



Library Lending Policy

Policy Statement

This policy details the lending conditions of the Library including loan periods, loan limits, overdue loans, lost or damaged loans, library cards and responsibilities of library users.

Related Legislation, Circulars or Guidelines (as amended)

- *Local Government Act 1993 No. 30 and Regulation*
- *Library Act 1939*
- *ALIA Statement on Public Library Services (2004)*
- *ALIA Statement of Free Access to Information (2001)*

Does this Document Replace an Existing Policy, Procedure or Plan? No

Related Council Policy or Procedure

- Library Service Charter
- Library Public Access Internet Policy
- Library Membership Policy
- CHCC fees and charges schedule

Application and Distribution

It is mandatory for all Council officials to comply with this Policy.

This Policy and Guidelines is available on Council's website under Council Policies.

Approved by:

Signature:

Council: 24 September 2009
Resolution No. C52

General Manager

Effective: 24 September 2009

Review Date: September 2010

Distribution :

Registration Number:

Responsible Council Department/Officer: Manager, Coffs Harbour Library

Version History Table:

Key Responsibilities

<i>Position</i>	<i>Directorate</i>	<i>Responsibility</i>
Mayor	Council	To lead Councillors in their understanding of, and compliance with, this Policy and Guidelines.
General Manager	Executive	To lead staff (either directly or through delegated authority) in their understanding of, and compliance with, this Policy and Guidelines. To approve resources to develop, implement and review this Policy and Guidelines.
Manager, Coffs Harbour Library		To ensure compliance with this policy.
Directors	All Directorates	To communicate, implement and comply with this Policy and related Guidelines.
Director of Corporate Services	Corporate Business	To ensure (directly or through delegation) the distribution and communication of the Policy and Guidelines to specified persons. To ensure (directly or through delegation) the approved Policy and Guidelines are available in hard copy and electronically on Council's website.
Executive Manager HR & Organisational Development	Corporate Business	Facilitate the provision of regular training to all Council officials on their role and responsibilities in relation to this Policy, Guidelines and related procedures.
Executive and Managers	All Directorates	To implement this Policy, Guidelines and related procedures. To lead staff in their understanding of, and compliance with, this Policy and Guidelines
Information Technology Manager	Corporate Business	To assist with the development of systems to support public access to this Policy, Guidelines and related information.
All Council officials	Council	To comply with this Policy, Guidelines and related procedures.

Library Lending Policy

Policy Guidelines

1. Introduction

Loan period:

- Loan period is four weeks.
- One loan extension (renewal) is allowed only (except if an item is reserved for another member) - for another four weeks.
- Heavily reserved items will have a reduced loan period of two weeks.
- Requests for loan extensions can be made by phone/email or in person at any branch library. Members can also renew their loans online via My Account.

Loan limit:

- Overall borrowing is limited to 30 items on-loan.
- Non-fiction collection - maximum of three items per topic may be on loan at a time (per household).
- Magazine collection - maximum of six issues per title may be on loan at a time (per household).
- Visitor members (not Reciprocal Borrowers) are restricted to a maximum of three items on loan at a time.

Overdue and Lost / Damaged Items:

- All borrowing privileges are suspended if any items are overdue. Overdue items cannot be renewed and must be returned to the Library.
- A schedule of overdue notices and invoices can be found on our Fees & Charges page.
- Charges also apply for the replacement of items lost or damaged by a borrower.
- Damaged items will be retained by the Library for auditing purposes.
- Borrowing privileges will also be withdrawn if accounts for fines, or lost or damaged items remain unpaid.
- For details check our Fees & Charges page.

Library cards:

- A current membership card must be produced in order to borrow material from the Library.
- Public access computers users are not required to have their library card on them, unless they wish to do any printing.
- Library staff will look up a member's details if they do not have their card with them once only – current accepted identification is required, otherwise members will need to correctly answer a strict set of questions to confirm their identity. If a member subsequently forgets their card again then they will not be able to borrow unless they pay for a replacement card.
- The person using a computer booking must be the same card holder booked in for the session.
- Library members and other users must use their library card or a print/copy card to access printing or copying services.
- The borrower named on the membership card, or their guarantor, is responsible for losses and/or damage to library material borrowed on that card.
- A fee is charged for the replacement of any membership card which has been lost, stolen or damaged.

Responsibilities of users:

- Responsibility for losses or damage incurred by members less than eighteen years of age is assumed by the parent or guardian. This acceptance of responsibility is indicated by the parent's or guardian's signed declaration on the membership application form.
- Parents (or guardians) are responsible for the supervision of their children's reading matter and Internet access.
- Users are advised to read and abide by the Library Service Charter.

2. Definitions

Here is the meaning of some terms used in the Guidelines—

RESERVED	Reservation to be placed using Library Management System.
HEAVILY RESERVED	Applies when four (4) reservations placed per copy of an item.
MY ACCOUNT	Secure online access via the Library Management System to an individual member's own details and loan records.

3. Objectives

The objective of Council's Library Lending Policy is to:

- Detail the lending conditions of the Library including loan periods and loan limits.
- Detail the actions to be taken in the event of overdue, lost or damaged loans.
- Detail the responsibilities of library users including the use of library cards.

4. Policy Statement

Council's Library Lending Policy is underpinned by the following principles—

4.1 Access

- Public access to information about Library Lending Conditions will be through Council's website. Hard copy information will also be available from Council's libraries.
- Reasonable access assistance will be available to persons with special needs

4.2 Responsiveness and Accountability

Library staff will implement and monitor this policy.

4.3 Privacy and Confidentiality

The principles of Council's Privacy Management Plan will be applied.

4.4 Integrity, Dignity and Respect

- Council treats all persons with courtesy and respect.
- Council will not tolerate rude or aggressive behaviour towards Council officials. In such circumstances, Council officials are entitled to terminate phone calls or meetings as appropriate. Wherever possible, Council officials will provide the person with initial warning that their conduct is inappropriate and that the meeting or conversation will be terminated.
- Council officials will demonstrate fair and consistent decision-making.