

2.01.02 Bega Valley Shire Library - Overdue materials

Directorate	Community, Environmental and Planning
Responsible Officer	Manager Community Connections and Support

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Amendment Version No.:	Description of Administrative Amendment	Date Reviewed

1 Introduction

1.1 Purpose

The aims of this procedure are:

1. To enable the Bega Valley Shire Library (BVSL) to regularly account for library items which are Council assets.
2. To increase circulation of library items.
3. To make library items accessible to all library members in a timely and equitable manner.
4. To enable the reserve system to operate efficiently.

1.2 Scope

This procedure applies to all Bega Valley Shire libraries.

2 Definitions

Term	Definition
Overdue items	Library materials that have not been returned to any Bega Valley Shire Library branch on or before the due date
Due date	The date given by the library management system for the return of the borrowed item
Replacement cost	The price of the item given on the library management system plus a \$13.00 processing fee for items deemed lost

3 Legislation

The Bega Valley Shire Library is guided by the Australian Library and Information Association (ALIA) standards to support and sustain the free flow of information and ideas. Bega Valley Shire Library does not apply monetary fines for overdue library materials. If a borrower fails to return items by the due date the library will suspend borrowing privileges until items are returned to the branch.

4 Implementation

4.1 Overdue items

The overdue items procedures operates as follows.

4.1.1 One week after the item is due:

- The first reminder notice will be posted or emailed to the library member.

4.1.2 Three weeks after the item is due:

- Borrowing privileges will be temporarily suspended.

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- A second reminder notice will be posted or emailed to the library member, listing the overdue items. The second reminder notice will include the replacement cost(s).
 - The member will be asked to return the item(s) or pay the replacement cost(s) (which will be applied at 12 weeks).
 - The second notice informs the member that borrowing privileges are suspended until the items are returned or paid for.

4.1.3 Twelve weeks after the item is due:

- The item is deemed lost and the replacement charge is applied.
- No renewals on the item allowed. Internet availability for the member is not affected.
- A third overdue notice will be posted or emailed to the library member notifying them that the replacement charge has been applied.
- The library member may choose to privately purchase a new copy of the same book and avoid the processing fee.
- A payment arrangement can be set up and borrowing privileges restored if charges are less than \$200.
- If the item is returned, charges are reversed and borrowing privileges restored.

4.1.4 When charges exceed \$200:

- Borrowing privileges are suspended.
- No renewals of item permitted.
- Computer use is suspended.
- If the items are returned or the replacement charge is paid, charges are reversed and borrowing privileges restored.

4.1.5 Inter Library Loans

Borrowers are liable for all charges applied by the lending library, as per the Document Delivery policy.

4.1.6 Appeal Process

Any dispute relating to fees and charges will be directed to the Library Coordinator for review.

5 Supporting Documents

5.1.1.1 Overdue Procedure Summary

Item Status	Consequence to member	Library action
1 week overdue		First notice sent
3 weeks overdue	No lending	Second notice sent
12 weeks overdue	No lending, replacement charge applied, no renewals on the item	Third notice sent
12 weeks overdue and charges exceed \$200	No lending, no renewals on the item, no computer use	Third notice sent