

North Western Library

Loans Policy



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Introduction

The resources and services of the North Western Library are for the benefit of and use as a whole community. To maximise the efficient operation of services and to ensure equitable access to materials, North Western Library has policies and procedures relating to the loan of resources.

These policies and procedures relate to the number of items which may be borrowed, the length of time for which they may be borrowed, and any charges associated with lending of items.

Definition

User	Any person who visits a library for the purpose of using Library resources or facilities.
Member	Any user who has fulfilled the requirements for membership of the library and has a current membership card.
Lost item	Is considered lost if not returned 28 days after the due date, or when the library member reports an item as lost or stolen.
Damaged item	Is considered "damaged" when it is returned in such condition that it is unable to be returned to lending stock and in some cases will need to be removed from the collection. Examples of damaged stock includes but is not limited to mutilation of item(s); despoiled by graffiti, spilt liquids, or soiled from food stuffs; exposure to smoke and soot; returned incomplete, as is the case where integral parts of the item are missing/not returned/damaged/destroyed.

Collections

The North Western Library lending collections include Adult Non-Fiction, Adult Fiction, Children's books, Graded Readers, Young Adult books, Large Print books, Talking books, Magazines, DVDs, and Toys.

North Western Library also holds Reference, Local History and Family History collections. These collections are not for loan but can be viewed within the library space.

The North Western Library eCollections offer Library members access to research and learning databases, eBooks, eAudiobooks, eMagazines and other downloadable and streaming media.

Conditions of Lending items

- To borrow materials, users must have current membership of the Library.
- A single North Western library membership card can be used at all service points.
- Up to thirty items can be borrowed per member.
- Library items are loaned for twenty-eight days.
- A list of borrowing items can be given to library users on request.
- Items will be obtained from other service points on request.
- Library items can be returned to any North Western service point.
- After hours return facilities are available at all service points

- Library users may suggest items for purchase which will be assessed in accordance with the Collection Development Policy.
- An overdue notice is sent via SMS two weeks after the due date.
- This is followed up with a tax invoice for the cost of the item sent at the six-week period if the item remains outstanding.
- If the library user has borrowed an item which has been destroyed, lost stolen or damaged the library user must pay to North Western Library a sum equivalent to the value or an agreed portion of the replacement fee will apply. Plus, a processing charge per item

Library members responsibilities

- To abide by all North Western Library Policies and any future revisions.
- To provide up-to-date personal details including proof of change of address.
- To return or renew items before/on the due date.
- To pay any outstanding charges prior to borrowing further items. A part payment system is available if required.
- To advise library staff of lost or stolen library cards. Members will be responsible for items borrowed on cards that are not identified as lost or stolen to library staff.

Renewal of items on loan

Items will be renewed twice, by automatic renewal, except if an item has already been reserved by another user.

Reservation of library material

Library materials on the library shelves and those which are currently on loan to another member can be reserved. When the reserved item becomes available, the patron will receive notification (either by post or email) that the item is now available for borrowing.

Items may be reserved in person, via the library's online catalogue or by telephone.

Items not held by North Western Library

For items not held at the North Western Library, library members can suggest the item be purchased or place a request for the item to be borrowed via the Inter Library Loans

system from another library. Suggestions for purchase are free. A fee applies for Inter-Library Loans.

Higher costs may be incurred for items requested via Inter-Library Loan from non-NSW public libraries and other institutions e.g. University Libraries. Patrons will be advised of

further costs prior to continuing with the request.

Claims Returned items.

Should a patron claim to have returned an item, the status of the item is changed to "claims returned". If, after 3 months, the item has not been found by either the patron or the library it will then be treated as a lost item.

Lost or damaged items

Should a library item be lost or damaged whilst on loan, the card holder is responsible for payment of the replacement cost of the item plus any overdue fees. Parents or guardians are liable for costs incurred by minors for whom they have agreed to be guarantor at the time of the minor's registration.

Members who are responsible for lost or damaged items may not be permitted borrowing rights until the replacement cost and associated processing charges have been paid.

Materials borrowed via Inter Library Loan from other network libraries which are damaged or lost will incur fees as per the lending library's policy.

Individual Policies

Please note that each library has their own individual policies that also need to be referred to.