, including

headquarters' and Branch Library staff, are responsible for abiding by the intent of this policy. The Library Service's Customer Lending Policy will be available to the public via the Library Service's website.

3.2 Member Obligations

3.2.1 On joining the Library Service, a customer shall become a member of the Library Service and in doing so, agrees to:

- (a) abide by all policies of the Library Service and any future revisions;
- (b) pay any fees and charges set out in the Library Service Fees and Charges, including in respect of outstanding overdue charges, service charges and charges incurred in relation to Lost Item or Damaged Item as per this Policy (including any such charges which may be incurred by a child in their care as a parent or guardian);
- (c) provide up-to-date personal details including proof of change of address;
- (d) return or renew items before the due date - fees apply for overdue items (please see **Clause 2.6** Overdue Items); and
- (e) advise staff of the Branch Library of lost or stolen library cards - members will be responsible for items borrowed on cards that are not identified as lost or stolen to staff.

4. REVIEW AND AMENDMENT

4.1 This policy shall remain in effect until revised and adopted by the Regional Library Managers' Group.

4.2 This policy will be reviewed in accordance with the provisions of the *Library Act 1939* and the *Library Regulation 2011* and also the *Local Government Act 1993* and, in any event, annually.

4.3 Interpretation of this Policy in relation to operational matters may be made through the Library Service's Cooperative Library Manager.

4.4 Until the Library Service Fees and Charges are determined by the Regional Library Managers' Group in accordance with this Policy:

- 4.4.1 subject to **Clause 4.4.2**, the fee specified (if any) in relation to a matter concerning a particular Branch Library will be as set out in the relevant Member Council's fees and charges schedule for the relevant financial year.