

Bundaberg Regional Library Service Borrowing and Returning Library Items Governance Policy

GP-3-054

Rev. No. 1

1.0 INTENT

To define the requirements for the borrowing and returning of items to the Bundaberg Regional Library Service.

2.0 SCOPE

This policy applies to all members of the Bundaberg Regional Library Service.

3.0 POLICY OBJECTIVES

Not applicable.

4.0 POLICY

4.1 Borrowing Library items

4.1.1 Library membership card

One membership card is issued to each member.

A member's library membership card must be presented each time a member wishes to borrow library items. Items will not be issued without the borrower's membership card being presented.

Members (or the nominated parent/guardian of members under 18 years of age) are responsible for all items issued to their membership card and any fines/costs accrued on that card. This applies whether the member has borrowed the items for themselves or for others.

A fee will be charged for a replacement card.

Members are required to notify the Library of any loss/theft of their membership card. Members are responsible for all items on their card if the Library has not been informed of any loss/theft.

4.1.2 Loan limits and loan periods

General members and subscription members are entitled to borrow a maximum of ten (10) items on their membership card, with limits on some materials, as indicated below.

Security deposit members are entitled to borrow a maximum of five (5) items on their membership card, with limits on some materials, as indicated below.

Material	Limit	Loan Period
Books/Tapes/ Magazines	Up to 10 (or 5)	3 weeks
Book Tapes - Children's	Up to 5 per household	3 weeks
Compact Discs	Up to 4 per card	3 weeks
DVDs &/or Videos	Up to 4 per household (total)	1 week

4.1.3 Renewals

Renewals can be made for a further loan period by:

- Phoning the Library and quoting your membership (card) number;
- Asking staff at the counter;
- Online via the Library catalogue using your membership (card) number and PIN.
- A limit of three (3) renewals per item can be made.
- Items on reserve for other borrowers cannot be renewed.

4.1.4 Reservations

Reservations may be made on items that are on loan to another borrower. Reserves may be made at the Library counter or via the Library's online catalogue. Borrowers will be notified by mail or email when the item becomes available.

A maximum of five (5) reserves per card is permitted.

4.1.5 Extra loan time

Should a borrower be going on holidays, or have another legitimate reason for needing a longer borrowing period, they should inform staff before items are issued.

Extra time will be given at the discretion of staff, and will not be given for new or popular items.

4.1.6 DVDs and CDs

If a borrower has any concerns about a DVD or CD they should not place it in their DVD or CD player, but return it to the Library and alert staff to its condition.

DVDs and CDs will not be cleaned on demand.

4.2 Returning Library items

Borrowers should return their items to the returns counter. After-hours chutes are provided for the return of items when the Library is closed.

4.2.1 Fines and charges

Overdue fines apply for items not returned by their due date. Lost or damaged items must be paid for before further items may be borrowed.

Persons who fail to return overdue library items will have their borrowing privileges withdrawn and may face legal action to recover costs.

If one member of the family has an account for an overdue/lost/damaged library item, then the member and all members of the immediate family may be refused borrowing privileges until the item is returned to the Library undamaged or the account is paid in full.

4.2.2 DVDs and CDs - after-hours returns

DVDs and CDs must be returned through the appropriate DVD and CD after-hours return chute. Returning items through the incorrect chute may result in damage to an item, and the member being responsible for its replacement cost.

5.0 CONTROLS

Not applicable.

6.0 EFFECTIVE FROM

The Bundaberg Regional Library Service Borrowing and Returning Library Items Governance Policy was adopted by Bundaberg Regional Council on 8th July 2008 (Item H3).

This Policy is effective from 5th August 2008.

7.0 ASSOCIATED DOCUMENTS

GP-3-059 Bundaberg Regional Library Service Inter Library Loans Governance Policy

GP-3-051 Bundaberg Regional Library Service Membership Governance Policy

GP-3-055 Bundaberg Regional Library Service Overdue Item Fines Governance Policy

GP-3-056 Bundaberg Regional Library Service Lost and Damaged Library Items Governance Policy

GP-3-053 Bundaberg Regional Library Service Code of Conduct Governance Policy