

RIVERINA REGIONAL LIBRARY CUSTOMER LENDING POLICY

POLICY REFERENCE NUMBER:		POL/RRL 001	
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1	June 2010	August 2010	June 2010
2	January 2014	May 2014	March 2014
3	January 2018	June 2018	March 2018
This document is to be reviewed annually.			
RESPONSIBLE DIRECTOR		Robert Knight, Executive Director RRL	

1. INTRODUCTION

The Riverina Regional Library (RRL) is committed to providing the public with opportunities to satisfy both their recreation and information needs in safe and welcoming environments. RRL branch library staff appreciate the importance of current, informative and entertaining collections for their clients and as such endeavour, where possible, to provide relevant collections to their clients.

1.1 Policy Objectives

The purpose of this policy is to clearly outline the regulations for library clients in relation to:

- the terms of loan of library materials
- the renewal of library materials
- the reservation of library materials
- the loss or damage of library materials whilst on loan.

1.2 Scope of Policy

This policy applies at all RRL branch libraries.

1.3 Definitions

- Riverina Regional Library branch libraries include:
Adelong, Batlow, Bland, Coolamon, Cootamundra, Corowa, Culcairn, Gundagai, Henty, Holbrook, Howlong, Junee, Mulwala, Talbingo, Temora, Tumbarumba, Tumut, Wagga Wagga, and RRL Mobile Library.
- Member councils are councils that are signatories to the RRL Deed of Agreement.
- An item is **“long overdue”** when it has not been returned 43 days after the due date at which point borrowing privileges are revoked.
- A **“lost item”** is deemed to be “lost” when a borrower reports it as being unable to be found, stolen or identified as “damaged”.
- An item is considered **“damaged”** when an it is returned in such 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. Examples of damaged stock include: mutilation of the item(s); graffitied, soiled from food stuffs or liquids; and incomplete (where integral parts of the item are missing).

1.4 Legislative Context

RRL operates under the [Library Act 1939](#) and the [Library Regulation 2010](#).

1.5 Related Documents

RRL Customer Service Charter and Customer Code of Conduct

RRL Fees and Charges Schedule

RRL Membership Policy

1.6 Responsibilities

Riverina Regional Library members, RRL staff and branch library staff are responsible for abiding by the intent of this policy. The RRL Customer Lending Policy is available to the public via the [RRL website](#).

1.7 Reporting Requirements

This policy will be reviewed annually in line with item RRL2.2.4 – Shape the Future of the RRL Integrated Planning Strategy 2018-2022 with a full policy review undertaken

every four years in line with Local Government procedures. Progress of policies will be reported biannually.

1.8 Approval Arrangements

Approval arrangements will be undertaken through the RRL Advisory Committee approval process.

1.9 Review procedures

This policy will be reviewed annually in line with item RRL2.2.4 – Shape the Future of the RRL Integrated Planning Strategy 2018-2022.

2. POLICY CONTENT

2.1 General Principles of the Riverina Regional Library Customer Lending Policy

2.1.2 Lending Statement

The RRL lending collection may include:

- fiction, non-fiction and recreational books
- magazines
- computer software
- CDs
- DVDs
- audio books
- audio devices (for targeted groups)
- community resources
- digital resources (eBook, eAudio, eMagazines, downloadable music and films etc).

NB: Access to items is subject to availability at each branch library.

2.2 Policy Criteria

2.2.1 On joining Riverina Regional Library, members are reminded that they agree to:

- Abide by all RRL Policies and any future revisions
- Pay any outstanding overdue charges, service charges and charges incurred from lost or damaged items as per the RRL Fees and Charges Schedule
- Provide up-to-date personal details including proof of change of address
- Return or renew items before the due date – fees apply for overdue items (please see item 2.3.3 Overdue Items below)
- Advise library staff of lost or stolen library cards – members will be responsible for items borrowed on cards that are not reported as lost or stolen to library staff.

2.2.2 Default Loan periods

Item Type	Overall maximum number of items	Loan Period	Number of renewals
Standard Items (including books, DVDs, sound recordings, periodicals etc)	30	28 days	2 x 14 days
eResources	Vendor dependent	Vendor dependent	Vendor dependent

A default maximum of 30 items may be borrowed on a regular membership card at any one time. RRL branch libraries reserve the right to temporarily cease loan of particular items for specific needs and occasions and also vary loan times and maximum limits as required.

Certain items are not available for loan but are able to be used within the libraries. These items include:

- Items in Microform
- Reference Genealogy
- Reference
- Local Studies

- Current issue periodicals.

Library items can be returned at any branch library of the Riverina Regional Library including the RRL Mobile Library.

2.2.3 Overdue Items

Overdue items will incur a late fee of \$0.10 per work day to a maximum of \$10.00 per item. Please see the [RRL Fees and Charges Schedule](#) for details of library fees and charges.

Borrowing rights are revoked when items reach 43 days overdue and/or fees and charges on the member record reach \$25.00.

Overdue notifications will be sent to the library member at intervals of 15 days, 29 days and then 44 days after the due date if the item has not been returned.

Library members will be notified of overdue items by their preferred method - email, SMS or mail.

2.2.4 Payment of overdue fees

In special circumstances, library management can authorise the reinstatement of borrowing rights and payment by instalment may be negotiated.

2.2.5 Renewal of items on loan

Library items can be renewed a maximum of 2 times (please see 2.2.2 Loan Periods above).

Renewal of items not already reserved by another patron may be undertaken either by contacting the library via phone, in person, or by renewing items online via the RRL website's member services. Members utilising member services on the RRL website will be required to enter their library card number along with their pin code.

2.2.6 Reservation of library material

Library materials which are available for use are able to be reserved by library members – this includes items that are currently on loan. There is a \$1 charge for each reservation (please see RRL Fees and Charges Schedule).

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

Library members with reservations will be notified via email, SMS or mail when the requested items are available to collect.

Reserved items will be held for collection for **12** days from notification. If the item is not collected within this time, or other arrangements are not made by the member, then the item will be returned to general circulation.

Charges apply at the time of the reservation regardless of whether the item is borrowed.

2.2.7 Lending – items not held by Riverina Regional Library branch libraries – Inter Library Loans

Requests for items not held at branches of the Riverina Regional Library can be made in person or by phone at any branch library. A fee of \$4.40 applies to Inter Library Loans from other NSW public libraries or other Australian public libraries with which RRL holds reciprocal lending agreements (please see the RRL Fees and Charges Schedule). Higher costs may be incurred for items requested via Inter Library Loan from non-NSW public libraries and other institutions such as university libraries.

2.2.8 Lost or damaged items

If a library item is lost or damaged whilst on loan, the card holder is responsible for payment of replacement cost of the item plus an additional fee which covers processing and administration costs. Parents or guardians are liable for damage or loss of items incurred by the minors for whom they have agreed to be guarantor.

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 the Inter Library Loan facility from other network libraries which are damaged or lost will incur fees as per the lending library's policies.

Members are entitled to ownership of the lost or damaged item upon payment in full of the allocated fees, and are not eligible for a refund if the lost item is later found. Replacement items will not be accepted in lieu of payment.

Application to waive charges for "Lost" items may be made in certain circumstances (Natural Disaster, Victim of Crime, Member Deceased). Waivers require approval by the relevant member Council General Manager or Council.

2.2.9 Responsibilities

All RRL branch and administration centre staff are responsible for implementing this policy consistently across the region.

NB: If outstanding charges exceed \$25 then borrowing, reserving items and other member services are not permitted.

2.3 Service Statement

RRL is dedicated to providing relevant, current and accessible information, resources and collections for our constituents as well as providing safe, welcoming and accessible facilities. Where possible, RRL customers can expect:

- Prompt, courteous and accurate service
- Clear and accurate information about library policies
- Libraries to be open in accordance with advertised opening hours

- Staff with professional expertise and knowledge
- Access to a wide range of library and information services
- Free and equal access to resources and services to all individuals and groups within the community, in accordance with the *NSW Library Act 1939*
- Access to online Library services and internet facilities
- Confidentiality in accordance with the *Privacy Act 1998*.

Amendments

Amendments to this policy in relation to operational matters may be made with the approval of the Executive Director RRL.

3. References

Riverina Regional Library, [RRL Fees and Charges Schedule](#).

Riverina Regional Library, Customer Service Charter and Customer Code of Conduct.

State Library of NSW, [Legislation and Policies](#).